



ASTRAL SKILLS
INSTITUTE OF AUSTRALIA

INTERNATIONAL STUDENT HANDBOOK

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THE EARLY CHILDHOOD LEARNING COMPANY PTY. LTD. T/A ASTRAL SKILLS INSTITUTE OF AUSTRALIA

ABN : 80 600 951 264

RTO : 41322

CRICOS : 03858C



Level-6, Suite 6.01/138 Queen
Street, Campbelltown, NSW 2560.



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www.asia.edu.au

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Student Handbook

WELCOME MESSAGE

Welcome to Astral Skills of Institute of Australia (ASIA) and congratulations on your new journey with us. We pride ourselves in not only in fostering academic excellence but also in making our students educational experience satisfying such that students will remember their time at ASIA for the rest of their lives.

On behalf of our staff and faculties, I warmly welcome you to ASIA.

This Student handbook has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about the courses we offer, fees payable, costs, admission/enrolment procedures at ASIA and other vital information. It also provides different processes and procedures that will help you understand more about your rights and responsibilities as a prospective or current student at ASIA.

ASIA provides a supportive and caring learning environment. Our qualified academic staff and our administrative support staff will give you lots of encouragement, monitor your progress, and provide you with study support. Our aim is your success and we will do everything we can to help you to achieve it. We are committed to ensure that your time at ASIA is worthwhile, memorable and productive.

I look forward to welcoming you at ASIA.

Marie Armstrong Smith

CEO

Astral Skills of Institute of Australia (ASIA)



About Astral Skills of Institute of Australia (ASIA)

Astral Skills of Institute of Australia is an Australian private training organisation based in Campbelltown and Kogarah, New South Wales.

Its purpose is to provide accredited vocational training courses to the international students.

ASIA has structured its programs based on the hands-on practical experience using technology and simulated environment where students will develop knowledge and skills in realistic environment conditions.

ASIA community of teachers and support staff offers a learning environment that pays close attention to each individual student needs and promotes equal opportunity education for all the students.

The institute is located in a convenient place in Campbelltown and Kogarah in New South Wales ASIA's training locations are accessible to all the students by using public transport and in close distance from the train stations. It is located near many cafe's, shops, restaurants for students to enjoy good quality time after classes.

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our institute. The contact details are listed below.

Main Campus/ Head Office:

Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

Campus 2: 1/11 O'Keefes Lane, Kogarah, NSW 2217

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au



Why Study at ASIA?

Better Career Outcomes

ASIA's government accredited and internationally recognised courses will help you achieve your career goals. Graduates of ASIA will be equipped with skills and qualifications which will help them to work in various roles in the industry.

Note: ASIA doesn't claim any job guarantees or employment with its programs.

Experienced Staff

ASIA employs experienced, industry-aware teaching staffs who are committed to promoting a culture of learning, achievement and ambition. Many teaching staff also works actively in the fields they teach, they are aware of the changes in the market forces across all the industries and are quick to reflect such development in their classes.

VET Qualification

Vocational Educational and Training (VET) is a distinctive style of learning. It teaches practical, skills that are highly priced by employers. Class sizes are kept to a minimum to ensure close attention from lecturers. Assessment is based on achieving competency levels. It adheres to the Standards Registered Training Organisation (RTOs) 2015.

The RTO provides quality training and assessment across all its operations.

The RTO adheres to the principles of access antiquity to maximise the outcomes for clients.

Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates.

Student Service Focus

Staff at ASIA understands the many challenges students face when studying away from their home country. Every effort is made to assist the students to make the transition to their new surroundings and help them to feel like home. We will regularly consult with the students to gather feedback on their experience at ASIA and continuously develop and improve our services accordingly. The result is a supportive and safe environment that enables students to perform at their best.

Registration

Astral Skills Institute of Australia is a registered Training Organisation (RTO) under the national regulator for Australia's vocational education and training sector, ASQA (The Australian skills Quality Authority). ASQA regulates courses and training providers to ensure nationally approved quality standards are met.



Our Objectives

The objectives of ASIA are:

- **People**-We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- **Safety equality**- We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training & assessment environment.
- **Integrity & ethics**- We conduct ourselves in accordance with the shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed**-We aspire to deliver consistent, high quality services and apply them.
- **Quality systems** which support training and assessment excellence.
- **Student Focused**-We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time by providing high quality training and assessment experiences.
- **Industry Engagement**-We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on the industry needs and expectations.

Useful Contacts @ ASIA- Who to see about what!

ASIA has designated a member of staff or members of staff to be the official point of contact for students. The Student Support Officer and other designated support staff will have access to up-to-date details of ASIA's support services.

Initial Contact person on Campus: CEO – **Ms Marie Armstrong Smith** Ph: +61 403 143 543

Other available services and staff

Service	Name	Phone no	Email
Critical incidents, Emergency Health Services,	Marie Armstrong Smith	+61 403 143 543 Critical Incident:24 hours available	info@asia.edu.au
Counselling support, Appeals, external services support, legal			

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assistance, Safety and Security, First Aid	Ankita Gohil/ Dhara	02 4608 9972	info@asia.edu.au
Enrolment Officer/ Reception Services	Dhara Patel	02 4608 9972	Admissions@asia.edu.au
Student Support, Complaints and Appeals	Lutfa Akter	02 4608 9972	Studentservices@asia.edu.au
Administrative/Complaints	Ankita Gohil	+61 403 143 543	info@asia.edu.au
Student support officer, LLN support Officer, Academic Manager,	Lutfa Akter	02 4608 9972	Studentservices@asia.edu.au
Accommodation support, Digital and IT Support Officer	Jason	02 4608 9972	itsupport@asia.edu.au
Academic support/course progress support	Joynal Abedin	02 4608 9972	Academic@asia.edu.au

Enrolment Information

This student's handbook has been developed in order to provide prospective students with important information which will allow them to make an informed decision about their future study plans. It contains information about the courses we offer, the location where these courses will be delivered, the modes of delivery, fees and costs, admission/enrolment procedures at ASIA, training arrangements and other vital information. It also provides different processes and procedures which will help you to understand more about your rights and responsibilities as a prospective or current student at ASIA.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact ASIA and talk to one of our friendly, informed staff members if they are unsure about any information included in this handbook or have any questions.

Students must complete the application/enrolment form and send the completed form along with all the relevant documents and the application fee to ASIA. Students can also submit their application through one of our authorised agents. A list of approved agents can be found on our website www.asia.edu.au



Once your form is received, ASIA's Enrolment officer will conduct pre-training review (PTR) interview over the phone or through skype, this interview will aim to identify your training needs. ASIA will conduct a review of student's current competencies, student's needs, English level, and support requirements including their oral communication skills, in order to enrol them in the most appropriate course to achieve their intended outcomes. This interview process will allow you to demonstrate that you have the necessary skills to successfully complete the course. It will also identify any Recognition of Prior Learning (RPL) and credit transfer opportunities you may have. If any RPL opportunities are identified, you will be presented with the required paperwork. RPL and credit transfers if approved may affect your COE's length.

ASIA will provide students with a CoE. Your confirmation of enrolment will reflect the condition that you must take LLN test before commencement. Students will be required to undertake LLN test prior to commencement on campus. LLN test will be conducted by using ACSF mapped online LLN assessment tool-LLN Robot under the supervision of qualified assessor/s.

In addition to the Language Literacy and numeracy (LLN) test, ASIA will ask you to provide evidence of your IELTS /equivalent test score and secondary school certificate. ASIA will assess completed student's application forms based on the information supplied. Students for each course will be selected in a manner that reflects ASIA's access and equity principles. Completion of the student's application form does not imply that ASIA will make an offer to you. You will also be notified if you do not meet the entry requirements.

When ASIA makes you an offer and you wish to accept, you must sign the written student's agreement, pay the fee requested in the written student's agreement and send it to ASIA. ASIA will not accept any course fees without a written student's agreement.

Students must read all the information clearly before signing the written agreement. Student are requested to call ASIA if they want to enquire about anything.

Once the completed written students' agreement and the fee is received (and cleared by the bank) ASIA will issue a confirmation of Enrolment (COE). The CoE is required for prospective students to apply for their Australian student visa.

List of Courses offered by Astral Skills Institute of Australia

Course Information and Entry Requirements:

Campus Location:

Main Campus/ Head Office: Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560

Campus 2: 1/11 O'Keefes Lane, Kogarah, NSW 2217





National Code	Course Name	CRICOS Code	Course Duration (Including holiday breaks)	Tuition Fee (AUD)	Materials Fee+ Application fee	Total fee
SIT40516	Certificate IV in Commercial Cookery	102511F	84 weeks (70 weeks delivery 14 weeks holiday break)	\$15,650	\$2000 + \$500	\$18,000
SIT50416	Diploma of Hospitality Management	102512E	102 weeks (22 weeks holiday break)	\$14,650	\$1000 + \$500	\$16,000
CHC50113	Diploma of Early Childhood Education and Care	102513D	103 weeks (15 weeks holiday break)	\$23,650	\$1000 + \$500	\$25,000
BSB80120	Graduate Diploma of Management (Learning)	106790F	104 weeks (18 weeks Holiday break)	\$18,000	\$1000 + \$500	\$19,500

Mode of Study: Face to Face mode and work-based training

Course Location (face to face theory component for all courses):

Campus 1: Level-6, Suite 6.01/138 Queen Street, Campbelltown, New South Wales 2560, Australia

Campus 2: 1/11 O'Keefes Lane, Kogarah, NSW 2217

Practical Learning Location:
For Hospitality Courses:

- 1/11 O'Keefes Lane, Kogarah, NSW 2217
- Commercial Kitchen One: Dezure Function Centre at 1/107-109 Main Street, Blacktown, NSW 2148
- Commercial Kitchen Two: The Sapphire function centre at 7 Station Road, Auburn, NSW 2144



4. Commercial Kitchen Three: Yes-Best and Easy Foods Pty Ltd. Located at Unit 10,136-140 Magowar road, Giraween, NSW 2145

For Early Childhood Education and Care

On Campus: Level-6, Suite 6.01/138 Queen Street, Campbelltown, New South Wales 2560, Australia

Work based training Location: As per student's practical placement agreement for both Hospitality and Early Childhood Education and Care.

Minimum 20 hours per week

It is to be noted that Astral Skills Institute of Australia doesn't make any employment outcome claim to the student associated with all its courses.

Course Code & Name	SIT50416 – Diploma of Hospitality Management
CRICOS code	102512E
Course Description	<p>This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.</p> <p>This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.</p> <p>Possible job titles include:</p> <ul style="list-style-type: none"> banquet or function manager bar manager café manager chef de cuisine chef patissier club manager



	<p>executive housekeeper</p> <p>front office manager</p> <p>gaming manager</p> <p>kitchen manager</p> <p>motel manager</p> <p>restaurant manager</p> <p>sous chef</p> <p>unit manager catering operations.</p>
Delivery Mode	Face to face and practical learning through work-based training
Location	Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560
Course Fees	\$16,000
Duration of the training (Including Holidays & breaks)	102 weeks including holiday breaks (80 weeks delivery + 22 weeks holiday breaks)
Volume of Learning	<p>The amount of training & volume of learning for the qualification is 1600 hours.</p> <p>This will be delivered over 102 weeks of course duration including 80 weeks delivery plus 22 weeks holidays. Students will be required to attend minimum 20 hours per week of study.</p>
Work based training	As a part of the course, students will undertake 360 hours of work placement included within 104 weeks of course delivery.
Workplace suitability assessment	The WBT coordinator will determine suitability of potential host employer, including supervision and occupational health and safety requirements. All work-based training sites are assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist. The WBT Coordinator will use this check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one time conducting Work-Based Training.





<p>Alternative Arrangements if industry workplace does not meet the requirements</p>	<p>If any work placement site does not meet suitability, the WBT coordinator will either allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items, or institute will conduct the additional training and assessment in its training kitchen</p>
<p>Note: This is a sample delivery schedule, days and timing in this schedule can vary depending upon the trainer's availability and the learner's needs; however, total amount of the training will remain unchanged.</p>	
<p>Pre-Training Review</p>	<p>All the students will undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills. Interview will be conducted by the ASIA's Enrolment Officer or representative prior to the enrolment. Interview will also aim to identify possible credit transfer (CT), RPL opportunities, special needs, oral communication skills.</p> <p>Through pre-training review, student will demonstrate that they have the necessary skills to successfully complete the course.</p>
<p>Language, Literacy and Numeracy test (LLN)</p>	<p>Candidate undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports , graphs, make recipe cards and do menu costing.</p> <p>Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool - LLN Robot under supervision of qualified assessor.</p> <p>All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF level 4 conducted by the institute.</p> <p>If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs at their own cost before they can enroll into VET course.</p>
<p>Computer literacy requirements</p>	<p>All learners enrolling into Astral programs must have basic computer skills, learners are required to comment on their computer literacy skills during pre-training review.</p> <p>Learners those who do not possess basic computing skills will be referred to take basic computer training before enrolment e.g. International</p>





	computer driving licence (ICDL), fee is charged by ICDL. (Please refer https://icdl.org/ for more details)
Academic requirements	To enter this qualification, applicants should have successfully completed year 12 or secondary studies in applicant’s home country equivalent to Australian senior secondary school examination.
Age	ASIA will only enrol students who are over 18 years of age at commencement of this qualification.
Regulatory requirements	A current and valid passport and a valid study visa that covers the duration of study for the course
Material and Resources required	<p>Although ASIA will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p> <p>Learners are required to have Kitchen tool kit including, Chef dress, safety boots and knife kit including various knives and other tools to undergo training effectively. Knife will be provided by institute as part of material fee. Students are required to purchase or arrange chef dress, and safety shoes. Institute can suggest suppliers on student’s request however student is required to pay and negotiate with supplier directly for chef dress and safety shoes</p>
Physical Abilities and handling complex foods	Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training. Learners must able to handle complex foods including cooking of various processed or raw meats, poultry, seafoods, dairy items and must kept in mind of any religious or dietary barriers to handle such foods before enrolling into this course. In line with its access and equity policy, ASIA will identify any such barriers presented by students during pre-training review call before enrolment and will identify and provide required support and reasonable adjustment where possible.





	Students are expected to have an understanding of physical abilities and manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to do manual handling, lifting heavy pots and pans.
Assessment methods	Knowledge questions, Worksheets, Practical Demonstration in training kitchen, Role plays, Research, Case Studies, Presentation, Project work, Logbook
Qualification Pathways	After achieving Diploma of Hospitality SIT50416., individuals can progress to SIT60316- Advanced Diploma of Hospitality Management* Astral does not offer SIT60316- Advanced diploma of Hospitality Management.
Employment Pathway	This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles include: chef chef de partie.

Course Name & Code	SIT40516 - Certificate IV in Commercial Cookery
CRICOS Code	102511F
Course Description	This qualification reflects the role of commercial cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems. This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles include: chef chef de partie. No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication





Delivery Mode	This course will be delivered by face to face mode plus work placement tasks, where students will undertake 1400 hours of delivery which comprises of 20 hours per week for 70 weeks. As a part of the course, students will undertake 256 hours of work placement included within 70 weeks of course delivery.
Location	Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560
Course Fees	\$18,000
Duration of the training (Including Holidays & breaks)	70 weeks delivery plus 14 weeks holidays = 84 weeks
Volume of Learning:	<p>The amount of training & volume of learning for the qualification is 1400 hours. This comprises of:</p> <ul style="list-style-type: none"> • 832 hours of face to face training in classroom • 312 Hours of practical in Astral training kitchen • 360 hours of work-based training in workplace kitchen as part of practical placement • This will be delivered over 84 weeks of course duration including 70 weeks delivery plus 11 weeks holidays. Students will be required to attend minimum 20 hours per week of study.
Work based training	<p>A total of 256 hours will be completed in workplace commercial kitchen as part of workbased practical placement. An induction for WBT students would be conducted at institute and workplace induction will be conducted at workplace before commencement of WBT.</p> <p>Students are also required to complete a logbook for each service period and reflect on tasks performed during service period. Students will utilise self-study hours to complete these logbooks and WBT documentation.</p>
<p>Note: This is a sample delivery schedule, days and timing in this schedule can vary depending upon the trainer's availability and the learner's needs; however, total amount of training will remain unchanged.</p>	





<p>Pre-Training Review</p>	<p>All the students will undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by ASIA’s Enrolment officer prior to the enrolment. Interview will also aim to identify possible Credit transfer (CT), RPL opportunities, special needs, confirm oral communication skills.</p> <p>Through pre-training review student will demonstrate that they have necessary skills to successfully complete the course.</p>
<p>Language, Literacy and Numeracy test (LLN)</p>	<p>Candidate undertaking this course must possess sound Numeracy skills since it requires them to gather data, manage projects, do calculations, make reports, graphs, make recipe cards and do menu costing.</p> <p>Language Literacy and Numeracy test will be conducted prior to course commencement. LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool - LLN Robot under supervision of qualified assessor.</p> <p>All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF level 3 conducted by institute.</p> <p>If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs at their own cost before they can enroll into VET course.</p>
<p>Computer literacy requirements</p>	<p>All learners enrolling into Astral programs must have basic computer skills, learners are required to comment on their computer literacy skills during pre-training review.</p> <p>Learners those who do not possess basic computing skills will be referred to take basic computer training before enrolment e.g. International computer driving licence (ICDL), fee is charged by ICDL. (Please refer https://icdl.org/ for more details)</p>
<p>Academic Requirements</p>	<p>To enter this qualification, applicants should have successfully completed year 12 or secondary studies in applicant’s home country equivalent to Australian senior secondary school examination.</p>
<p>Age</p>	<p>ASIA will only enrol students who are over 18 years of age at commencement of this qualification.</p>





<p>Material and Resources Required</p>	<p>Although ASIA will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p> <p>Learners are required to have Kitchen tool kit including, Chef dress, safety boots and knife kit including various knives and other tools to undergo training effectively. Knife will be provided by the institute as part of material fee. Students are required to purchase or arrange chef dress, and safety shoes. Institute can suggest suppliers on student's request; however, student is required to pay and negotiate with supplier directly for chef dress and safety shoes.</p> <p>Learners must be able to handle complex foods including cooking of various processed or raw meats, poultry, sea foods, dairy items and must be kept in mind of any religious or dietary barriers to handle such foods before enrolling into this course and religious implications while handling such foods.</p>
<p>Workplace suitability assessment</p>	<p>The WBT coordinator is required to determine suitability of potential host employer, including supervision and occupational health and safety requirements. All work-based training sites are assessed for work-based training suitability by the WBT assessor using the Workplace Training Facility Checklist. The WBT Coordinator will use the check list to determine the following: ABN registration, menu and meal type served, work safety, WHS safety measures in regard to equipment resources available and capacity of number of learners the Host Employer is able to have at any one time conducting Work-Based Training</p>
<p>Alternative Arrangements if industry workplace does not meet the requirements</p>	<p>If any work placement site does not meet suitability, the WBT coordinator will either allocate another WBT facility which can provide the opportunity for the identified gap e.g., Missing equipment, meal type, or menu style or menu items, or institute will conduct the additional training and assessment in its training kitchen</p>





Assessment methods	Knowledge questions, Worksheets, Practical Demonstration in training kitchen, Role plays, Research, Case Studies, Presentation, Project work, Logbook
Qualification Pathways	After achieving SIT40516 Certificate IV in Commercial Cookery, individuals could progress to SIT50416 Diploma of Hospitality Management.
Employment Pathway	<p>This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.</p> <p>Possible job titles include:</p> <p>chef</p> <p>chef de partie.</p> <p>It is to be noted that Astral Skills Institute of Australia doesn't make any employment outcome claim to the student associated with its courses.</p>

Course Code & Name	CHC50113 - Diploma of Early Childhood Education and Care
CRICOS code	102513D
Course Description	<p>This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.</p> <p>They may have responsibility for supervision of volunteers or other staff.</p>
Delivery Mode	Structured Classroom based face to face delivery with practical learning through work-based training.
Location	Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560
Course Fees	\$25,000
Duration of the training	The course duration is 103 weeks which includes 88 weeks of scheduled delivery and up to 15 weeks of holidays and breaks.





(Including Holidays & breaks)	
Volume of Learning	<p>The amount of training & volume of learning for the qualification is 1760 hours.</p> <p>This will be delivered over 103 weeks of course duration including 88 weeks delivery plus 15 weeks holidays. Students will be required to attend minimum 20 hours per week of study.</p>
Work Based Training	<p>The students are required to undertake 240 hours of work-based training in a regulated education and care service to complete the requirements of this qualification. Work placement for students at an approved childcare centre and location suitable for students.</p> <p>Students are required to complete and maintain a logbook throughout the placement.</p>
<p>Note: This is a sample delivery schedule, days and timing in this schedule can vary depending upon the trainer's availability and the learner's needs; however, total amount of the training will remain unchanged.</p>	
Pre-Training Review	<p>All the students will undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills. Interview will be conducted by the ASIA's Enrolment Officer prior to the enrolment. Interview will also aim to identify possible credit transfer (CT), RPL opportunities, special needs, oral communication skills.</p> <p>Through pre-training review, student will demonstrate that they have the necessary skills to successfully complete the course.</p>
Language, Literacy and Numeracy test (LLN)	<p>Candidate undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports, graphs, read anaphylaxis plans, medication labels and to access and interpret the National Quality Framework and the National Quality Standard.</p> <p>Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool – LLN Robot under supervision of qualified assessor.</p>





	<p>All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF level 4 conducted by the institute.</p> <p>If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs at their own cost before they can enroll into VET course.</p>
Computer literacy requirements	<p>All learners enrolling into Astral programs must have basic computer skills, learners are required to comment on their computer literacy skills during pre-training review.</p> <p>Learners those who do not possess basic computing skills will be referred to take basic computer training before enrolment e.g. International computer driving licence (ICDL), fee is charged by ICDL. (Please refer https://icdl.org/ for more details)</p>
Academic requirements	<p>To enter this qualification, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.</p>
Age	<p>ASIA will only enroll students who are over 18 years of age at commencement of this qualification.</p>
Regulatory requirements	<p>A current and valid passport and a valid study visa that covers the duration of study for the course.</p>
Working with children check and national police check	<p>In Diploma of Early childhood education and care work placement of 240 hours is one of the essential components so to fulfil the requirements of work placement students' needs to get working with children check and national police check before starting their work placement.</p>
Material and Resources required	<p>Although ASIA will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.</p>





Physical abilities and handling complex foods	Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training e.g. lifting toddlers and children while changing nappies etc.
Simulated childcare room	Astral Skills Institute of Australia’s One classroom room out of 5 also has been settled as simulated childcare centre with access to equipment and standard documentation found in regulated Early Childhood Education and Care facility located at Suite 6.01, Level 6,138 Queen Street Campbelltown, NSW 2560. Simulated childcare room will have with access to all equipment and workplace documentation.
Assessment methods	Knowledge questions and written test, Practical Demonstration in early childhood facility, Role plays, Research, Case Studies and scenarios, Presentation, Report, Logbooks
Qualification Pathways	After achieving CHC50113-Diploma of Early Childhood Education and Care, individuals can progress to higher studies e.g. CHC62015-Advanced Diploma of Community Sector Management.
Employment Pathway	This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles include: early childhood educators

Course Code & Name	BSB80615 – Graduate Diploma of Management (Learning)
CRICOS code	102992F
Course Description	This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.





	This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.
Delivery Mode	Training will be conducted face to face on a fulltime basis in a classroom, with simulated work environment.
Location	Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560
Course Fees	\$19,500
Duration of the training (Including Holidays & breaks)	The course duration is 78 weeks which includes 60 weeks of scheduled delivery and up to 18 weeks of holidays and breaks.
Volume of Learning	The amount of training & volume of learning for the qualification is 1760 hours. This will be delivered over 103 weeks of course duration including 88 weeks delivery plus 15 weeks holidays. Students will be required to attend minimum 20 hours per week of study.
Work Based Training	The students are required to undertake 240 hours of work-based training in a regulated education and care service to complete the requirements of this qualification. Work placement for students at an approved childcare centre and location suitable for students. Students are required to complete and maintain a logbook throughout the placement.
Note: This is a sample delivery schedule, days and timing in this schedule can vary depending upon the trainer's availability and the learner's needs; however, total amount of the training will remain unchanged.	
Pre-Training Review	All the students will undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills. Interview will be conducted by the ASIA's Enrolment Officer prior to the enrolment. Interview will also aim to identify possible credit transfer (CT), RPL opportunities, special needs, oral communication skills. Through pre-training review, student will demonstrate that they have the necessary skills to successfully complete the course.





<p>Language, Literacy and Numeracy test (LLN)</p>	<p>Candidate undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports, graphs, read anaphylaxis plans, medication labels and to access and interpret the National Quality Framework and the National Quality Standard.</p> <p>Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool – LLN Robot under supervision of qualified assessor.</p> <p>All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF level 4 conducted by the institute.</p> <p>If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs at their own cost before they can enroll into VET course.</p>
<p>Computer literacy requirements</p>	<p>All learners enrolling into Astral programs must have basic computer skills, learners are required to comment on their computer literacy skills during pre-training review.</p> <p>Learners those who do not possess basic computing skills will be referred to take basic computer training before enrolment e.g. International computer driving licence (ICDL), fee is charged by ICDL. (Please refer https://icdl.org/ for more details)</p>
<p>Academic requirements</p>	<p>To enter this qualification, applicants should have successfully completed year 12 or secondary studies in applicant’s home country equivalent to Australian senior secondary school examination.</p>
<p>Age</p>	<p>ASIA will only enroll students who are over 18 years of age at commencement of this qualification.</p>
<p>Regulatory requirements</p>	<p>A current and valid passport and a valid study visa that covers the duration of study for the course.</p>
<p>Working with children check and national police check</p>	<p>In Diploma of Early childhood education and care work placement of 240 hours is one of the essential components so to fulfil the requirements of work placement students’ needs to get working with children check and national police check before starting their work placement.</p>





Material and Resources required	Although ASIA will provide access to computers/laptops with required resources including access to internet during classroom hours, however, to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.
Physical abilities and handling complex foods	Learners are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training e.g. lifting toddlers and children while changing nappies etc.
Simulated childcare room	Astral Skills Institute of Australia's One classroom room out of 5 also has been settled as simulated childcare centre with access to equipment and standard documentation found in regulated Early Childhood Education and Care facility located at Suite 6.01, Level 6,138 Queen Street Campbelltown, NSW 2560. Simulated childcare room will have with access to all equipment and workplace documentation.
Assessment methods	Knowledge questions and written test, Practical Demonstration in early childhood facility, Role plays, Research, Case Studies and scenarios, Presentation, Report, Logbooks
Qualification Pathways	After achieving CHC50113-Diploma of Early Childhood Education and Care, individuals can progress to higher studies e.g. CHC62015-Advanced Diploma of Community Sector Management.
Employment Pathway	This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors. Possible job titles include: early childhood educators

Entry Requirements for International Students

All students should meet following requirements in order to be accepted into ASIA VET courses.



Enrolment information

ASIA enrolment requirements for its VET courses are:

- An online application or written enrolment form along with a signed agreement.
- Identification documents, one of which is a photo of the student such as a passport or driver's license.

English language requirements:

International learners applying for this course either off-shore or on-shore will require:

Either a minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course or has completed ELICOS equivalent with minimum IELTS results (please refer test table below). ELICOS results must be interpreted to IELTS or equivalent on issued completion certificate equivalent by ELICOS provider. ELICOS must be taken before the main VET course and must demonstrate successful completion of Astral 's Language and Numeracy Test (Using by LLN Robot tool) on completion of ELICOS program.

Results older than two years are not acceptable.

OR

Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States

OR

Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework.

For further information on student visa assessment levels, refer to the Department of Home Affairs (DHA) website

([http:// www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)).

Please note: Astral will also accept equivalent test results from the following specified English language tests - TOEFL iBT, PTE Academic,

Cambridge English: Advanced (CAE) and TOEFL PBT.

Test evidence table:





English language test providers	Minimum test score	Minimum test score where combined with at least 10 weeks ELICOS	Minimum test score where combined with at least 20 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based.	527	500	450
TOEFL internet-based test	46	35	32
Pearson Test of English Academic	42	36	30

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

Academic requirements

To enter into SIT50416 Diploma of Hospitality Management, SIT40516 Certificate IV in Commercial Cookery or CHC50113 Diploma of Early Childhood Education and Care, applicants should have successfully completed year 12 or secondary studies in applicant's home country equivalent to Australian senior secondary school examination.

Language, Literacy and Numeracy test (LLN)

Candidate undertaking this course must possess sound Numeracy skills since it requires them to do calculations, make recipe cards and do menu costing

All students are required to undertake a language, literacy and numeracy (LLN) test (LLN robot test is used) mapped at ACSF levels conducted by institute.

All students are required to undertake a language, literacy and numeracy (LLN) test according to the following qualification:

SIT50416 – Diploma of Hospitality Management	ASCF Level 4
SIT40516 – Certificate IV in Commercial Cookery	ASCF Level 3



CHC50113 – Diploma of Early Childhood Education and Care ACSF Level 4

LLN robots suggests improvement strategies after each LLN test, student will be encouraged to take these strategies.

If learners do not meet English and LLN requirements, learners will be asked to take further Language, literacy and numeracy training and English Language Intensive Course for Overseas Learners (ELICOS) programs with other institutes (as Institute doesn't offer ELICOS).

Computer literacy requirements

All learners enrolling into Astral programs must have basic computer skills, learners are required to comment on their computer literacy skills during pre-training review.

Learners those who do not possess basic computing skills will be referred to take basic computer training before enrolment e.g. International computer driving license (ICDL), fee is charged by ICDL. (Please refer <https://icdl.org/> for more details)

For any digital support required during course, by institute's IT support officer will provide required support.

Minimum age requirements

ASIA will only enroll students who are over 18 years of age at the commencement of the course.

Materials and Equipment Required

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

Requirements for tools and equipment in Hospitality courses are as follows:

Learners are required to have Kitchen tool kit including, Chef dress, safety boots and knife kit including various knives and other tools to undergo training effectively. Knife will be provided by institute as part of material fee. Students are required to purchase or arrange chef dress, and safety shoes. Institute can suggest suppliers on student's request however student is required to pay and negotiate with supplier directly for chef dress and safety shoes.

• Physical Abilities and handling complex foods

Students are expected to have physical abilities and manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to handle complex



foods including cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course.

Early Childhood Courses, students might have to lift toddlers while changing nappies.

In line with its access and equity policy, ASIA will identify any such barriers presented by the students during pre- training review before enrolment and will identify and provide required support and reasonable adjustment where possible.

• **Physical fitness**

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

For Early Childhood Education and Care Course

Working with children check and national police check

In Diploma of Early childhood education and care work placement of 240 hours is one of the essential components so to fulfil the requirements of work placement students' needs to get working with children check and national police check before starting their work placement

Pre-training Review (PTR)

The applicants will be interviewed to ensure that they meet minimum entry requirements and PTR will be conducted to assess their learning needs. Any competencies previously acquired are identified during PTR and the most appropriate qualification for that student to enroll in is ascertained, including consideration of the likely job outcomes from the development of new competencies and skills (Recognition of Prior Learning (RPL) or Credit Transfer). Applicants shall be provided with information on the following prior to the enrolment:

- course details (duration including holiday breaks, contact hours per week, recommended textbooks, etc.)
- fee structures
- institute requirements
- recognition of other AQF qualifications, Recognition of Prior Learning (RPL) & Credit Transfer (CT) information
- legislative and regulatory education guidelines and requirements.



PTR questions will help in identifying if a student should be granted with RPL, course credit or not.

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

If a student is granted with RPL or course credit which will reduce overseas student's length course, ASIA will:

- inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course.
- report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student visa is granted

Facilities and resources

Training Location

ASIA has its training facility located, at **Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560**. We are located at the convenient location which is easily accessible for students to reach campus. The institute location is accessible public transportation and the nearest train station is Campbelltown station.

Astral Skills Institute of Australia Pty Ltd trading as Astral Skills Institute of Australia (ASIA)

Address: **Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560**

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

How to reach us:

(By Public Transport)

By Train:

Nearest Train Stations: Campbelltown Train Station (5 min walk from the institute)

By Uber: Uber services are available round the clock.

By Taxi: TAXI services are available round the clock.

By Car: If you are driving, you can use public parking or pay parking available in nearest place.



Modern Campus Facility

- Classrooms with Whiteboard
- Computer with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers
- Table and chairs
- Library and computer lab
- Power points for laptop, computers
- Climate control Air Conditioning
- Simulated childcare room- for Early childhood Education and Care course
- Access to many cafés and restaurants below the campus.

Student recreational area and Lunchroom

ASIA campus has a dedicated recreational and lunch area with access to kitchen facilities where students can relax and meet with others during break. There is a small park near the campus where students can go during their lunch time.

Classrooms

All classrooms are equipped with the following resources for the delivery and assessment of the units of competency selected for this qualification.

- Computer with Internet connection to enable research.
- Access to network printers and photocopiers from class
- Data projectors connected with trainer's computers
- Whiteboard
- Table and chairs
- Power points for laptop, computers

Library

Library and learning resources relevant to each unit are available at Astral Skills Institute of Australia library and resource centre located at Suite 6.01, Level 6, 138 Queen Street Campbelltown, NSW 2560. These include, but are not limited to:

For Hospitality Courses: Didasko textbook & other hospitality books and resources

For Early Childhood Education and Care: Karen Kearns and Aspire textbook & other Early Childhood Education and Care books and resources

List of resources and books will be available at Astral Skills Institute of Australia library.

Class times and reception hours



ASIA campus is open for classes from 8.30 am-9.15 pm seven days i.e. Monday- Sunday.

Reception will be open from 9.00 am- 5.00 pm from Monday to Friday.

There will be at least 1 student support officer during weekend class hours.

Following will be the typical schedule for classes:

3 shifts in a day:

1st shift: 8:30-12:30 pm

2nd shift: 1:00-5:00 pm

3rd shift: 5:15-9:15 p.m

**12:30-1:00: Lunch timing*

Day1: 8 hours

Day2: 8 hours

Day3: 4 hours

Note: Delivery schedule will change according to class availability.

Fully equipped Computer labs

ASTRAL has fully equipped IT lab with access to facilities including latest computers with Desktops with LED monitors and printing and photocopying facility.

Training Kitchen

ASIA has fully equipped 2 **training kitchens** at

1. Deziire Function Centre
1/107-109 Main Street, Blacktown, NSW 2148
2. The Sapphire function centre
7 Station Road, Auburn, NSW 2144
3. Yes-Best and Easy Foods Pty Ltd.
Unit 10,136-140 Magowar road, Giraween, NSW 2145

Workplace documentation

Wherever conditions in the unit of competency specifies case-studies, scenarios and role plays related to the units has been used and students will have access to sample templates, forms, copy of legislation, sample guides, sample institute policies and procedures.

Facilities and equipment

ASIA has access to standard equipments required for cookery, hospitality and early childhood education course. ASIA also provides access to computers, laptops, printers, etc.

ASIA Learning Management System (LMS)

ASIA has Moodle LMS to ensure that the students have access to the learning resources and assessments. Moodle will include webinars and discussion from fellow learners to make learning experience inclusive.

Link for the LMS: available from the reception

Student Resource facilities

Students will have access to books and learning materials in the designated Library/Self-Study area to study and/or do assignments etc.

Learners will be provided with a list of suggested hospitality, cookery and early childhood education and care books.

Student Administration and Support Services

Student Administration and Student Support Services are available for all the students. Reception is your first point of contact for any queries.

Student Support Services and Counselling

As per the **standard 6.3 of the National code 2018**, ASIA will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. ASIA will provide an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

Astral Skills Institute of Australia (ASIA) aims to identify and respond to the learning needs of all the students. Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the institute may come at a charge determined by the provider of the service.



According to the standard 6.7 of the National code 2018, ASIA ensures that its staff members who interact directly with overseas students are aware of the registered provider's obligations under the ESOS framework and the potential implications for overseas students.

Support and services provided are:

Orientation

Orientation is conducted prior to the commencement of all the courses. The objective is to fully inform new students of all aspects of life at the Institute. It also introduces studying at ASIA, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet with fellow students and the institute staff. Orientation will be conducted to support the overseas student in adjusting to study and life in Australia by giving the overseas student information on or access to an age and culturally appropriate orientation program and provides extensive information with reference to standard 6.1 of the National Code 2018.

Arrival Assistance

The student's "Welcome Desk" at Sydney airport, run by the government, is open at key student arrival times and offers information, advice and a welcome pack when you arrive. For welcome desk opening hours, visit <https://www.study.sydney/programs/welcome-desk> or <https://www.sydneyairport.com.au/info-sheet/information-desks-t1>.

Alternatively, ASIA can assist students and provide information on transport facilities available from the airport.

Sydney Airport has train services running from the Airport to other destinations in New South Wales. Students can utilise train from the airport to city-Town Hall station. From Town Hall Station, students can take train for Campbelltown Train Station (5 min walk from the institute)

Apart from Train, services of Uber, taxi are available from the Airport. Institute can arrange or book services for you at no cost for booking. However, students are required to bear the cost of fare from Airport to destination.

International Student Welcome Desk

The International Student Welcome Desk is an initiative of Study NSW and our partners to provide a friendly welcome for international students arriving into Sydney and NSW.

The ISWD offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. ISWD can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances.

Sydney Airport: You'll find the Welcome Desk at T1 International in the Arrivals Hall opposite passenger exit A.

Open: Monday-Sunday 7:00am to 9:00pm

Please refer to the website of ISWD for further details.

<https://www.study.sydney/programs/welcome-desk>

Academic Support

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students can gain advice and support in ensuring they maintain appropriate academic level, and general support to ensure that they achieve satisfactory course progress. Students course progress is monitored, and proper guidance and support is provided if unsatisfactory course progress has been identified.

A student can discuss any academic or other study related issues at any time with the ASIA's student support officer. The student support officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are put in place to assist the students to achieve the study goal they initially set out to attain. If learners are having any difficulties, it is advised that they should contact student support services at the earliest opportunity so that support can be provided in the best way possible.

Intervention strategy is a plan of action that anticipates barriers and resources in relation to achieving a specific objective. ASIA endeavors to anticipate learners needs and implements a range of strategies.

Intervention strategies may include, but are not limited to:

- Academic skills support
- Additional English support
- Extra classes/tutorials
- Increased monitoring
- Personal counselling
- Placement in a more appropriate class; and
- Reduction in course load
- Timetable adjustments using the new study plan.
- Reviewing assessment strategies

Flexibility of training



In order to meet the needs of students specially those are working , training may be adjusted to meet the specific needs, this would include delivery and assessment of training evening classes or weekend groups etc. ,however students will be required to take minimum 20 hours per week to enable required amount of training as it is full time study and course requirements for international students.

Language Literacy and Numeracy Support and Pre-Training Review

The pre-training review will be conducted prior to enrolment and LLN test will be conducted prior to the course commencement, this is to ensure that the prospective students are placed into the correct course and to identify any LLN deficiencies.

In the event that the trainer and assessor identifies students with LLN difficulties or based on the results of the applicant's enrolment, if deemed applicable, a meeting can be arranged to discuss the LLN assistance that ASIA may be able to provide for a student, with a view to creating an action plan that best addresses a student's LLN needs or refer to appropriate courses e.g. ELICOS & EAL to other institutes.

Based on the results of the applicant's enrolment, and if deemed applicable, a meeting can be arranged to discuss the LLN assistance that Astral may be able to provide for a student, with a view to creating an action plan that best addresses a student's LLN needs or refer to appropriate courses e.g. ELICOS & EAL to other institutes.

LLN requirements of the training package are identified and course materials and assessment tools are developed by qualified trainers and assessors. Relevant employees are provided with the necessary training to ensure that they have the skills required to manage the LLN issues as they arise.

The confidentiality of students who require additional support services and appropriate strategies are in accordance with our Privacy Policy.

Counselling

All students needing counseling, study skills assistance or practical help can make an appointment with the Student Support Officer, on the main campus. An appointment can be made at reception or by emailing the student support officer at info@asia.edu.au Personal Counseling Services will be organised where student is identified in need of counseling and may take the form of advice or referral to other services. Personal counseling services will be provided in accordance with the institute code of practice and confidentiality procedures. Personal counseling services include but are not restricted to:

- Grievance/conflict resolution
- Relationship issues
- Stress and coping



- Access and equity issues
- Student welfare and support
- Study skills advice
- Referrals to other agencies/professionals
- Crisis resolution
- Therapeutic counseling

For Medical service and support in the vicinity of main campus and other training locations, students may contact the following:

Medical service and support near ASIA campus	
MEDICAL & HEALTH SERVICE NEAR CAMPUS.	Queen Street General Practice Address: 34 Queen Street, Campbelltown Phone no: 02 4620 1600

*Please speak to the student support officer for more information. Student support officer will guide you and assist you in finding medical services available near the campus.

Disability Support

Australia has a law that protect individuals from discrimination in many areas of public life, including education. A person with disability has just as much right to study as any other student.

Institute will apply reasonable adjustment for students with disability. However, reasonable adjustment applied must not be detrimental for the student to achieve course outcomes. ASIA will apply reasonable adjustments to the level it can.

This means that institutes cannot:

1. Refuse admission on the basis of disability.
2. Accept a student with a disability on less favourable terms than other students (for example, asking for higher fees).
3. Deny or limit access to a student with disability (for example, not allowing access to excursions, or having inaccessible student common- rooms or lecture facilities).

Student Welfare Services

ASIA has a designated Student Support Officer to provide basic counseling services to all the students. This service assists the students experiencing difficulties in any aspect of their lives, including issues



of academic or personal nature. The student support officer will be available for the students to help them to access study support and welfare- related services such as;

- Legal Services – ASIA can refer the student who requires legal advice to Legal Aid NSW (free of cost usually) or a legal practitioner, the referral is at no cost to the student. Student would be responsible for any cost related to the legal advice charged by legal practitioner.
- Accommodation – Accommodation advice is available to all the international students from the point of application to the completion of their course. ASIA will provide up to date information on accommodation options and/or accommodation providers available for the students, this advice will be provided free of charge. The fees for external agencies will be at the cost of the student.
- Emergency and Health Services – A dedicated student support officer will provide support to international students on emergency and medical assistance During orientation, students are advised regarding campus safety and how to access emergency and health services in Australia. For non-urgent services, students are encouraged to speak with the student services. For medical or other emergencies, students are instructed to contact the appropriate services, e.g. 000 and inform ASIA as soon as appropriate.
- Facilities and Resources – At orientation, students will be given a guided tour of the campus and all ASIA facilities. At this time, they will be given an explanation of all the available resources.
- Complaints and appeals processes – The complaints and appeals policy and procedure is given in detail on the **website www.asia.edu.au** and can be made available from the administration department upon request.

Any student visa conditions relating to the course progress and or attendance as appropriate – Students will be advised during the orientation of their requirements to continue to meet their visa conditions.

ASIA can also refer students to external counselling services for various issues if necessary, however, each issue is dealt with a case by case basis. There is no fee attached to seek advice on welfare support and referral service.

Support Staff

Enrolment officer: Enrolment Officer handles all the admissions and enrolment related processes and queries.



Student Support Officers: provides academic and non-academic support to students which includes, but is not limited to, providing counselling, coaching, mentoring, etc. and also handles course related queries.

Health, Safety and Security Support, First Aid and Counselling: provides medical assistance, student safety assistance and counseling support.

Accommodation Support: handles all the student accommodations and/or safety around campus related queries.

Support, Complaints Officer: Handles all general courses, enrolment, administration queries and complaints process.

Trainers and Assessors handles all the specific course related queries and assessment issues.

Digital Literacy /LMS Support

ASIA employs LMS and IT support officer to help students experiencing difficulties in using computers.

Reception: Our reception is open to assist students from 9:00 am to 5:00 pm Monday to Friday.

External Services

Fire, ambulance, police (life-threatening emergencies): Ring 000

- I. Hospitals and Medical Issues:
- II. Royal North Shore hospital: (02) 99267111
- III. Napean Hospital: (02) 47342000
- IV. St Vincent Hospital Sydney (02) 8382 1111

Refer to www.yellowpages.com.au for services near you.

- The National Translating and Interpreting Service: 131 450
- Life Line 24-hour Counselling Services: 131 114

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650
- Legal Aid NSW: <https://www.legalaid.nsw.gov.au>

Study in Australia: www.studyinaustralia.gov.au

Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques: <https://goprayer.com.au/place/campbelltown-masjid/>
- Temples Australia: www.hindu council.com.au

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- I. Lifeline: 13 11 14 (24-hour counselling service)
- II. Men's line Australia: 1300 78 99 78
- III. Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- IV. Direct Line (Drug and alcohol service): 1800 888 236
- V. Crisis Help: 1800 627 727
- VI. NSW Domestic Violence Resource Centre: 1800 737 732
- VII. Direct Line (Drug and alcohol service): 1800 888 236
- VIII. Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- IX. The Gambling Help Line: 1800 858 858

Critical Incident Policy

As per standard 6.8 of the National code 2018, ASIA has a "Critical Incident Policy and Procedures" in place. These standard mandates ASIA to have a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and actions taken. Critical incidents are not limited to, but could include:

- 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

Non-life-threatening events that could still qualify as critical incidents

Immediate Action: If you need assistance in dealing with critical incident, contact emergency help line immediately by calling 000 and inform the institute staff or PEO/CEO.

If no staff is available around you and danger to life or safety occurs, you are required to identify nature of the critical Incident and consequences, call emergency services as soon as possible on triple zero i.e. 000.

When you **call triple zero (000)**, it will **prompt if you want police, fire or ambulance. Stay calm**, do not shout, speak slowly and clearly, and tell emergency services exactly where to come. Give an address or location.

After providing details of emergency, contact PEO/CEO as soon as practicable. If this is not possible, contact the senior most person available and brief them about the incident and its status.

On receipt of information regarding a critical incident, the PEO/CEO or senior person will do the following:

- Create for themselves a clear understanding of the known facts.
- If an emergency exists and emergency services are not contacted already, it is advisable to contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of students and staff including evacuation (if not done already).
- If translators are required, contact translating and interpreting services by calling 13 14 50.
- Be present when emergency arrive and liaise with emergency services
- Deploy institute resources and supervise critical incident and emergency response.
- If counseling services are required, contact lifeline on 13 11 14
- If the critical incident is at an offshore location, contact the Department of Foreign Affairs and Trade (+61 2 6261 3305 or +61 2 6261 1111) for advice on the best way possible to assist students.
- Plan an immediate response.
- Plan ongoing strategies.



- Allocate individual roles/responsibilities for ongoing tasks.

On campus Incidents

If the incident is on campus and involves death, serious injury or a threat to life or property, the PEO should be contacted immediately.

Off-campus Incidents

If the critical incident involves a student or staff member and is off-campus, the person receiving the information must immediately contact the PEO (Ms Marie Armstrong Smith- 0466 252 400 or +61 403143543)

Any action taken regarding a critical incident is recorded to include outcomes or evidence if the incident is referred to another person or agency.

For detailed critical incident policy and procedure, visit ASIA's website www.asia.edu.au.

Training and Assessment

ASIA is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of the AQF [Australian Qualifications Framework] certification documentation

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Training and assessment aims to make sure that the individuals participating in the training and assessment have the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.



The assessment of your competency means that you must be able to “Show, Tell and Apply” evidence and skills, which match and meet these units and elements against a set of key performance criteria and nationally set standards. This could include but not limited to working with others in team, leading teams, demonstrating understandings, planning and organising activities and tasks, solving problems, communicating ideas and information etc.

How are competencies assessed?

- Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, Tell and Apply) assessment methods. This means that you will be required to produce evidence and/or demonstrate competency and apply related knowledge associated with that unit of competency.
- While demonstration of skills can be seen, underpinning skills such as problem solving and working in teams can only be assessed through indirect and supplementary assessment.
- Your trainer may also ask you questions related to the unit of competency.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competency. The assessor records your evidence and/or demonstrations as ‘C’ - Competent or ‘NYC’ - Not Yet Competent. Broadly it is simply a matter of whether you can (‘C’) or cannot (‘NYC’) demonstrate your skills and provide supporting evidence to the performance standard.

Training and assessment comprises of the following components of delivery, supervision, assessment and support:

- All theory content will occur within designated classrooms at Astral Skills Institute of Australia. The theory will be delivered through structured training sessions and will ensure the learning outcomes are achieved.
- Learners will be supplied with textbooks and will work through theory and practical activities during the class time. Activities will give the learners an opportunity to practice and prepare for assessments under the guidance of the trainer.
- Learners will have the opportunity to apply and test their new knowledge and skills using a range of individual and group learning activities delivered as part of each training session. These will include problem solving scenarios; group discussions; demonstrations; questioning and independent research.
- Classroom based training sessions will be conducted to develop the knowledge and theoretical understanding required to undertake relevant roles within a business environment and be



prepared to deal with situations that may arise in the workplace. Classroom settings will ensure access to internet, whiteboards, learner workbooks, textbooks, and any relevant hardware or software.

- Supervised self-study time is recommended in order to allow learners to revise their learnings or understandings, perform any required tasks, practice their skills, reinforce their knowledge to prepare themselves for the assessments.
- Learners need to allocate few hours of self study time per unit of competence to complete the workbook activities and the associated review questions to enhance their understanding. This time is in addition to the structured supervised hours of training. The trainer will inform the learners about the minimum number of hours they need to put in for individual units to meet the nominal hours for the unit.

Mode of Study and Delivery Approach

All courses at ASIA are delivered face to face in a classroom with minimum 20-21 hours face to face schedule course per week usually over three days. Astral Skills Institute of Australia (ASIA) courses are delivered using a variety of different methods. Delivery methods include classroom delivery, lectures, group discussions, presentations, case study analysis.

During class times, students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Teacher to student ratio: To ensure quality delivery of training and assessment, amount of adequate support, Astral Institute trainers to student ratio will not exceed 1:25 for theory sessions for theory classes while Kitchen practical classes will be adjusted in smaller groups according to number of burners (2 per student) and bench space available (1.5 meter per person) and other resources available.

Work based Training

WBT is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. For example, in this live environment, they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is “rush hour” – e.g. Lunch times at a restaurant in the city.

For Hospitality courses

While determining amount of training, ASIA has taken in account work-based training units SITHCCC020 Work effectively as a cook requires students to undertake 48 occasions cooking various meals including breakfast, lunch, dinner and special functions. Another unit SITHKOP005 – Coordinate cooking operations also require 12 service periods planning and coordinating for various food processes in commercial kitchen.



Total 256 hours has been allocated to work based training for both units.

Students are also required to complete a logbook for each service period and reflect on tasks performed during service period. Students will utilise self-study hours to complete these logbooks and WBT documentation.

For Early Childhood Education and Care

The students are required to undertake 240 hours of work-based training in a regulated education and care service to complete the requirements of this qualification. Work placement for students at an approved childcare centre and location suitable for students. Students are required to complete and maintain a logbook throughout the placement.

Course Progress and Attendance and Monitoring

ASIA has documented a course progress and attendance monitoring policy to ensure that the international students are able to complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed the registered duration on the CRICOS register.

ASIA monitors student progress and attendance to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment (Coe). Extension to an expected course duration can be applied if a student is unable to finish their course in expected duration. It is to be noted that extension to course will be provided only under certain circumstances, these circumstances are clearly specified in the course progress and Attendance policy of Astral Skills Institute of Australia.

ASIA is required to report unsatisfactory course progress to the Department of Home Affairs (DHA) via PRISMS.

Unsatisfactory course progress: not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies.

Please note: ASIA will only report students to DHA based on unsatisfactory course progress. ASIA will not report students based on their attendance. However, Students will be required to maintain satisfactory attendance, i.e. maintain a minimum of 80% during the study period (i.e. 10 weeks for Hospitality Courses and 11 weeks for Early Childhood Education and Care course).

There has been new requirements set up by Australian Skills Quality Authority (ASQA) in terms of Attendance. If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training



ASIA will regularly monitor course progress and attendance of the students.

- Students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be breaching their visa conditions.
- If students don't attend scheduled classes, ASIA may need to reassess their course duration, and ASIA may shorten their course duration.
- Australian Skills Quality Authority (ASQA) may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be breaching their visa conditions.
- the Department of Home Affairs may cancel a student's visa if students fail to maintain their enrolment.

Kindly refer to Monitoring course progress and attendance Policy available on ASIA's website www.asia.edu.au.

Course Assessments and Method

Assessments comply with the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers have achieved the relevant qualification they are delivering or have achieved an equivalent or higher-level qualification and have relevant current industry experience. All the trainers with qualifications awarded overseas have formal evidence of equivalence from an approved Australian Recognition Authority. High-quality training and assessment means the students are well equipped for the employment or further study; their qualification is seen as credible when they enter the job market; and they are judged by employers as holding the skills and competencies specified in their qualification.

Note: ASIA doesn't claim any job guarantees or employment with its programs/courses.

All of our assessments will lead to the issuing of a Statement of Attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National endorsed units of competency in the applicable training package.

As per clause 1.8 of the Standards for RTOs 2015, assignments at ASIA will be conducted in accordance with the principles of assessment and rules of evidence as given below:

Principles of Assessment





Valid	<p>Assessment methods will be valid, that is, they will assess what they claim to assess; Any assessment decision at ASIA will be justified based on the evidence of performance of the individual student. Validity will require:</p> <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers 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 is based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations• judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliable	<p>Assessment procedures are reliable, that is, evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
Fair	<p>Assessment procedures will be fair, so as not to disadvantage any students. Individual's students' needs will be considered in the assessment process. It will provide students with the opportunity to challenge the results of the assessment and will be reassessed if necessary.</p> <p>Assessment procedures will be:</p> <ul style="list-style-type: none">• Equitable and culturally and linguistically appropriate• Involve procedures in which criteria for judging performance are made clear to all students.• Employ a participatory approach





Flexible	<p>Assessment procedures will be flexible and will reflect the student’s needs, that is, there will be a variety of methods involved that will depend on the circumstances surrounding the assessment,</p> <p>We will achieve this through:</p> <ul style="list-style-type: none"> • Careful designing and drawing a range of assessment methods and using those which are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. • validation and moderation of assessment materials; • Assessing competencies held by students no matter how or where they have been acquired.
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Rules of Evidence

Validity	The assessor is assured that the student 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 enable a judgement to be made of a student’s competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student’s own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Criteria

Assessments will provide for students to be informed of the context and purpose of the assessment and the assessment process.



This will include information regarding assessment methods. Information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment (if applicable).

Assessment Methods

Assessments and assessment methods will ensure that we focus on the application of the skill and knowledge for better future outcomes.

Assessments will be sufficient to ensure that you can demonstrate the achieved competency. ASIA Staff will be available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options. All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

ASIA will use following assessment methods (But not limited to) for its course:

- Knowledge questions
- Worksheets-Written questions
- Practical Demonstration in training/workplace kitchen,
- Practical Demonstration in early childhood facility
- Role plays
- Research
- Case Studies
- Presentation
- Project work
- Logbook

Submitting Assessments

All work submitted for assessment at Astral Skills Institute of Australia (ASIA) must have an Astral Skills Institute of Australia (ASIA) Assessment Cover Sheet attached. The date of submission is to be recorded on this cover sheet by the accepting trainer/assessor. If the trainer/assessor cannot receive the assessments, they should only be submitted to the reception. You will be given a receipt for each assessment that you submit, and you are advised to keep a hard copy of your assessment for your records.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not satisfactory (NS). After each assessment verbal and written feedback provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Re-assessment

Students will be given 3 attempts (1 Original submission + 2 more attempts) to demonstrate competency at each assessment. 1st and 2nd attempt will be free of cost, however, if a student is unable to clear 2 attempts, a charge of **AU\$300 will be applied**. If students are unable to demonstrate competency after three attempts at each task they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again.

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

- The student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Payment of such fees is due in full prior to commencing study in the repeat unit. Failed units to be repeated will be subject to the availability and schedule according to the institute timetable.

Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the Complaints Officer/Student Support Officer or to any other nominee and discuss the matters with them. If the students are dissatisfied with the outcome of such discussion, students can appeal further to the PEO/Appeals Officer. If students are still dissatisfied, students can appeal externally and in writing to have the results reviewed. For more information, please refer to the complaints and appeals policy of ASIA **available at website** www.asia.edu.au.

Attendance

International students studying courses at ASIA are expected to attend all the classes to facilitate effective learning. Although ASIA's reporting is based on the course progress but students are expected to attend all the class for effective learning. Students in courses at ASIA will be reported to the Department of Home Affairs (DHA) only on the basis of unsatisfactory course progress (see academic progress below).

Australian Skills Quality Authority (ASQA) has issued guidelines in relation to student's attendance.

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student because they must already have the skills, knowledge and experience to progress in their course without receiving structured training. In this case, ASIA will invite the students to apply for RPL and the institute will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.



For further information please refer to **ASIA's course progress and attendance monitoring policy and procedures** on www.asia.edu.au for more details. You may also contact ASIA's student administration for further information.

Academic Progress

If the students do not meet the academic progress requirements, they will be reported to the Department of Home affairs (DHA) which may lead to the cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements during a study period. Study period for all the ASIA courses is of one term and are of 10 weeks for Hospitality Courses and 11 weeks for Early Childhood Education and Care course.

If you do not pass at least 50% of the course for two consecutive study period, then you may be reported to the Department of Home Affairs (DHA) and the Department of Education via PRISMS for breach of course progress requirements.

Please refer to **ASIA's course progress and attendance monitoring policy and procedures** at www.asia.edu.au.

Self-Study

All ASIA students are required to do self-study at home to maintain satisfactory course progress. To work on the assignments and task for self-study, all students are expected to have access to a laptop or computer with the windows 7 operating system or higher at their own cost.

Qualifications to be issued

Qualifications gained at ASIA are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF), VET Quality Framework and are recognised nationally. Students who successfully complete all the assessment requirements for a qualification will be awarded with a certificate corresponding to the completed course. Those completing assessment requirements for part of the qualification will receive a Statement of Attainment for completed competencies.

Qualifications, statement of results or transcript of results will only be issued once all the outstanding fees have been paid in full. ASIA will issue certification in a timely manner, so that the students can provide proof of their competence to employers (or potential employers) and obtain any industry licenses or accreditation. Providing all the fees that have been paid, all AQF certification documentation will be issued within 28 days of the student exiting their course or the student's final assessment being completed.

Academic Misconduct



Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC). If the student engages in such act for a second time, they may be suspended or expelled from the course. All the work submitted must be an accurate reflection of the student's level of competence. The evidence used to make a decision at ASIA about competence is valid, sufficient, authentic and current.

The following information is intended to provide guidance and prevent their occurrence.

Cheating:

Actions that are defined as cheating during assessment:

- Referring to unauthorised information, phones and other electronic devices during a closed book assessment.
- Gaining assistance from an unauthorised person during the assessment process.
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false third-party reports for assessment purposes.
- Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission, this will also constitute as plagiarism.

If a student copies another student's work and passes the work as their own, then this will also be considered as a form of plagiarism and cheating as per the Plagiarism Policy of ASIA.

During assessment you will read about ideas and gather the information from many sources. When you use these ideas in assignments, you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org>.



Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated and will be deemed **Not Yet Competent**.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person/s. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work. Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Disciplinary Action

If students are found cheating or plagiarising, there will be penalties and processes that will be followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (i.e. NYC)
- be suspended from the studies
- have your enrolment cancelled

To view the Plagiarism and Cheating Policy and Procedures, please visit www.asia.edu.au.

Currency of training

ASIA implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. ASIA ensures that appropriate transition arrangements in case of a qualification or an accredited qualification is superseded.

Pathways to Higher Education

ASIA's graduates may seek credits to the relevant degree programs in Australian universities. ASIA has no special arrangements with any Australian university and there is no guaranteed entry into university programs.

Skills Recognition

ASIA recognises that not all students learn in the same manner and hence will make any necessary adjustment to meet the needs of a variety of students. In conformity with **Standard 2 of the National Code 2018**, ASIA grants course credit to students with suitable prior learning or experience through its skills recognition process by way of:



- Credit Transfer (CT)
- Recognition of Prior Learning (RPL)

For the purposes of the **National code 2018**, course credit is defined as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, and includes academic credit and recognition of prior learning.’

1. Credit Transfer

Credit transfer is available to all the students enrolling in any course on our scope of registration. Credit transfer means credit towards a qualification granted to students on the basis of outcomes gained by a student through participation in courses or national training package qualifications with another Registered Training Provider. Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, award or statement of attainment.

Astral Skills Institute of Australia (ASIA) recognises other Australian Qualification Framework (AQF) for regulated qualifications and statements of attainment awarded by other schools and/or institutes. Credit will be awarded for matched qualifications, units or modules.

The credential may be a statement of attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma.

The body issuing the credential must be a Registered Training Organisation (RTO) with ASQA and a State/Territory recognition authority where required. The Institute has the right to check the issuing organisation’s registered status if desired.

An application for credit transfer must be lodged in writing. Original documents should always be viewed prior to acceptance. Certified copies of originals are acceptable. Student will be advised to speak to Department of Home affair to discuss impact it may has on visa.

To apply for credit transfer, complete the application form available at reception. **Visit www.asia.edu.au** for more information.

2. Recognition to Prior learning

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community. Examples of other useful records include letters

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THE EARLY CHILDHOOD LEARNING COMPANY PTY. LTD. T/A ASTRAL SKILLS INSTITUTE OF AUSTRALIA

ABN : 80 600 951 264

RTO : 41322

CRICOS : 03858C



Level-6, Suite 6.01/138 Queen
Street, Campbelltown, NSW 2560.



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info@asia.edu.au
www.asia.edu.au

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Student Handbook

from employers and records of your professional development sessions. Length of CoE will be adjusted according to any RPL granted. Student must check with the Department of Home Affairs (DHA) as it may affect their visa. An application for RPL must be lodged in writing. Application forms for RPL are available on our website www.asia.edu.au.

Note:

ASIA does not guarantee that:

- A learner (student) will successfully complete his/her a training or a successful education assessment outcome for the student or intending student.
- A training can be completed in a manner which does not meet requirements of Clause 1.1 and 1.2 or
- A learner will obtain a particular employment outcome.

Student's Obligations

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have an OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

ASIA can assist you in applying for Allianz Global Assistance OSHC if you wish. Contact our Student Services. You can find out about OSHC at the bottom of this student handbook under important information for overseas students.

Full Time Study

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours face to face scheduled course per week for at least 40 weeks each calendar year or **continuous 12-month period**. Please see (<https://www.homeaffairs.gov.au/>) for more information.

*Refer to the course information provided above for detailed information.

Change of Address

Upon arriving in Australia, you are required to advise the Institute of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to ASIA within 7 days of the change. It is extremely important that students notify the Institute of a change of address as, under Section 20 of the ESOS Act 2000, the Institute is obliged to serve a notice at your last known address if you breach your student visa conditions relating to course



attendance and/or course progress/academic performance. The Institute may also send warning notices to help you to prevent breaching your student visa conditions. As per the Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up to date at the Institute. Additional information on student visa issues is available on the Department of Home Affairs (DHA) web site <https://www.homeaffairs.gov.au/>.

Code of Conduct

All people involved at Astral Skills Institute of Australia (ASIA) must show respect and courtesy to others at all times. Every person at Astral Skills Institute of Australia (ASIA) has the same right to deliver or receive education in a safe, supportive environment.

Each student of Astral Skills Institute of Australia (ASIA) must abide by the following:

- If you have a problem, use consultation and not confrontation to find a solution.
- Follow the trainer's directions and participate in all the class activities.
- Complete all the scheduled assessments on time.
- Consume food and drink only in the designated student common area. Therefore, you should not eat or drink in the classrooms or hallways.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on Astral Skills Institute of Australia (ASIA) property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of Astral Skills Institute of Australia (ASIA) premises. Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the institute. This disrupts the rights of other students to learn.
- Be considerate of others when taking lifts. You must always show courtesy and respect to other users. As our student, you represent our institute. It is an accepted practice that you must let people leave the lift before boarding yourself. You must not push in, but instead wait for your turn to board the lift.
- Do not discriminate against any person associated with ASIA because of race, religion, creed, nationality, sex, or any other individual difference. Every person at ASIA has the same rights as you, regardless of these differences.

General Misconduct



The appropriate authority will be called to deal with students who:

- Obstruct or disrupt any official meeting, ceremony or other activity
- Refuse to leave the property after being reasonably requested to do so
- Assault or attempt to assault any person whilst training or acts dishonestly.
- prejudices the good order and governance of ASIA or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of ASIA
- Contravenes any rules or acts.
- willfully disobeys or disregards any lawful order or direction from Astral Skills Institute of Australia personnel.
- refuses to identify himself/herself when lawfully asked to do so by an officer of the ASIA;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the ASIA, or on ASIA's premises or other premises to which the student has access as a student of ASIA;
- fails to comply with any penalty imposed for breach of discipline.
- knowingly makes any false or misleading representation about things that concern the student or breaches any of ASIA rules;
- ASIA will not tolerate sexual harassment. Sexual harassment is any deliberate verbal or physical sexual conduct that is unwelcome and uninvited. Sexual harassment may include such actions as: leering, patting, pinching, touching or unnecessary familiarity.
- Misuses any facility in a manner which is illegal, or which will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the ASIA premises while acting as a ASIA student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

A formal discipline / warning system exist, and continued misconduct/disruptive behaviour may result in the student being expelled and DHA advised.

ASIA will issue the student with a written warning before taking any actions.

ASIA will notify the students in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student's visa.



Students have the right to appeal a decision made by ASIA to defer, suspend or cancel their studies and have 20 working days to access ASIA's complaints and appeals process prior to ASIA taking action to suspend or cancel the student's enrolment.

What can you do if you are being discriminated against, harassed or bullied?

- All staff and students have the right to work in an environment free from any form of harassment and discrimination,
- Directly inform the alleged offender (verbally or in writing) that you object to their behaviour and that you do not want it to be repeated; or
- If this does not resolve the situation or if you do not feel that you will be able to undertake such an approach, you may speak to the Student Support Officer or other member of Astral Skills Institute of Australia (ASIA) management who will advise you in strict confidence; or
- Lodge a formal complaint/appeal; or a further option is to contact the office of the commissioner for equal opportunity for advice.

Australian Human Rights Commission,

Website: <https://www.humanrights.gov.au/>

Level 3, 175 Pitt Street, Sydney, NSW 2000

Telephone: (02) 9284 9600

Fax: (02) 9284 9611 (except Legal Unit matters)

Opening hours: 9am–5pm Monday to Friday

Enquiry Line: Opening hours 9am–12.30pm and 1.30pm–4.30pm Monday to Friday.

Phone: [1300 292 153](tel:1300292153) or [03\) 9032 3583](tel:0390323583)

TTY: 1800 620 241

General enquiries and publications: 1300 369 711

These are government organisations that operate in complete confidence and aim to settle such matters in an informal way. However, if conciliation is unsuccessful, the commission can refer matters to the Equal Opportunity Board which can hand down legally enforceable decisions.

Do not ignore harassment, bullying, victimisation or discrimination, thinking it will go away. Silence gives the impression that it is acceptable.

Astral Skills Institute of Australia (ASIA) is committed to providing an environment, which is safe for its employees and students and free of discrimination, harassment and bullying. Students will not be



disadvantaged in their opportunities as a result of lodging a complaint. Your support is sought in monitoring and avoiding practices, attitudes and traditions which will lead to discrimination and bullying.

Deferral, Suspensions or Cancellation of Enrolment Procedures

Student Initiated

- **Students Initiated deferral**

A student wishing to defer an enrolment can do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the student administration department. The Administration Officer will assess the applications.

A decision will be made within 10 working days. Students are advised of the decision in writing. If approved, a student's course variation will be reported in the PRISMS. All relevant documentation will be kept on the student's file.

- **Student initiated suspension**

Students who wish to suspend their studies should first speak to a staff member in the Administration Department to get an application form and should ensure that they understand the reasons that suspension may be granted.

The application form must be completed and submitted to the student administration department. The Institute may decide to accept an application from a student for deferral of commencement or suspension of study on the following grounds:

- On medical grounds (with supporting documents). Further documental evidence may be requested at the discretion of the institute; or
- In exceptional compassionate and compelling circumstances beyond the student's control and which will affect the student's course progress or wellbeing, such as serious illness, bereavement of close family members, major political upheaval or natural disaster, a traumatic experience or another exceptional event. Independent evidence of the exceptional circumstances is required for the application to be assessed.

Criteria of accessing an exceptional event would include:

- Nature of the event e.g. that it is exceptional event
- Beyond the student's control — it cannot be scheduled at another time
- Likelihood to effect the student's wellbeing e.g. there are compassionate circumstances - if they do not attend it will upset them and will impact their ability to study effectively and successfully.



- Impact on course progress e.g. the impact of the length of time away on course progress and how the student intends ensuring completion within the specified duration.

Note: the wedding of a family member or friend, a cultural celebration that is also celebrated by the community in Australia, or a holiday are not reasons for a deferment.

Applications will be assessed and approved by the Administration Officer.

Where a suspension of enrolment is granted, ASIA will suspend the student's enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

Students will be informed in writing of the outcome of their application for suspension and advised that it may affect their student's visa. A student's course variation is recorded in PRISMS. All relevant documentation for the suspension will be kept on the student's file.

- **Student initiated cancellation**

Students wishing to cancel their enrolment should advise ASIA as soon as possible and complete wherever possible an 'Application to defer, suspend or cancel the enrolment' and submit to the administration department.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy and Procedure'.

Upon receipt of an application to cancel, a student's course variation is noted in PRISMS without delay.

All relevant documentation for the cancellation will be kept on the students file.

Institute (ASIA's) Initiated

- **ASIA initiated deferral**

ASIA may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason that ASIA deems necessary. In this unlikely event, the refund provisions for provider default apply.

In exceptional circumstances, Astral Skills Institute of Australia (ASIA) may be unable to deliver a unit or units because of the factors beyond its control. Where this situation exists (or one or more of the units that cannot be delivered is a prerequisite unit) students can have their study load adjusted and a deferral may be applied for. This basis for deferral is only available if the student can schedule units of competency so that they can complete their studies within the approved duration.



- **ASIA initiated suspension or cancelation**

Where a student has been identified as having breached ASIA’s code of conducts (for e.g. misbehavior, failure to pay an amount required to pay in order to continue the course) the CEO shall be informed as soon as possible. All of the facts and evidence associated with the alleged misdemeanor or misbehavior must be presented to the CEO for due consideration.

If there has been a breach in course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

The CEO is responsible for deciding whether there has been a breach based on the evidence presented and for deciding the ensuing penalty (i.e. suspension or cancellation of enrolment). The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Students will be advised in writing of the decision. The letter also advises students that before the decision to suspend enrolment is implemented, they have 20 working days to access ASIA’s Complaints and Appeals procedure if they feel that the decision is unfair, or they have other grounds to appeal the decision. A student course variation is notified in PRISMS. All relevant documentation is retained securely and confidentially on the student’s file.

- **ASIA initiated cancellation**

ASIA has the right to cancel student’s enrolment where student’s misconduct is severe (as defined in the policy above). Students will be informed in writing of the intention and the reasons on why their enrolment has been cancelled.

Where the CEO has decided that the misconduct is severe enough for cancellation, the following must occur:

- I. The student will be informed in writing of the reason and decision of the ASIA to cancel the student’s enrolment.
- II. They will be informed of the fact that they have the right to appeal the decision through ASIA’s internal complaints and appeals process, in accordance with standard 10 (Complaints and appeals) within 20 working days of the written notification.
- III. No action will be taken until the internal appeals process has been finalised or if the student has failed to initiate an appeal within 20 working days, unless the overseas student’s health or wellbeing, or the wellbeing of others, is likely to be at risk.
- IV. Students will also be informed that if ASIA notifies the Department of Home Affairs (“DHA”) of the cancellation, the student’s visa may be affected.



Once the appeals processes are finalised and the decision to cancel is upheld, ASIA will inform DHA through PRISMS of the intention to cancel the student's enrolment. The change is reported on the basis of overseas student's enrolment under section 19 of the ESOS Act.

All copies of relevant documentation must be retained securely on the student's file.

Note: When there is any deferral, suspension or cancellation action taken, It is advisable to:

- seek advice from the Immigration department on the potential impact on their student's visa.

ASIA will report the change to the overseas student's enrolment under section 19 of the ESOS Act.

Unique Student Identifier

The Unique Student Identifier (USI) is a mandatory requirement for anyone wishing to complete Nationally Recognised VET qualification as of 1 January 2015. Each time a student completes nationally recognised training, the RTO collects and verifies their USI before they can issue a qualification or statement of attainment. In addition, we are required to include the student's USI in the data we submit to the NCVET.

The USI scheme allows students to access a single online record of their VET achievements. Each person will be assigned with a USI. Astral Skills Institute of Australia will obtain and verify the student's USI at the time of enrolment. ASIA will comply with the Student Identifiers Act 2014.

The USI is an identifier known only to the issuing RTO, the student and the department. It does not appear on any certificates, statements of attainment or other public documents issued by ASIA. It is in the student's best interest to keep this identifier in a safe place. If the student forgets their USI, it is possible to retrieve the information from the Department's web site <https://www.usi.gov.au/>

People exempt from USI

International students undertaking their entire VET course outside Australia (also known as offshore training), or students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment in respect of that training, or students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.

Setting up a USI

If a student have not yet obtained a USI, it can be applied directly <http://www.usi.gov.au/create-your-USI/> on a computer or mobile device.



If students would like ASIA to apply for the USI, then the student will need to sign ASIA's Unique Student Identifier (USI) consent available on Student's Application form, giving ASIA authorisation to apply on their behalf. The student will need to provide at least one (1) form of ID from the list below in order for the institute to apply for their USI.

Student forms of ID:

- Driver's Licence
- Medicare Card (this includes a current family Medicare card where your name is included)
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

In accordance with Clause 3.6 of the Standards for Registered Training Organisations 2015, ASIA will:

- verify Student's USI provided to it by an individual with the USI registrar before using that Student identifier for any purpose
- ensure that ASIA will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014
- ensure that where an exemption applies under the Student Identifiers Act 2014, ASIA will inform the student prior to either the completion of the enrolment or commencement of the training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar
- ensure the security of USI and all related documentation under its control, including information stored in its student management systems

AQF qualifications and statements of attainment cannot be issued until a student has provided, or Astral Skills Institute of Australia has applied for a student's USI on their behalf. The USI will not be included on the testamur, statement of attainment or record of results as per the application of the AQF. Issuance of testamurs and statements of attainment within the VET sector.



Fee payment and Refunds Policy

Initial payment of fees is payable when the student enrolls into a course. The student will be required to pay an application/enrolment fee, material fee and initial tuition fee deposit prior to the commencement. Please note that the enrolment fee is one-time fee to cover the cost of administration related costs and a non-refundable fee. Fee has been scheduled to ensure that ASIA will not collect more than the initial tuition fee amount as stated on the offer letter and that ASIA will not receive more than 50% of the students' total fee for a course before the student has begun their course unless the course has only one study period which is 25 weeks or less. Students are not required to pay more than the initial tuition fee amount as stated on the offer letter (or 50% of the tuition fee) before the start of the course. However, students, or the person responsible for paying the tuition fees, may choose to pay more than 50% of their tuition fees before they start their course if they wish to do so.

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

After commencement, the student will be invoiced **every 11 weeks** for remaining tuition fee.

Please refer to detailed payment plan in fee payment and refund policy available at ASIA **website** www.asia.edu.au.

Fee Schedule

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

Fee type	Amount*
Enrolment /Application fee (non-refundable) **	\$500.00
Course Material fee*	Please refer to the course information at the start of the student's handbook
RPL Fee	Subject to qualifications and units
Reassessment Fee	A\$300

* Material fee includes textbook, printed material and knife kit (for hospitality and commercial cookery courses only) costs.



** Enrolment /application fee is one-time fee payable at the admission to cover administration cost associated with enrolment and its non-refundable fee in event of withdrawal.

* Fees are subject to change without notice. Please contact student administration for updated fees and charges. For all courses, course material fees include textbook and printed material costs only.

Refund Policy

All students' refunds are conditional on the following:

A. Course Withdrawal

- i. Where a written notice of withdrawal is received by the institute at least **12 full weeks or more before the agreed start date** of the course or term, the institute will refund 100% of the fee received except the application fee.
- ii. Where a written notice of withdrawal is received by the institute within 6 to 11 full weeks before the agreed start date of the course or term, the institute will refund 50% of the fee received except application fee.
- iii. Where a written notice of withdrawal is received by the institute within 5 full weeks or less before the agreed start date of the course or term, no refund will be provided.
- iv. Where a written notice of withdrawal is received by the institute after the start date of the course or term, no refund will be provided.
- v. Where the student defaults, including withdrawing from a course, after the course/term start date, students are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- vi. It should also be noted that if your enrolment falls within no refund timelines before the agreed start date of the course, then there will be no refund.

For example: If a student enrolls in week 5 before the course start date, he/she will not be eligible for refund as the enrolment falls in no refund time period of 5 full weeks prior to the agreed start date of the course.

- vii. If the refund application is approved, Refund will be paid within the period of 28 days after receiving a written notification/claim from the student and relevant forms duly signed by the student.
- viii. The institute must have received funds for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

B. Student Defaults



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

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);
or
- b) the student withdraws from the course at the location (after the agreed starting day);
or
- c) the Institute refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehavior by the student (Note: the student is entitled to natural justice under subsection 47A(3))

A student does not default for failing to start a course on the agreed start day if he/she does not start that course because the provider defaults in relation to the course at the institute. No refund is payable for student default.

A. Visa Refusal

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment/application fees, will be made and visa refusal refunds will be calculated in accordance with the legislative instrument under subsection 47E (4).

The calculation under subsection 47E (4) is as follows:

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

- a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or
- b) the sum of \$500.

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



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

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

- a) The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.
- b) The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7.

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

A. Providers Default

In the unlikely event that the institute is unable to start or deliver the course (known as Institute/Providers default), the student can choose to accept either:

- i. A refund of course fees, which will be issued to the student within 14 days.
 - ii. Or be placed in an alternative course with the institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the institute). The refund will be paid within 14 days after cessation of the course.
 - III. If the institute is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

B. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

I. REFUND PROCESS

- a. The student must apply for a refund using the refund form along with the evidence and supporting documents. Such documents may include, but are not limited to:
 - a completed course withdrawal form provided by the institute,





- a letter from DHA advising of a rejection of the student visa application or a refusal to extend a student visa,
 - Proof of extenuating circumstances of a compassionate nature.
- b. Refunds will be made within 28 days of the receipt of completed refund application form along with full supporting document by the institute.
- c. Student can nominate a person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

II. PAYMENT OF REFUNDS

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

Note: Timeline for refund

It is to be noted that refund will be made available to students differently based on student’s default and providers default.

- i. **In case of Student default:** Refund will be paid within the period of 28 days after receiving written notification/claim from student and relevant forms duly signed by the student.
- ii. **In case of Provider’s (ASIA) default:** Refund will be paid within the period of 14 days after cessation of the course.

Please refer to the course refund table below for details:

ASIA COURSE FEE REFUND TABLE			
Refund circumstances	Refund of Tuition Fees paid	Refund of Material Fees	Enrolment /Application Fee
Withdrawal at least 12 full weeks or more prior to agreed start date.	100%	100%	No refund





Withdrawal between 6 to 11 full weeks prior to the agreed Start Date.	50%	100%	No refund
Withdrawal in 5 full weeks or less	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn by the institute	100%	100%	100%
Application rejected by the institute	100%	100%	No Refund
The course is not provided fully to the student because the institute has a sanction imposed by a government regulator.	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to course commencement	Total amount of the pre-paid fees received by ASIA for the course in respect of the student course less the following amount: (a) 5% of the total amount of pre-paid fees that the provider (ASIA) received in respect of the student for the course before the default day; or (b) a maximum sum of \$500 whichever is lesser	100%	100%
Visa is refused after commencement of the studies due to not meeting visa requirement	The refund amount = weekly tuition fee x the number of weeks in the default period a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7	No Refund	No refund
RPL fee	No refund if 'Statement of Attainment' is provided	No refund	No refund





Visa refused due to submission of fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdraws from the course without notification or breaches their Visa conditions	No refund	No refund	No refund
Withdrawal after the agreed start date	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The institute cancels an enrolment due to serious student misconduct	No refund	No refund	No refund
<p>Note: If a student's enrolment falls within no refund timelines before the agreed start date of the course and the student decides to withdraw from the course, then there will be no refund.</p> <p>For example: If a student enrolls in week 5 before course start date, he/she will not be eligible for refund if the student withdraws from the course as enrolment falls within no refund time period of 5 weeks prior to the agreed start date of the course.</p>			

Student's Right to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Support Officer and follow the complaints and appeal process of ASIA.
- The institute's appeal process does not restrict the student's right to pursue other legal avenues.
- The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Tuition Protection Service (TPS) Procedure

This policy is to ensure that ASIA is compliant with the ESOS requirements of the Tuition Protection Service (TPS), which is a replacement and refund service for international students. The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either

- Complete their studies in another course or with another education provider or



- Receive a refund of their unspent tuition fees.

It is an unlikely event that ASIA is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

For more information on Tuition Protection Service visit: <https://tps.gov.au>

Student's Complaints and Appeals

Please note that the following procedures do not remove the student's right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Legal Aid New South Wales, Fair Trading NSW or Anti-Discrimination NSW.

The initial institute contact person for any matters concerning complaints, grievance procedures and appeals is:

Student Support Officer/Complaints and Appeals Officer- Healy/Rodrigo

Tel: 02 4608 9972

Standard 10 of the National code 2018 requires ASIA to have arrangements in place for a person or body independent of internal and external to ASIA to hear complaints or appeals arising from the ASIA's internal complaints and appeals process or refer students to an existing body where that body is appropriate for the complaint or appeal.

ASIA has a student's "**Complaints and Appeals Policy and Procedures**" to provide the students with a fair and equitable process for resolving any disputes or complaints they may have. After completing ASIA's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman.

Procedures:

The Institute will maintain a "Complaints/Grievance Register", and a "Complaint Form", which will allow identification and detail of the following:

- Submission date of the complaint
- Nature of the complaint
- Date/s when the cause of complaint occurred
- Attachments (if applicable)
- Determined Resolution



- Date of Resolution.
- Independent Dispute Resolution (Overseas Student Ombudsman)

→ Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any student with a complaint may first raise the issue informally with Student Support Officer (who is also the complaints and Appeals Officer) or Trainer and attempt an informal resolution of the complaint.

Complaints dealt in this way will not become part of the formal complaints process and will not be documented, recorded or reported on unless the staff involved determines that the issue in question or complaint is relevant to the wider operation of ASIA.

ASIA's staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly.

Students who are not satisfied with the outcome of the complaint will be advised to register a formal complaint.

What can a complaint be about?

A complaint can be about:

- any aspect of the service provided, or not provided by ASIA
- any aspect of the training and assessment
- the behaviour or decisions of staff, or
- policies and/or procedures of ASIA
- any action by any relevant 3rd party

→ Formal Complaint Process

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Student Support Officer/Complaints and Appeals Officer. Students can also send an email alternatively to info@asia.edu.au.

Lodging a complaint

To register a formal complaint, a student must complete and fill a Student's Complaints Form to Student Support Officer/Complaints and Appeals Officer providing:

- a clear and detailed statement of the complaint, including the parties involved
- a suggested solution that the student believes would settle the complaint (e.g. an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).



Complaint will be lodged in a complaint register.

The resolution phase: The Student Support Officer/Complaints and Appeals Officer will determine whether the subject matter falls within the definition of a complaint. This period is called the resolution phase.

The resolution phase will commence within 10 working days of the complaint being lodged in writing, i.e. assessment of complaints or appeal will commence within 10 working days of it being made and the outcome will be finalised as soon as possible.

Where it is determined that the subject matter falls within the definition, the following procedures will take place:

Acknowledging the Lodging of a complaint

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by Complaints and Appeals Officer.

The complaint will be forwarded for action to the relevant department as soon as practicable and should not take more than 10 days. Parties to complaint will not be part of the investigation team.

Recording the complaint

Details of the complaints will be recorded in ASIA's complaints and appeals register and a copy will be filed in student's file. The original complaint will be forwarded to the RTO and Compliance Manager if required (for Internal appeals process).

The Student Support Officer/Complaints and Appeals Officer will be responsible for ensuring that all of these actions are completed within five working day of the lodgement of the complaint.

Acting on Complaint

All concerned parties will be contacted for investigation. Students will be given an opportunity to respond and present their case with supporting evidence.

Student Support Officer/Complaints and Appeals Officer will set an agenda for the meeting and discuss what steps should be taken.

The right to be accompanied by a support person during the complaints/appeals process: Parties making complaint will be invited for meeting and each involved party may be accompanied and

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assisted by a support person, according to the principles of natural justice. There will be an attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.

All the information will be gathered as required to assist with the settlement of the complaint, including, providing the respondent with the statement of the complaint and all the relevant documents.

Complaints will be investigated thoroughly in spirit of natural justice and principal fairness. Best possible resolution will be achieved keeping a student-centred approach based on the facts and documents.

Time frame

Person making a complaint will be informed of the outcome in writing and all the complaints will be finalised as soon as practicable understanding the student's requirements and other matters but maximum within 60 days of receipt of complaint.

Where ASIA considers more than 60 calendar days are required to process and finalise the complaint or appeal, the institute will inform the complainant or appellant in writing, including reasons on why more than 60 calendar days are required, and will regularly update the complainant or appellant on the progress of the matter.

If complaint falls outside the definition of complaints: the Student Support Officer/Complaints and Appeals Officer will advise the student accordingly. Complaints and Appeals Officer may dismiss a complaint if, in his/her view, the complaint is ill advised, misguided, frivolous, malicious or vexatious.

Note: It is to be noted that ASIA will respond to any complaint or appeal the overseas student makes regarding his or her dealings with ASIA, ASIA's education agents or any related party that ASIA has an arrangement with, to deliver the overseas student's course or related services.

At the conclusion of the resolution phase, the Complaints and Appeals Officer will write to both the student and the respondent indicating the outcome of the process and specifying any action that has been agreed upon by the parties as part of that process. Students will be informed about their Right to appeal within 20 days of the complaints if dissatisfied with the outcome.

Record the decision: Institute's decision and reasons for the decision will be recorded by the Student Support Officer/Complaints and Appeals Officer and placed in the student's file.



If a student is dissatisfied with the outcome of the formal complaint process, students may initiate an internal appeal process by completing a Complaints and Appeal Form from the website www.asia.edu.au or student administration.

--> Internal Appeals Process

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by student who is dissatisfied with the outcome to reconsider a decision made by ASIA.

An Internal Appeal Process is initiated by a student lodging an Appeal by filling up complaints and appeals Form available from the Student Administration and/or ASIA website.

Acknowledging the Lodging of a complaint

Appeals will be acknowledged by sending written confirmation to complaint that is done by the Complaints and Appeals Officer.

Consideration of Appeal by Administration/Appeals officer

Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students):

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of conduct for details available on Student's handbook).

Time Frame and Acting on an Appeal

Within 10 working days of receiving the Complaints and Appeal Form, the Principal Executive Officer (PEO) will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint. The Investigator or the Student Appeals Committee will:

- a. Meet with the student (and support person, if present) and provide the student with an opportunity to present their case with any supporting evidence provided in the meeting at



minimal or no cost. At any given meeting to discuss an appeal, students will be given the opportunity to be accompanied and assisted by a support person.

b. At the conclusion of the meeting, students will be informed about the timeframe within which the institute will provide a written outcome of the appeal. The timeframe will generally be 10 working days. After the meeting, the Investigator or Committee will, impartially, consider all the evidence and make a decision.

Student Appeal Committee

- Principal Executive Officer
- Operations and Compliance Manager
- Investigator or nominee appointed by the PEO

*ASIA will ensure that assessment of the complaint or appeal is conducted in a professional, fair and transparent manner.

The outcome will be documented and will include the reasons for the decision. If the decision goes against the student, the outcome will include information for the student of his or her right to an external appeal. Details of the suitable external appeal bodies will be made available to the student with information at no cost associated with that.

If more than 60 days: Where it is apparent that appeals will take more than 60 calendar days, appellant will be informed in writing, including reasons why more than 60 calendar days are required, and the students will be regularly updated on the progress of the matter.

Recording the appeal: ASIA will keep a written record of the complaint or appeal, including statement of the outcome and the reasons for the outcome with signature and date of student and Complaints and Appeals Officer.

A written statement of the outcome of the internal appeal, including detailed reasons for the outcome will be sent to the student.

If matter remains unresolved or student is unsuccessful or dissatisfied with the outcome.

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the ASIA's internal complaints and appeals process. In such cases, institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by ASIA.



Note: **Students' enrolment will be kept active until both internal and external appeal is concluded.**

→ **External Appeals Process**

After the student has been advised of the external complaint handling process and procedure, ASIA will provide students with contact details of the appropriate complaints handling and external appeals body.

ASIA will refer the student to an **Overseas Students Ombudsman** to lodge an external appeal or complain about the decision.

The Overseas Students Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

In most cases, the purpose of the external appeals process is to consider whether the registered provider, i.e. ASIA in this case, has followed its policies and procedures, rather than make a decision in place of the institute. External appeal authority will be provided with sufficient information within due to timelines requested.

For example, if an overseas student appeals against his or her subject results and goes through the internal appeals process of the institute, the external appeals process would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

Complaints outcome will be entered in complaints register after external appeals has given a decision and copy of all relevant documents will be attached in that register.

Outcome

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, ASIA will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the overseas student of that action or outcome.

Written record of the complaints or Appeal and statement of the outcome will be kept and maintained by ASIA.

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

- private conciliators or dispute resolution counsellors
- a complaints and appeals body established by a peak industry body
- representatives of Commonwealth and state or territory government departments including the Office of the Training Advocate; or



Commonwealth and state or territory offices of the Ombudsman may be the appropriate body for a public provider.

IMP NOTE: The Overseas Students Ombudsman is a free and independent service

The Overseas Students Ombudsman contact details are:

Website: <http://www.ombudsman.gov.au/>

Email: ombudsman@ombudsman.gov.au –

Contact Number: 1300 362 072

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman (OSO) also:

a. Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that OSO identify through investigations.

For further information, please visit www.oso.gov.au or contact overseas student ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.

The Overseas Students Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia. It is free of cost.

The Ombudsman (OSO) also:

Provides information about best practice complaints handling to help private education providers manage internal complaints effectively.

Publishes reports on problems and broader issues in international education that OSO identify through investigations. For further information, please visit www.oso.gov.au or contact overseas student ombudsman by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 011.



Institute Obligations

Students Transfer between providers

Astral Skills Institute of Australia (ASIA) will not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course except where any of the following apply:

- Registered provider i.e. ASIA, or the course in which the overseas student is enrolled, has ceased to be registered.
- ASIA has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- ASIA has agreed to the overseas student's release and recorded the date of effect and the reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided a written support for the change.

Transfer of students between providers policy has been documented to provide detailed information to students on the transfer between registered providers. The procedures outlined in the policy ensure that ASIA does not enrol any transferring international students prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the below procedures will be implemented.

Kindly refer to Transfer between providers policy for more details on ASIA's website.

Access and Equity operating principles

It is the responsibility of all ASIA staff members to ensure the requirements of the "Access and Equity" policy are met at all times. We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Astral Skills Institute of Australia (ASIA) aims to ensure that access to employment and training is available, regardless of gender, socio-economic background, disability, ethnic origin, age or race. This includes people with disabilities, people from non-English speaking backgrounds, indigenous Australians, and rural and remote students. All the students have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities. Kindly refer to access and Equity policy available on ASIA's website.

Reasonable Adjustments



Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the institute and must be allowable within rules defined by the training package.'

Reasonable Adjustments can translate into:

- adjusting equipment or the physical environment.
- Providing specialised equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication or toilet use.
- changing assessment procedures and timing.

Important Information for Overseas Students

Visa Requirements

Student visas are issued by the Australian Department of Home Affairs (DHA). There are a number of specific requirements that must be met before a student visa can be granted. These requirements vary, depending on your nationality, the assessment level of your country and the level/type of study you intend to undertake in Australia.

The typical key requirements you will need to meet are:

- Issuance of an electronic Confirmation of Enrolment (eCoE) certificate
- Meet the Genuine Temporary Entrant requirement. Read more about this on the Department of Home Affairs (DHA) website.
- Sufficient funds for airfares, course fees and living costs.
- English language proficiency.
- Meet health and character requirements.
- Acceptable Overseas Student Health Cover (OSHC).



Student visa requirements include:

- You must satisfy course requirements by remaining enrolled in a CRICOS registered course and maintain satisfactory course progress requirements.
- You must achieve satisfactory result in accordance with the policies and standards maintained by ASIA.
- You must maintain adequate Overseas Student Health Cover (OSHC) during your stay in Australia
- You must notify your education provider of any change in your residential address within seven days of the change
- you can work in paid employment for no more than 40 hours a fortnight provided that work does not interfere with your studies (there are no limitations to working during recognised holiday periods)

ASIA will ensure that:

- Course progress and Attendance of student is continuously monitored in accordance with standard 8 of the National code 2018. Student will be reported to the Department of Home Affairs via PRISMS on the basis of unsatisfactory course progress i.e. not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
- The attendance is monitored in line with the new ASQA attendance guidelines. Students will not be reported on the basis of attendance. Therefore, Students are attending classes regularly. Refer to Attendance and Course Progress Policy for more information.
- Expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration.
- Documents, policies and processes are implemented to notify, and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

For further information regarding student visas, please visit the DHA website at <https://www.homeaffairs.gov.au/>

Note: ASIA does not claim to commit to secure for, or on the student or intending student's behalf, a migration outcome from undertaking any course offered by ASIA.



Overseas Students Health Cover (OSHC)

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatments, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study or prior to the arrival in Australia.

You will need to buy OSHC before you come to Australia. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia. Membership of any health insurance scheme in your home country does not exempt you from having OSHC. Exemptions are only available if you are a Norwegian student covered by the Norwegian National Insurance Scheme; a Swedish student covered by the National Board of Student Aid or by Kammarkollegiet; a Belgian student covered under the Reciprocal Health Care Agreement with Australia.

Students must be covered by OSHC from the day they arrive in Australia, until the end date of their visa. It is their responsibility however to ensure that their OSHC is up to date once the initial coverage expires after one year. Students need to arrange their private health insurance.

We can assist you to arrange your private health insurance (OHSC) from amongst several providers of OSHC in Australia, for the duration of your study. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

Australian Health Management OSHC	www.ahmoshc.com
BUPA Australia	https://www.bupa.com.au/health-insurance/oshc
Medibank Private	https://www.medibankoshc.com.au/
OSHC Worldcare	www.oshcworldcare.com.au

Your OSHC will help you pay for any medical or hospital care you may need while you are studying in Australia and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

The cost* of OSHC (Bupa) for 2019 is as follows:

OSHC 2019	Single	Couple	Family
1 Year	516.12	3,000.36	5,372.40
2 Year	1,056.00	6,124.80	12,344.64

*Prices are correct at the time of printing.

For more details on OSHC visit

<https://www.homeaffairs.gov.au> or <http://www.studyinaustralia.gov.au/>

School-aged dependents

Most student visas allow you to bring your family members to Australia as your dependents. As a prospective international student, you are required to enrol any of your school-age dependents in Australian government or non-government schools and pay full fees for their study. You will also need to provide OSHC membership for your family.

Please check with DHA about bringing your family as there are certain restrictions depending on the assessment level of your country.

Study vs Work hours

You have 20 hours of study time per week. Classes will run across six days and between 8:30 am and 9:15 p.m. You will generally be expected to attend the institute 3-4 days a week for around 4 to 8 hours per day. During study time, you are allowed to work up to 40 hours per fortnight. During the official holidays you can work full time. Please see <https://www.homeaffairs.gov.au/> for more information.

Tax File Number:

When you commence work, you should apply for a Tax File Number (TFN). This ensures that the correct amount of tax is deducted from your earnings. It also allows you to claim a refund at the end of the financial year. Most of the students who work part-time are eligible for a refund.

For more details kindly visit www.ato.gov.au

Legislative Requirements

The Australian Government is committed to ensuring students have a great education experience in Australia. Therefore, various legislation have been enacted to safeguard the interest of both the education providers and the students.

Astral Skills Institute of Australia (ASIA) is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), to students as our customers, and relate to the industry that we are conducting training for.

The legislation that particularly affects your participation in Vocational Education and Training include:



Commonwealth Legislation:

- Australian Human Rights Commission Act 1986
<https://www.legislation.gov.au/Details/C2019C00030>
- Disability Standards for Education 2005 <https://www.legislation.gov.au/Details/F2005L00767>
- Disability Discrimination Act 1992 <https://www.legislation.gov.au/Details/C2018C00125>
- Racial Hatred Act 1995 <https://www.legislation.gov.au/Details/C2004A04951>
- Racial Discrimination Act 1975 <https://www.legislation.gov.au/Details/C2016C00089>
- Sex Discrimination Act 1984 <https://www.legislation.gov.au/Details/C2018C00499>
- Privacy Act And National Privacy Principles (2001)
- The National Code 2018 <https://www.legislation.gov.au/Details/F2017L01182>
- Education Services to Overseas Students (ESOS) Act 2000
<https://www.legislation.gov.au/Details/C2018C00210>
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2019
<https://www.legislation.gov.au/Details/F2019L00571>

Only education institutions registered under the ESOS Act and listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can enrol overseas students to study in Australia on a student visa.

ESOS Framework

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students.

Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program. Only education institutions registered under the ESOS Act and listed on Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) can enrol overseas students to study in Australia on a student visa.

The Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation are designed to protect the interests of students coming to Australia on student visas and govern the responsibility of education providers towards overseas students through:



- The ESOS legislation and recent reforms Education Services for Overseas Students Act 2000
- The National Code 2018 <https://www.legislation.gov.au/Details/F2017L01182>
- The Overseas Students Ombudsman <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- The Tuition Protection Service (TPS) <https://tps.gov.au>
- The National VET Regulator Act 2011 <https://www.legislation.gov.au/Details/C2017C00245>

National Code of Practice for Providers of Education and Training to Overseas Students 2018 also written as the “**National Code 2018**” is a legislative instrument of the ESOS Act and applies to providers of education to students on student visas in all sectors. The National Code 2018 requirements are in addition to the standards for specific sectors.

For more information on ESOS, CRICOS, National Code visit <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Engagement of Agents

ASIA engages with on shore and offshore agents to recruit students. Full list of agents can be found on ASIA’s website www.asia.edu.au. ASIA is responsible to ensure that it’s agents accurately represents ASIA’s services on their behalf. Agent are required at all times, to act in an honest, ethical and professional manner in dealings with international students, their families and the **Institute**. **7.** The Agent will not engage in false or misleading recruitment practices

If you have any feedback or concerns regarding services provided by agents or its representatives, please contact ASIA students support services or give us a call at +61 452 511 012.

PRIVACY STATEMENT

Privacy

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information collected on ASIA’s enrolment form is done in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2019 and the National Code 2018. Information collected about you on ASIA forms and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on the forms or during your enrolment can be disclosed without

your consent where the institute is authorised or required by law to do so. You can access the information collected from you by contacting the Student Administration at the institute.

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

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by ASIA for statistical, administrative, regulatory and research purposes. ASIA may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- National Centre for Vocational Education Research (NCVER) Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
 - populating authenticated VET transcripts;
 - facilitating statistics and research relating to education, including surveys and data linkage;
 - pre-populating RTO student enrolment forms;
 - 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 student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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

USI PRIVACY NOTICE

Please note from January 2015, all students undertaking nationally recognised training delivered by a registered training organisation in Australia will require a USI. You can create your own USI at <http://usi.gov.au/create-your-USI/Pages/default.aspx>.

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

This information can only be used for:



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

This information may be shared with:

- Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - The purpose of administering and auditing VET, VET providers and VET programs;
 - Education related policy and research purposes; and
 - To assist in determining eligibility for training subsidies
- VET regulators to enable them to perform their VET regulatory functions;
- VET admissions bodies for the purpose of administering VET and VET programs,
- Current and former Registered Training Organisations (RTOs) to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;

Access, correction and complaints

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

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

ASIA's Policies and Procedures

Students will have access to all relevant administrative and academic policies and procedures. They are published on our website www.asia.edu.au and can be made available from the Student Administration.

Student Rights as a Consumer

As a consumer, a student has the right to receive current, factual and accurate information about the courses offered by ASIA before making an enrolment decision. To ensure this, ASIA has stringent policies and procedures in place.



It is very important that you read the handbook/prospectus carefully before enrolling with ASIA to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the students to take action under the Australian Consumer Law if the Australian Law applies.

Media Consent

The enrolment form gives you the opportunity to decline permission for ASIA to use any representation of your time here for promotional purposes. Please be sure to read this section of the enrolment form.

From time to time, ASIA staff may request to take photographs/videos or verbal/written interviews/testimonials of students at ASIA or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by ASIA in print, digital or broadcast media such as documents, the student magazine, website, television, Youtube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have the right to refuse the use of your image or work for such creations. Students may also reverse their decision to decline the media consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting ASIA's student administration.

Living in Australia

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>.

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique



combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campus and communities. ASIA takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. As you improve your English, you will learn some of Australia's colourful and often humorous slangs, and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (traditional Chinese medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (refer to student visa obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can have almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See living in Sydney below for more details.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driver's license alone is not sufficient.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber

Uber services are also available at the airport and there is designated pick up place available outside the airport for Uber customers.

Telephones and Wifi Connections

Australia has a modern telecommunications system with mobile and internet access generally available at low cost.

Overseas calls can be made over the internet data which also includes video calling.

Internet date: Free wifi, non-connections (paid) are available at majority of the places in and around Sydney.

For example-At Airport, few shopping malls have free wifi available.

Most of the shared accommodations have wifi services available through which students can make overseas phone calls, video calls. Students can avail pre-paid and/or postpaid sims depending upon their suitability and requirements of students. Lowest pre-paid sims and plan costs around 12\$-15\$. The cost of pre-paid and post-paid plan keeps increasing as per your requirements, for example, more



internet data and overseas calling minutes may cost you more than the plans with less internet and overseas calling minutes.

However, there are many providers like Vodafone which give student discounts. Hence students can refer to providers that give discounts.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on living in Australia, costs, visit www.studyinaustralia.gov.au.

Travel

During the term breaks, students may like to venture beyond Sydney to experience more of Australia's spectacular natural environment and great physical beauty, such as Blue Mountains, Bondi beach, marine parks and national parks, the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major Banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours are from Monday to Thursday - 9.30 am – 4.00 pm, Friday - 9.30 am – 5.00 pm and some banks are open Saturday mornings.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.



Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-colored \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. There are different types of home stay arrangements:

Cost: \$235 to \$325 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some home stay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, and wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 70.00 - A\$ 150.00 per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.



You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$185.00 - A\$440.00 per week (unfurnished)

Useful internet sites for student housing are:

<http://www.find-studentaccommodation.com>

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$95 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week

Groceries and eating out - \$140 to \$280 per week

Gas, electricity - \$10 to \$20 per week

Phone and Internet - \$15 to \$30 per week

Public transport - \$25 to \$50 per week

Car (hire) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. As of October 2019, the 12-month living costs are:

- **You** - \$21,041
- **Partner or spouse** - \$7,362
- **Child** - \$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window).

The Australian Government provides information and guidance on managing your finances. You can read more at www.money-smart.gov.au (opens in a new window)

If you experience financial trouble while in Australia, talk institution's student support staff for assistance.

LIVING in and around Sydney

Sydney

Sydney is the largest city in Australia with a large population. Sydney is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. Astral Skills Institute of Australia (ASIA) is located within a reasonable distance from Sydney. It's just a short walk from the train station or bus stop.

The Study in Sydney website is a useful source of information. The web site address is <http://www.study.sydney/>

Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring September - November 12-22 degrees

Summer December to February 28-32 degrees

Autumn March to May 12 - 20 degrees

Winter June to August 10 - 15 degrees

Sports and other outdoor activities are possible at all times of the year.



Entertainment

ASIA Campus offer spacious surroundings suitable for social, sporting and other outdoor activities. The campus is centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends around Sydney.

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our institute. The contact details are listed below.

Address: Level-6, Suite 6.01/138 Queen Street, Campbelltown, NSW 2560.

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

Note: ASIA doesn't advertise or guarantee any employment outcome associated with its courses.

Disclaimer: Information contained in this Student Handbook is current at the time of printing and is subject to change. Please refer to information published on website www.asia.edu.au for the most current information or speak to ASIA student administration. Learners are encouraged to get more information from the National Training Register at www.training.gov.au or speak to a ASIA staff member for details. ASIA handles all superseded qualifications as per our Course Transition Policy and Procedures available from www.asia.edu.au

