



ASIA

ASTRAL SKILLS INSTITUTE OF AUSTRALIA
RTO Code: 41322 | CRICOS No: 03858C

INTERNATIONAL STUDENT HANDBOOK



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

ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



Head Office: Level 5, Suite 513A,
Westfield Parramatta, NSW 2150



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VERSION CONTROL AND SUMMARY OF CHANGES		
Version	Date	Description of Changes
1.0	01.06.2021	Introduction of the Handbook
2.0	01.01.2023	List of Abbreviations and Acronyms added on page three.
3.0	01.01.2024	Revised and updated with latest Financial Capacity Requirements and the cost of OSHC





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LIST OF ABBREVIATIONS AND ACRONYMS USED IN THE HANDBOOK

ACSF	Australian Core Skills Framework
AQF	Australian Qualification Framework
ASIA	Astral Skills Institute of Australia
ASQA	Australian Skills Quality Authority
CAE	C1 Advanced (formerly known as Cambridge English: Advanced)
CEO	Chief Executive Officer
CoE	Confirmation of Enrolment
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CT	Credit Transfer
DHA	Department of Home Affairs
ELICOS	English Language Intensive Course for Overseas Students
ESOS	Education Services for Overseas Students
iBT	Internet-Based Test
ICDL	International Computer Driving Licence
IELTS	International English Language Testing System
Institute	Astral Skills Institute of Australia
LED	Light Emitting Diode
LLN	Language, Literacy and Numeracy
NB	Nota Bene (meaning “mark well” or “pay attention to”)
NCVER	National Centre for Vocational Education Research
NRT	Nationally Recognised Training
OAIC	Office of the Australian Information Commissioner
OSHC	Overseas Student Health Cover
OSO	Overseas Students Ombudsman
PBT	Paper-Based Test
PTE	Pearson Test of English
PTR	Pre-Training Review
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
TOEFL	Test of English as a Foreign Language
TPS	Tuition Protection Service
USI	Unique Student Identifier
VET	Vocational Education and Training
WBT	Work-Based Training
WHS	Work Health and Safety
WWCC	Working with Children Check

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☑ WELCOME MESSAGE

Welcome to Astral Skills Institute of Australia (ASIA) and congratulations on your new journey with us. We pride ourselves not only in fostering academic excellence but also in making our students' educational experience satisfying such that they 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 so that you can make an informed decision about your future study plans. The Handbook contains information about the courses we offer, fees payable, costs, admission and enrolment procedures at ASIA and other vital information regarding your study and life in Australia. It also provides several other 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 well-trained administrative support staff will give you lots of encouragement, ensure and monitor your academic progress, and provide you with necessary learning support. Our aim is your success, and we will do everything we can to help you to achieve that aim with ease. We are committed to ensuring that your time in ASIA is worthwhile, memorable, and productive.

I look forward to welcoming you to ASIA.

Marie Armstrong Smith

CEO

Astral Skills Institute of Australia (ASIA)





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✓ ABOUT ASTRAL SKILLS INSTITUTE OF AUSTRALIA (ASIA)

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

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

ASIA has structured its courses based on 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's needs and promotes equal opportunity in education for all the students.

ASIA has three campuses conveniently located in the heart of Campbelltown, Kogarah, and Parramatta in New South Wales. ASIA's training locations are accessible to all the students via public transport as they are within proximity to bus stops and train stations. They are located near cafes, shops, restaurants, and supermarkets so that the students can enjoy quality time after classes.

If you have any queries about our institute and the courses we offer, please feel free to visit our institute or contact us via phone or email. Our contact details are listed below.

Main Campus/ Head Office:

Level 9, 79 George St, Parramatta NSW 2150

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

Campus 2:

Level 5, Suite 513A, Westfield Parramatta

175 Church St, Parramatta NSW 2150

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

Campus 3:

1/11 O'Keefes Lane, Kogarah, NSW 2217

Campbelltown, NSW 2560

Phone: 02 4608 9972

Email: info@asia.edu.au

Website: www.asia.edu.au

Campus 4:

Level 17, 7 Deane St, Burwood, NSW 2134

Phone: 02 4608 9972 Email: info@asia.edu.au

Website: www.asia.edu.au



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☑ WHY STUDY AT ASIA?

📍 Better Career Outcomes

ASIA's government accredited, and internationally recognised courses will help you achieve your career goals. Our graduates are equipped with industry-standard skills and qualifications which enable them to work in various roles in the industry.

Note: ASIA does not claim any job guarantees or employment outcomes with its programs.

📍 Experienced Staff

ASIA employs experienced, industry-aware teaching staff who are committed to promoting a culture of learning, achievement, and ambition. Most of our teaching staff also work actively in the fields they teach; they are aware of the changes in the market forces across industries and are quick to reflect on those developments in their classes.

📍 VET Qualifications

Vocational Educational and Training (VET) is a distinctive style of learning. It teaches practical skills that are highly valued by employers. While training, we keep the class sizes to a minimum to ensure close attention from lecturers. VET assessments, on the other hand, are based on achieving competency levels. They adhere to the Standards for Registered Training Organisations (RTOs) 2015.

As an RTO, ASIA provides quality training and assessments across all its offered qualifications. ASIA adheres to the principles of access and equity to maximise the training outcomes for our valued learners.

Our management is responsive to the needs of clients, staff and stakeholders and the environment in which ASIA operates.

📍 Student Service Focused

Staff at ASIA understand the many challenges students face when studying away from their home country. Therefore, every effort we make is to assist our students to make the transition to their new surroundings smooth and help them to feel like home. We regularly consult with the students to gather their feedback on their experience at ASIA and continuously develop and improve our services accordingly. This has resulted in a supportive and safe environment that enables our students to perform at their best.

📍 Accredited and Regulated

ASIA is a Registered Training Organisation (RTO) regulated by ASQA (Australian skills Quality Authority), the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure the 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 and Equality:** We are committed to providing a safe and equitable environment that promotes a confident and productive training and assessment domain.
- **Integrity and Ethics:** We conduct ourselves in accordance with the shared and agreed standards of behaviour which uphold ethical demeanour and integrity as our highest priorities.
- **Commitment to Quality:** We are committed to delivering consistent, high-quality and industry-focused services.
- **Quality Systems:** We uphold quality systems that support training and assessment excellence.
- **Student-focused:** We thrive on providing training and assessment that is student focused and supportive to lifelong learning. We respect our students and strive to engage them 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's needs and expectations.

✓ USEFUL CONTACTS @ ASIA: WHO TO SEE ABOUT WHAT!

ASIA has designated a member of staff to be the official point of contact for students. The Student Support Officer and other designated support staff will also assist you in accessing the up-to-date details of our outstanding support services.

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

Here are our **other available services and responsible staff members:**

Service	Name	Phone no	Email
Critical incidents, Emergency Health Services	Marie Armstrong Smith	+61 403 143 543 Critical Incident (available 24 hours)	info@asia.edu.au
Counselling Support; External Services Support	Ankita Gohil/ Elle	02 4608 9972	info@asia.edu.au
Safety and Security; First	Elle	02 4608 9972	studentservices@asia.edu.au





Aid			
Enrolment Officer; Reception Services	Shraddha Shivle; Pooja	02 4608 9972	sdmissions@asia.edu.au
Student Support; Complaints; Appeals	Syeda Akther; Deepasha	02 4608 9972	studentservices@asia.edu.au
Student Support Officer; LLN Support Officer	Syeda Akther; Shraddha Shivle	02 4608 9972	studentservices@asia.edu.au
Accommodation Support	Syeda Akther; Ferdous Munabi	02 4608 9972	studentservices@asia.edu.au
Digital and IT Support Officer	Jason Zhang	02 4608 9972	itsupport@asia.edu.au
Academic Support; Course Progress Support	Dewangi; Ejay	02 4608 9972	studentsupport@asia.edu.au

☑ ENROLMENT INFORMATION

This student's handbook has been developed to provide prospective students with important information which will enable them to make an informed decision about their future study plans. It contains information about the courses we offer, the locations where these courses will be delivered, modes of delivery, fees and costs, admission and enrolment procedures, training arrangements and other relevant information. It also provides useful 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 to ASIA**. They are encouraged to contact ASIA and talk to one of our friendly, informed staff members if they have any questions or are unsure about any information included in this handbook.

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

Once a complete application is received, ASIA's Enrolment officer will conduct a Pre-Training Review (PTR) Interview with the applicant over the phone, via skype or on Zoom. This interview aims to determine the competency level of the applicant and identify their training needs.

ASIA will conduct a review of the applicant's English language proficiency level including their oral communication skills and current competencies to determine their training needs and support requirements. The review will enable the applicant to enroll in the most appropriate course. This interview process will allow the applicant to demonstrate that they have the necessary skills to





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successfully complete the course they are applying for. It will also identify any Recognition of Prior Learning (RPL) and Credit Transfer (CT) opportunities they may have. If any RPL opportunities are identified, the applicant will be presented with the required paperwork. RPL and credit transfers, if approved, may affect the length of applicant's CoE (Confirmation of Enrolment).

ASIA will provide students with a CoE. The CoE will reflect the condition that the applicant must undertake the LLN (Language, Literacy and Numeracy) test on campus prior to their commencement. The LLN test will be conducted by using ACSF (Australian Core Skills framework) mapped online LLN assessment tool, the LLN Robot under the supervision of one or more qualified assessors.

In addition to the LLN test, ASIA will ask you to provide evidence of your IELTS or an equivalent test score and your secondary school certificates. ASIA will assess your completed Student Application based on the information you have supplied and enrol participants for each course in a manner that reflects ASIA's access and equity principles. Please note that completion of the Student Application Form does not automatically imply that ASIA will make an offer to you. You will be notified in due course whether you meet our entry requirements or not.

When ASIA makes you an offer and you wish to accept that, you must sign the written Student Agreement, pay the fee mentioned in the Student Agreement and send it to ASIA. Please note that ASIA will not accept the course fees without the written Student Agreement. However, you must read all information thoroughly before signing the Student Agreement. If you have any query about anything in the agreement, you are advised to email or call ASIA.

Once the completed Student 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.



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☑ COURSE INFORMATION, FEES AND ENTRY REQUIREMENTS

☐ List of Courses offered by Astral Skills Institute of Australia:

National Code	Course Name	CRICOS Code	Course Duration (Including holiday breaks)	Tuition Fee (AU\$)	Non-tuition Fee	Total fee*
SIT40521	Certificate IV in Kitchen Management	109584K	84 weeks (Delivery and Assessment: 66 weeks; Term break: 18 weeks)	\$18,000	\$0	\$18,000
SIT50422	Diploma of Hospitality Management	111552M	104 weeks (Delivery and Assessment: 80 weeks; Term break 21 weeks)	\$30,000	\$500	\$30,500
CHC30121	Certificate III in Early Childhood Education and Care	111555H	52 weeks (Delivery and Assessment: 41 weeks; Term break 11 weeks)	\$16,000	\$500	\$16,500
CHC50121	Diploma of Early Childhood Education and Care	111553K	52 weeks (Delivery and Assessment: 41 weeks; Term break 11 weeks) (ASIA Currently does not offer this qualification over two years)	\$30,000	\$500	\$30,500
RII60520	Advanced Diploma of Civil Construction Design	109181G	104 weeks (Delivery and Assessment: 81 weeks; Term break 23 weeks)	\$32,000	\$3,500	\$35,500
BSB80120	Graduate Diploma of Management (Learning)	106790F	104 weeks (Delivery and Assessment: 81 weeks; Term break 23 weeks)	\$25,000	\$1500	\$26,500

*An additional application fee amounting \$500 may apply

📍 **Mode of Study:** Face-to-face Delivery, Supervised Online Study and Work-based training.

📍 **Course (Campus) Location:** (Face-to-face theory components for all courses):

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Main Campus/ Head Office: Level-9, 79 George Street, Parramatta, NSW 2150

Westfield Campus: Level 5, Suite 513A, Westfield Parramatta, 175 Church St, Parramatta, NSW 2150

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

Burwood Campus: Level 17, 7 Deane Steet, Burwood 2134

Practical Learning Location:

For Hospitality Courses:

1. **Kogarah:** 1/11 O'Keefes Lane, Kogarah, NSW 2217
2. **Parramatta:** Suite 203A, Level 2, 118 Church St Parramatta NSW 2150

For Early Childhood Education and Care:

On Campus: At any of ASIA's Campuses except Kogarah Campus

Work-based training Location: As per the students' practical placement agreement applicable both for Hospitality and for Early Childhood Education and Care students, but a minimum of 20 hours per week during Work Placement Weeks.

Please note that Astral Skills Institute of Australia (ASIA) does not make any employment-outcome claim to the students associated with its courses.



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☐ Course Descriptions:

Course Name and Code	SIT40521 - Certificate IV in Kitchen Management
CRICOS Code	109584K
Course Description	<p>This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretions to solve non-routine problems.</p> <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>The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p> <p>Potential employment options are in the commercial cookery sector in the roles such as chefs and cooks who have a supervisory or team leading role in the kitchen.</p> <p>Students who complete this course may wish to continue their education into a range of Diploma qualifications, such as the SIT50422 Diploma of Hospitality Management.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study). Practical face-to-face training is provided in a commercial training kitchen. A work placement is also required.
Location	Any of the four campuses detailed on page seven.
Tuition Fees	\$18,000
Duration (with Holidays and breaks)	This qualification will be delivered over 84 weeks, including 66 weeks of training and assessment spread over 6 terms of 10 weeks each and 18 weeks of holidays.
Volume of Learning:	<p>The amount of training and volume of learning for the qualification is 1,903 hours. This comprises of:</p> <ul style="list-style-type: none"> • 468 hours of classroom sessions and face-to-face training in kitchen





	<ul style="list-style-type: none"> • 285 hours of supervised online study • 402 Hours of assessment in the class and in the kitchen • 220 hours of practical placement (to cover 48 service periods and additional projects at an ASIA kitchen) • 528 hours of unsupervised self-study (8 hours a week during term time) <p>This qualification will be delivered over 84 weeks including 66 weeks of delivery plus 18 weeks of holidays. Students will be required to attend minimum 20 hours per week of study.</p>
<p>Work Placement</p>	<p>Students are required to complete 48 service periods to meet the requirements of the course. Service periods are generally 4 hours each and therefore, students will be required to complete at least 192 hours during the course.</p> <p>Astral Skills Institute of Australia will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities and equipment check will take place prior to the agreement being signed.</p> <p>Workplace supervisors are required to endorse each student’s logbook to confirm that they have completed the required service period hours.</p>
<p>Pre-Training Review (PTR)</p>	<p>All the students will undertake a pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, and basic computing and oral communications skills of the student. The interview will be conducted by the Enrolment Officer of ASIA or a representative prior to the enrolment. The interview will also aim to identify possible Credit Transfer (CT), Recognition of Prior Learning (RPL) opportunities and special needs.</p> <p>Through pre-training review, the student will demonstrate that they have the necessary skills to successfully complete the course.</p>
<p>Language, Literacy and Numeracy (LLN) Test</p>	<p>Candidates undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports and graphs, make recipe cards and do menu costing.</p> <p>A Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. The LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool, the LLN Robot under the supervision of a qualified assessor. All students are required to undertake the LLN test mapped at ACSF level 3.</p>





	If students do not meet the English and the LLN requirements, they will be asked to take further Language, literacy and numeracy training e.g., English Language Intensive Course for Overseas Students (ELICOS) course at their own expense before they enroll into the chosen VET course.
Computer Literacy Requirements	All learners enrolling into ASIA's courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review. Those learners who do not possess basic computing skills will be referred to taking basic computer training, e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details).
Academic Requirements	To enter this qualification, applicants should have successfully completed year 12 or secondary studies (equivalent to Australian senior secondary school examination) in applicant's home country.
Age	The applicant must be 18 years or above at the time of commencement to any qualification. ASIA does NOT enrol students who are under 18 years of age.
Material and Resources Required	ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel. On the other hand, learners of Hospitality Courses are required to have a Kitchen Tool Kit including Chef Dresses and Safety Boots, a Knife Kit including various knives and other necessary tools to undergo training effectively. Knives will be provided by the institute under the material fee paid during enrolment. However, learners need to purchase or arrange their Chef Dresses and Safety Boots. The institute may suggest suitable suppliers on request; however, learners are required to negotiate with and pay the suppliers directly for their tools, dresses and/or boots.
Physical Abilities and Handling Complex Foods	Learners are expected to have adequate physical fitness as they require manual handling, e.g., lifting heavy pots and pans to perform tasks involved while undergoing training. Learners must be able to handle complex foods including cooking various processed or raw meats, poultry, seafoods, dairy items and must keep any religious or dietary barriers in mind 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 interview before enrolment and will identify and provide required support and





	make reasonable adjustments where possible.
Workplace Suitability Assessment	The WBT (Work-Base Training) 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 the following checklist to determine the host employer: ABN registration, menu and meal type served, work safety, WHS safety measures regarding equipment, resources available and capacity of the number of learners the Host Employer is able to have at the time of conducting Work-Based Training.
Alternative Arrangements (If a workplace does not meet requirements)	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 the institute will conduct additional training and assessment in its training kitchen.
Assessment Methods	Knowledge Questions, Worksheets, Practical Demonstration in the Training Kitchen, Role Plays, Research, Case Studies, Presentations, Project work, and/or Logbook
Qualification Pathways	After achieving SIT40521-Certificate IV in Commercial Cookery, individuals could progress to SIT50422-Diploma of Hospitality Management.
Employment Pathway	This qualification provides a pathway to working 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 <i>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</i>

Course Code and Name	SIT50422 - Diploma of Hospitality Management
CRICOS code	111552M
Course Description	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





	<p>business decisions.</p> <p>This qualification provides a pathway to work in any hospitality 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> <p>Banquet or function manager Bar manager, Café manager Chef de cuisine, Chef Pâtissier Club manager Executive housekeeper Front office manager, Gaming manager Kitchen manager, Motel manager Restaurant manager, Sous chef Unit manager, catering operations</p> <p><i>NB: ASIA does not claim any job guarantees or employment outcomes with its programs.</i></p> <p>The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study). Practical face-to-face training is provided in a commercial training kitchen. A work placement is also required.
Location	Any of the four campuses detailed on page seven.
Course Fees	\$30,500
Duration (with Holidays and breaks)	This qualification will be delivered over 104 weeks, including 83 weeks of training and assessment spread over 8 terms and 21 weeks of holidays.
Volume of Learning	<p>The amount of training and volume of learning for the qualification is 2,108 hours. This comprises of:</p> <ul style="list-style-type: none"> • 501 hours of classroom sessions and face-to-face training in kitchen • 375 hours of supervised online study





	<ul style="list-style-type: none"> • 424 Hours of assessment in the class and in the kitchen • 160 hours of practical placement (to cover 48 service periods and additional projects at an ASIA kitchen) • 648 hours of unsupervised self-study (8 hours a week during term time) <p>Students will be required to attend a minimum of 20 hours per week of study.</p>
Work Placement	<p>Students are required to complete 12 service periods to meet the requirements of the course. Service periods are generally 4 hours each and therefore, students will be required to complete at least 48 hours during the course.</p> <p>Astral Skills Institute of Australia will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities and equipment check will take place prior to the agreement being signed. Workplace supervisors are required to endorse each student's logbook to confirm that they have completed the required service period hours.</p>
Workplace suitability assessment	<p>The WBT (Work-Based Training) 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 the following checklist to determine the host employer: ABN registration, menu and meal type served, work safety, WHS safety measures regarding equipment, resources available and capacity of the number of learners the Host Employer is able to have at the time of conducting Work-Based Training.</p>
Alternative Arrangements (If a workplace does not meet requirements)	<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 the institute will conduct additional training and assessment in its training kitchen.</p>
Pre-Training Review (PTR)	<p>All the students will undertake a pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, and basic computing and oral communications skills of the student. The interview will be conducted by the Enrolment Officer of ASIA or a representative prior to the enrolment. The interview will also aim to identify possible credit transfer (CT), RPL opportunities and special needs.</p> <p>Through pre-training review, the student will demonstrate that they have the necessary skills to successfully complete the course.</p>





Language, Literacy and Numeracy (LLN) Test	<p>Candidates undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports and graphs, make recipe cards and do menu costing.</p> <p>A Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. The LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool, the LLN Robot under the supervision of a qualified assessor. All students are required to undertake the LLN test mapped at ACSF level 4.</p> <p>If students do not meet the English and the LLN requirements, they will be asked to take further Language, literacy and numeracy training e.g., English Language Intensive Course for Overseas Students (ELICOS) course at their own expense before they enroll into the chosen VET course.</p>
Computer Literacy Requirements	<p>All learners enrolling into ASIA's courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review.</p> <p>Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details).</p>
Academic Requirements	<p>To enter this qualification, applicants should have successfully completed year 12 or secondary studies (equivalent to Australian senior secondary school examination) in applicant's home country.</p>
Age	<p>The applicant must be 18 years or above at the time of commencement to any qualification. ASIA does NOT enrol students who are under 18 years of age.</p>
Regulatory Requirements	<p>A current and valid passport and a valid study visa that covers the duration of study for the course.</p>
Material and Resources Required	<p>ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.</p> <p>On the other hand, learners of Hospitality Courses are required to have a Kitchen Tool Kit including Chef Dresses and Safety Boots, a Knife Kit including various knives and other necessary tools to undergo training effectively. Knives will be provided by the institute under the material fee paid during enrolment. However, learners need to purchase or arrange their Chef Dresses and Safety</p>



	Boots. The institute may suggest suitable suppliers on request; however, learners are required to negotiate with and pay the suppliers directly for their tools, dresses and/or boots.
Physical Abilities and Handling Complex Foods	Learners are expected to have adequate physical fitness as they require manual handling e.g., lifting heavy pots and pans to perform tasks involved while undergoing training. Learners must be able to handle complex foods including cooking various processed or raw meats, poultry, seafoods, dairy items and must keep any religious or dietary barriers in mind 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 interview before enrolment and will identify and provide required support and make reasonable adjustments where possible.
Assessment Methods	Knowledge Questions, Worksheets, Practical Demonstration in the Training Kitchen, Role Plays, Research, Case Studies, Presentations, Project work, and/or Logbook
Qualification Pathways	After achieving Diploma of Hospitality SIT50422., individuals can progress to SIT60316 - Advanced Diploma of Hospitality Management* * ASIA does not offer SIT60316 Advanced Diploma of Hospitality Management
Employment Pathway	This qualification provides a pathway to work in any hospitality 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. <i>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</i>

Course Code & Name	CHC30121 - Certificate III in Early Childhood Education and Care
CRICOS code	111555H
Course Description	This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the





	<p>context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.</p> <p>Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.</p> <p>To achieve this qualification, the individual must have completed a total of at least 160 hours of work in a regulated children’s education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study). Practical face-to-face training is conducted in a classroom and ASIA Simulated Childcare Environment while practical placement will be undertaken at any regulated Early Childhood Education and Care facility.
Location	<p>Classrooms for the theory component of the course will be delivered at approved CRICOS site (Any of the four campuses detailed on page seven)</p> <p>Practical placement is conducted at approved in any regulated Early Childhood Education and Care Facility where Astral Skills Institute of Australia will have signed memorandum of understating.</p> <p>A full list of approved practical placement facilities is held with the Academic Manager.</p>
Course Fees	\$16,500
Duration (Including Holidays and breaks)	<p>This qualification will be delivered over 52 weeks, including 41 weeks of training and assessment spread over 4 terms and 11 weeks of holidays.</p> <p>NB. ASIA also delivers <u>Certificate III in Child Education and care over 104 weeks</u> (CRICOS Code: 111554J). For more details, please contact our admissions office: admissions@asia.edu.au.</p>
Volume of Learning	<p>The total amount of training for the qualifications is 1273 hours comprising of:</p> <ul style="list-style-type: none"> 480 hours of classroom delivery and assessment,





	<ul style="list-style-type: none"> • 205 hours of supervised and structured online learning • 260 hours of practical placements, and • 328 hours of unsupervised study.
Work Based Training (Work Placement)	The students are required to undertake at least 160 hours of work-based training in a regulated education and care service to complete the requirements of this qualification. However, learners of ASIA are required to undertake 260 hours of practical placements which will be arranged at an approved childcare centre in a location suitable for students. Throughout the placement, each student is required to complete and maintain their logbook.
Pre-Training Review (PTR)	All international learners will be required to undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to learner, relevant experience and interview conducted by Institute’s enrolment officer using Astral pre-enrolment kit and enrolment interview. Interview also aims to identify suitability of the course, any support needs and possible RPL (Recognition of Prior Learning) opportunities. Through pre-training review learner will demonstrate that they have necessary skills to successfully complete the course.
Language, Literacy and Numeracy (LLN) Test	Candidates undertaking this course must possess sound Numeracy skills since it requires them to do calculations, read anaphylaxis plans, medication labels and to access and interpret the National Quality Framework and the National Quality Standards. All learners are required to undertake a language, literacy and numeracy (LLN) test (LLN robot test is used) mapped at ACSF level 4 conducted by institute. If learners do not meet English and LLN requirements, they will be asked to take further Language, literacy and numeracy training and English Language Intensive Course for Overseas Students (ELICOS) programs with another institute (as ASIA does NOT offer ELICOS) at their own expense before they enroll into this course.
Computer Literacy Requirements	All learners enrolling into ASIA’s courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review. Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details)





Academic Requirements	To enter this qualification, applicants should have successfully completed year 12 or secondary studies, equivalent to Australian senior secondary school examination, in their home country.
Age	The applicant must be 18 years or above at the time of commencement to any qualification. ASIA does NOT enroll students who are under 18 years of age.
Regulatory Requirements	A current and valid passport and a valid study visa that covers the duration of study for the course.
Working with Children Check and National Police Check	For Cert III in Early childhood education and care, work placement of at least 160 hours is one of the essential components. So, to fulfil the requirements of work placement learners' needs to get Working with Children Check and National Police Check before starting their work placement.
Access to Materials and Resources	ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.
Physical Abilities	Learners are expected to have adequate physical fitness as they require manual handling e.g., lifting toddlers and children while changing their nappies, etc. while undergoing training.
Simulated childcare Room	Astral Skills Institute of Australia's one classroom has been settled as a simulated childcare centre with access to equipment and standard documentation found in regulated Early Childhood Education and Care facility. It is located at Suite 6.01, Level 6, 138 Queen Street Campbelltown, NSW 2560. The simulated childcare room will have access to all equipment and workplace documentation.
Assessment Methods	To assess the required knowledge, the institute uses knowledge questions which include questions covering required knowledge and performance criteria for the unit. Use of scenarios and case studies will also prepare learners for demonstration of skills during practical placement. Most unit of competency in this course require regulated early childhood environment for assessment, ASIA will organise practical placement in regulated Early Childhood Education and Care facility where learners will complete the





	<p>logbook for practical demonstration of skills.</p> <p>Other assessment methods include report, research and projects work depending upon requirements of the unit.</p>
Qualification Pathways	After successful completion of the program, participants are eligible to enrol into CHC50121 – Diploma of Childhood Education and Care offered by the Institute.
Career/ Employment Pathway	<p>Completing the CHC30121 – Certificate III in Early Childhood Education and Care will enable Educators to work at a senior level and provide the core skills and experience they need to pursue a large range of roles in the early childhood education and care sector such as:</p> <ul style="list-style-type: none"> • Assistant Educator in long day care, childcare centres and/or occasional care • Assistant Educator in a Kindergarten or preschool program • Assistant Educator in occasional care • Family Day Care Educator • In Home Care Provider • Playgroup Supervisor • Nanny • Other education-based employers may accept this qualification, such as working as a tutor, education support staff or teacher aide <p>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</p>

Course Code & Name	CHC50121-Diploma of Early Childhood Education and Care
CRICOS code	111553K
Course Description	<p>This qualification reflects the role of educators in early childhood education and care who work in regulated children’s education and care services in Australia. Educators at this level are responsible for designing and implementing curriculum that meets the requirements of an approved learning framework and for maintaining compliance in other areas of service operations. They use</p>





	<p>specialised knowledge and analyse and apply theoretical concepts to diverse work situations. They may have responsibility for supervision of volunteers or other educators.</p> <p>Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.</p> <p>To achieve this qualification, the individual must have completed a total of least 280 hours of work in a regulated children’s education and care service in Australia as detailed in the Assessment Requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours.</p> <p>No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study). Practical face-to-face training is conducted in a classroom and ASIA Simulated Childcare Environment while practical placement will be undertaken at any regulated Early Childhood Education and Care facility.
Location	<p>Classrooms for the theory component of the course will be delivered at an approved CRICOS site (Any of the four campuses detailed on page seven).</p> <p>Practical placement is conducted at approved in any regulated Early Childhood Education and Care Facility where Astral Skills Institute of Australia will have signed memorandum of understating.</p> <p>A full list of approved practical placement facilities is held with the Academic Manager.</p>
Course Fees	\$30,500
Duration (with Holidays and breaks)	This qualification will be delivered over 52 weeks, including 42 weeks of training and assessment spread over 4 terms and 10 weeks of holidays. (ASIA currently does not offer CHC50121 over 104 weeks)
Volume of Learning	<p>The total amount of training for the qualifications is 1283 hours comprising of:</p> <ul style="list-style-type: none"> • 465 hours of classroom delivery and assessment, • 130 hours of supervised online learning • 300 hours of practical placements, and





	<ul style="list-style-type: none"> • 328 hours of unsupervised self-study.
Work Based Training (Work Placement)	<p>The students are required to undertake at least 280 hours of work-based training in a regulated education and care service to complete the requirements of this qualification. Learners of ASIA are required to undertake 620 hours of practical placements. Practical placements for students are to be arranged at an approved childcare centre and in a location suitable for students.</p> <p>Throughout the placement, each student is required to complete and maintain their logbook.</p>
Pre-Training Review (PTR)	<p>All international learners will be required to undertake pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to learner, relevant experience and interview conducted by Institute’s enrolment officer using Astral pre-enrolment kit and enrolment interview. Interview also aims to identify suitability of the course, any support needs and possible RPL (Recognition of Prior Learning) opportunities.</p> <p>Through pre-training review learner will demonstrate that they have necessary skills to successfully complete the course.</p>
Language, Literacy and Numeracy (LLN) Test	<p>Candidates undertaking this course must possess sound Numeracy skills since it requires them to do calculations, read anaphylaxis plans, medication labels and to access and interpret the National Quality Framework and the National Quality Standards.</p> <p>All learners are required to undertake a language, literacy and numeracy (LLN) test (LLN robot test is used) mapped at ACSF level 4 conducted by institute.</p> <p>If learners do not meet English and LLN requirements, they will be asked to take further Language, literacy and numeracy training and English Language Intensive Course for Overseas Students (ELICOS) programs with another institute (as ASIA does NOT offer ELICOS) at their own expense before they enroll into this course.</p>
Computer Literacy Requirements	<p>All learners enrolling into ASIA’s courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review.</p> <p>Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details)</p>
Academic	To enter this qualification, applicants should have successfully completed year 12





Requirements	or secondary studies, equivalent to Australian senior secondary school examination, in their home country.
Age	The applicant must be 18 years or above at the time of commencement for any qualification. ASIA does NOT enrol students who are under 18 years of age.
Regulatory Requirements	A current and valid passport and a valid study visa that covers the duration of study for the course.
Working with Children Check and National Police Check	For Diploma of Early childhood education and care, work placement of at least 280 hours is one of the essential components. So, to fulfil the requirements of work placement learners' needs to get Working with Children Check and National Police Check before starting their work placement.
Access to Materials and Resources	ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.
Physical Abilities	Learners are expected to have adequate physical fitness as they require manual handling e.g., lifting toddlers and children while changing their nappies, etc. while undergoing training.
Simulated childcare Room	<p>Astral Skills Institute of Australia's one classroom has been settled as a simulated childcare centre with access to equipment and standard documentation found in regulated Early Childhood Education and Care facility. It is located at Suite 6.01, Level 6, 138 Queen Street Campbelltown, NSW 2560.</p> <p>The simulated childcare room will have access to all equipment and workplace documentation.</p>
Assessment Methods	<p>To assess the required knowledge, the institute uses knowledge questions which include questions covering required knowledge and performance criteria for the unit. Use of scenarios and case studies will also prepare learners for demonstration of skills during practical placement.</p> <p>Most unit of competency in this course require regulated early childhood environment for assessment, ASIA will organise practical placement in regulated Early Childhood Education and Care facility where learners will complete the logbook for practical demonstration of skills.</p>





	<p>Other assessment methods include report, research and projects work depending upon requirements of the unit.</p>
Qualification Pathways	<p>After successful completion of the program, participants are eligible to enrol into other Diploma qualifications and/or CHC62015 – Advanced Diploma of Community Sector Management.</p> <p>This qualification can also be used as a steppingstone into tertiary study and supports career progression. After achieving this qualification candidates may apply to undertake:</p> <ul style="list-style-type: none">✓ Bachelor of Early Years Education✓ Bachelor of Early Years and Primary Education✓ Bachelor of Education (Honours) in Early Years and Primary Education✓ Diploma of Tertiary Studies✓ Diploma of Higher Education.
Career/ Employment Pathway	<p>Completing the CHC50121 Diploma of Early Childhood Education and Care will enable Educators to work at a senior level and provide the core skills and experience they need to pursue a large range of roles in the early childhood education and care sector such as:</p> <ul style="list-style-type: none">• Child Care Centre Manager / Director• Family Day Care Provider• Early Childhood Team Leader• Family Day Care Coordinator• Playgroup Coordinator• Early Childhood Educator• Assistant Director in an Early Learning Centre• Preschool Assistant• Nanny <p>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</p>





Course Code and Name	RII60520-Advanced Diploma of Civil Construction Design
CRICOS code	109181G
Course Description	<p>This qualification reflects the role of an individual working as a senior civil works designer or a para-professional designer, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities. They are responsible for the design of complex projects to ensure the implementation of the client’s site requirements and are required to demonstrate self-directed application of theoretical and technical knowledge and initiate solutions to technical problems or management requirements.</p> <p>Licensing, legislative, regulatory or certification considerations</p> <p>Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states, territories and industry sectors. Users must check requirements with relevant body before applying the qualification.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study).
Location	Any of the four campuses detailed on page seven
Course Fees	\$35,500
Duration (Including Holidays and breaks)	This qualification will be delivered over 104 weeks, including 81 weeks of training and assessment spread over 8 terms and 23 weeks of holidays.
Volume of Learning	<p>The total amount of training for the qualifications is 2268 hours comprising of:</p> <ul style="list-style-type: none"> • 1215 hours of classroom delivery and assessment, • 405 hours of supervised online learning, and • 648 hours of unsupervised self-study.
Pre-Training Review (PTR)	All the students will undertake a pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, and basic computing and oral communications skills of the student. The interview will be conducted by the Enrolment Officer of ASIA or a representative prior to the enrolment. The interview will also aim to identify possible Credit Transfer (CT), Recognition of Prior Learning (RPL) opportunities and special needs.





	<p>Through pre-training review, the student will demonstrate that they have the necessary skills to successfully complete the course.</p>
Language, Literacy and Numeracy (LLN) Test	<p>Candidates undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports and graphs, make recipe cards and do menu costing.</p> <p>A Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. The LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool, the LLN Robot under the supervision of a qualified assessor. All students are required to undertake the LLN test mapped at ACSF level 3.</p> <p>If students do not meet the English and the LLN requirements, they will be asked to take further Language, literacy and numeracy training e.g., English Language Intensive Course for Overseas Students (ELICOS) course at their own expense before they enroll into the chosen VET course.</p>
Computer Literacy Requirements	<p>All learners enrolling into ASIA's courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review.</p> <p>Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details).</p>
Academic Requirements	<p>To enter this qualification, applicants should have successfully completed year 12 or secondary studies (equivalent to Australian senior secondary school examination) in applicant's home country.</p>
Age	<p>The applicant must be 18 years or above at the time of commencement for any qualification. ASIA does NOT enrol students who are under 18 years of age.</p>
Regulatory Requirements	<p>A current and valid passport and a valid study visa that covers the duration of study for the course.</p>
Material and Resources required	<p>ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.</p>
Assessment Methods	<p>A range of assessment methods in a variety of contexts will be used for the course. Assessment methods may include:</p>





	<ul style="list-style-type: none"> • Observation and demonstration • Scenarios • Presentations • Questioning • Case studies <p>Both formative and summative assessments will be conducted to assess the candidates. Assessments require a satisfactory achievement of all allocated tasks to each unit of competency to demonstrate competencies. Candidates will receive detailed information on the assessment process and the methodologies during their commencement.</p>
Qualification Pathways	After achieving RII60520–Advanced Diploma of Civil Construction Design, learners may apply for relevant degree-level courses at other institutions.
Employment Pathway	<p>This qualification enables the student to seek employment in the following roles:</p> <ul style="list-style-type: none"> • Civil Engineering Draftsperson • Civil Engineering Design Draftsperson • Senior Civil Works Designer • Civil Construction Supervisor <p>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</p>

Course Code and Name	BSB80120-Graduate Diploma of Management (Learning)
CRICOS code	106790F
Course Description	<p>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.</p> <p>This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.</p>
Delivery Mode	This program is delivered in a blended mode (face-to-face classroom delivery and supervised online study).



Location	Any of the four campuses detailed on page seven
Course Fees	\$26,500
Duration (with Holidays and breaks)	This qualification will be delivered over 104 weeks, including 81 weeks of training and assessment spread over 8 terms and 23 weeks of holidays.
Volume of Learning	The total amount of training for the qualifications is 2268 hours comprising of: <ul style="list-style-type: none"> • 1215 hours of classroom delivery and assessment, • 405 hours of supervised online learning, and • 648 hours of unsupervised self-study.
Pre-Training Review (PTR)	All the students will undertake a pre-training review which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, and basic computing and oral communications skills of the student. The interview will be conducted by the Enrolment Officer of ASIA or a representative prior to the enrolment. The interview will also aim to identify possible Credit Transfer (CT), Recognition of Prior Learning (RPL) opportunities and special needs. Through pre-training review, the student will demonstrate that they have the necessary skills to successfully complete the course.
Language, Literacy and Numeracy (LLN) Test	Candidates undertaking this course must possess sound numeracy skills since it requires them to gather data, manage projects, do calculations, make reports and graphs, make recipe cards and do menu costing. A Language Literacy and Numeracy (LLN) test will be conducted prior to the course commencement. The LLN test will be conducted on campus by using an ACSF mapped online LLN-assessment tool, the LLN Robot under the supervision of a qualified assessor. All students are required to undertake the LLN test mapped at ACSF level 3. If students do not meet the English and the LLN requirements, they will be asked to take further Language, literacy and numeracy training e.g., English Language Intensive Course for Overseas Students (ELICOS) course at their own expense before they enroll into the chosen VET course.
Computer Literacy Requirements	All learners enrolling into ASIA's courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review. Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to https://icdl.org/ for more details).
Academic	To enter this qualification, applicants should have successfully completed year 12





Requirements	or secondary studies (equivalent to Australian senior secondary school examination) in applicant's home country.
Age	The applicant must be 18 years or above at the time of commencement to any qualification. ASIA does NOT enrol students who are under 18 years of age.
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	ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.
Assessment Methods	<p>A range of assessment methods in a variety of contexts will be used for the course. Assessment methods may include:</p> <ul style="list-style-type: none">• Observation and demonstration• Scenarios• Presentations• Questioning• Case studies <p>Both formative and summative assessments will be conducted to assess the candidates. Assessments require a satisfactory achievement of all allocated tasks to each unit of competency to demonstrate competencies. Candidates will receive detailed information on the assessment process and the methodologies during their commencement.</p>
Qualification Pathways	After achieving BSB80120 – Graduate Diploma of Management (Learning), learners may progress to higher education courses including master's degrees in a related field.
Employment Pathway	<p>This qualification enables the student to seek employment in the following job roles:</p> <ul style="list-style-type: none">• Learning and development manager• Learning and development consultant• Career development manager• RTO Manager <p>Note: Above career pathway information is based on the qualification description on National Training Register (www.training.gov.au) and our market research. It does NOT imply any job guarantee or job role at the end of the course.</p>





❑ Entry Requirements for International Students

All students should meet the following requirements to be accepted into ASIA's VET courses.

📌 Enrolment information

ASIA's 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 ID of the student such as a passport.

In addition to the above, all international learners (either off-shore or on-shore) applying to ASIA must **meet the following entry requirements:**

📌 English Language Requirements:

Either a minimum IELTS (General) test score of 6.0 or equivalent for direct entry into a VET course or has completed ELICOS equivalent with the minimum IELTS results (please refer to the test table below). ELICOS results must be interpreted to IELTS or equivalent on the issued completion certificate by the ELICOS provider. ELICOS must be taken before the main VET course and the applicant must also demonstrate successful completion of ASIA's Language and Numeracy Test (Using by LLN Robot) on completion of their ELICOS program.

NOTE: Test 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, TOEFL PBT
- PTE Academic, and
- Cambridge English: Advanced (CAE)

**** The test must have been taken within two years from the date of your application to ASIA.**





Academic Requirements

To enrol into SIT50422 Diploma of Hospitality Management, SIT40521 Certificate IV in Kitchen Management or CHC50121 Diploma of Early Childhood Education and Care, applicants should have successfully completed year 12 or higher secondary studies in their home country (equivalent to Australian senior secondary school examination). In addition to the above, students applying for BSB80120 Graduate Diploma of Management (Learning) are strongly recommended to complete a Diploma or higher qualification in any discipline (either onshore or offshore) or satisfy ASIA's Pre-Training Review (PTR) Assessment.

Language, Literacy and Numeracy (LLN) Test

Candidates undertaking VET courses in ASIA must possess sound language, literacy and numeracy skills since they are required to do assignments, projects, portfolios, calculations, recipe cards preparation and/or menu costing as parts of the assessments.

Therefore, every student prior to their enrolment will have to undertake the LLN test (LLN robot system is used) mapped at ACSF levels conducted by the institute. They are required to achieve the following LLN competence levels against their applied qualifications:

SIT50422 – Diploma of Hospitality Management	ACSF Level 4
SIT40521 – Certificate IV in Commercial Cookery	ACSF Level 3
CHC50121 – Diploma of Early Childhood Education and Care	ACSF Level 4
BSB80120 – Graduate Diploma of Management (Learning)	ACSF Level 4

LLN robot system suggests improvement strategies after each LLN test; Learners will be encouraged and adequately facilitated to master these strategies.

If any learners do not meet English and LLN requirements, they will be asked to take further Language, literacy and numeracy training and English Language Intensive Course for Overseas Students (ELICOS) programs with another institute with their own cost (as ASIA does NOT offer ELICOS).

Computer Literacy Requirements

All learners enrolling into ASIA's courses must have basic computer literacy. They are required to demonstrate their computer literacy during pre-training review.

Those learners who do not possess basic computing skills will be referred to taking basic computer training e.g., International Computer Driving Licence (ICDL), before enrolment. Please note that a fee is charged for ICDL (Please refer to <https://icdl.org/> for more details).

NB. For any digital support required during the course, get in touch with ASIA's **IT Support Officer**.





Minimum Age Requirements

The applicant must be 18 years or above at the time of commencement to any qualification. ASIA does NOT enrol students who are under 18 years of age.

Materials and Equipment Requirements

ASIA will provide access to computers/laptops with 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 a computer with Windows 7 or later operating system. Students must also have an active email address and be contactable by a mobile phone or a landline and by post (which requires an active mailing address) for communications. All learners are expected to have access to MS Office applications such as Microsoft Word and Microsoft Excel.

Requirements for Tools and Equipment for Hospitality Courses:

Learners of Hospitality Courses are required to have a Kitchen Tool Kit including Chef Dresses and Safety Boots, a Knife Kit including various knives and other necessary tools to undergo training effectively. Knives will be provided by the institute under the material fee paid during enrolment. However, learners need to purchase or arrange their Chef Dresses and Safety Boots. The institute may suggest suitable suppliers on request; however, learners are required to negotiate with and pay the suppliers directly for their tools, dresses and/or boots.

Physical Abilities

For hospitality courses, learners are expected to have adequate physical fitness as they require manual handling e.g., lifting heavy pots and pans to perform tasks involved while undergoing training.

For Early Childhood Education and Care Courses, learners are expected to have adequate physical fitness as they require handling children e.g., lifting toddlers and children during changing their nappies, while undergoing training.

In line with its access and equity policy, ASIA will identify any physical inability presented by students during pre-training review interview before enrolment, arrange and provide required support, and where possible, make reasonable adjustments.

Handling Complex Foods

Besides physical fitness, students in Hospitality courses must also be able to handle complex foods including cooking various processed and raw meats, poultry, seafoods, dairy items. They are advised to keep any religious or dietary barriers in mind to handle such foods as a requirement before enrolling on these courses.

As mentioned earlier, ASIA will identify any such cultural or religious barriers presented by students during pre-training review interview before enrolment, arrange and provide required support, and where possible, make reasonable adjustments.





Working with Children Check and National Police Check

For Early Childhood Education and Care Courses, learners need to get their Working with Children Check (WWCC) and National Police Check cleared. These checks are mandatory preconditions for work placement which is one of the essential assessment components of Early Childhood Education and Care Courses.

Pre-training Review (PTR)

All applicants will go through a Pre-training Review (PTR) primarily to ensure that they meet the minimum entry requirements for the applied course. The PTR also aims to identify an applicant's training needs through questions on their previous education and/or training, relevance of the courses to the applicant, and basic computing, language and communications skills of the applicant. The PTR establishes if any competencies are previously acquired by the applicants (Recognition of Prior Learning – RPL), identify possibility of Credit Transfer (CT) and determines the most appropriate qualification for them to enroll in. Among others, one of the considerations of the interview is to ensure learners' career progression and the likely job outcomes from the development of new competencies and skills.

Pre-enrolment Information

Applicants shall be provided with information on the following prior to their enrolment:

- course details (duration including holiday breaks, contact hours per week, recommended textbooks, etc.)
- fee structures
- entry requirements
- Recognition of Prior Learning (RPL) & Credit Transfer (CT) information
- legislative and regulatory guidelines and requirements for overseas students

PTR questions will help identify if a student should be or should not be granted with RPL and/or course credit(s).

If an overseas student is granted with RPL or course credit(s), ASIA will provide a written record of the decision to the student to accept and will retain the written record of their acceptance for two years after the overseas student ceases studentship with ASIA.

If an overseas student is granted with RPL or course credit(s) that reduces their course duration, ASIA will:

- inform the student of the reduced course duration following approval of RPL and/or course credit(s),
- ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course, and
- report the changes in course duration to the Department of Home Affairs via PRISMS.

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

ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



Head Office: Level 5, Suite 513A,
Westfield Parramatta, NSW 2150



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ASIA

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RTO Code: 41322 | CRICOS No: 03858C

☑ FACILITIES RESOURCES AND SUPPORTS

☐ Campus Locations

ASIA has three campuses conveniently located in the heart of Campbelltown, Kogarah, and Parramatta in New South Wales. ASIA's training locations are accessible to students via public transports as they are within the proximity to bus stops and train stations. They are located near cafes, shops, restaurants, and supermarkets which enable students to enjoy quality time after classes. Here are the details of our three campuses:

The Early Childhood Learning Company Pty. Ltd. trading as Astral Skills Institute of Australia (ASIA)

Main Campus/ Head Office:

Level-9, 79 George St, Parramatta NSW 2150
Phone: 02 4608 9972 Email: info@asia.edu.au
Website: www.asia.edu.au

Campus 2:

Level 5, Suite 513A, Westfield Parramatta
175 Church St, PARRAMATTA, NSW 2150
Phone: 02 4608 9972 Email: info@asia.edu.au
Website: www.asia.edu.au

Campus 3:

1/11 O'Keefes Lane, Kogarah, NSW 2217
Phone: 02 4608 9972 Email: info@asia.edu.au
Website: www.asia.edu.au



🗺 How to reach us:

By Public Transport

By Train – The Nearest Train Stations:

For our main Campus, Parramatta Train Station (4 minutes' walk from the institute)

For Kogarah Campus, Kogarah Train Station (6 minutes' walk from the institute)

For Parramatta Westfield Campus, Parramatta Train Station (2 minutes' walk from the institute)

For Burwood Campus, Burwood Train Station (4 minutes' 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 around the campus.

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Modern Campus Facilities

Each of our campuses is equipped with the following facilities:

- Classrooms with Whiteboards and Projectors
- Computers/laptops with Internet connection to enable research
- Access to networked printers and photocopiers from each classroom
- Data projectors connected with the trainer's computers
- Tables and chairs
- A library and a computer lab*
- Power points for laptop and computers
- Climate-controlled Air Conditioning
- A simulated childcare room (for Early childhood Education and Care courses) *
- Access to cafés and restaurants around the campus

** Main Campus only*

Student Recreational Area and Lunchroom

ASIA's main campus has a dedicated recreational and lunch area with access to kitchen facilities where students can relax and meet others during breaks. There is a small park near the campus where students can explore during their lunch time. The other two campuses of ASIA do also offer available spaces and facilities to students for enjoying their breaks.

Classrooms

All our classrooms are equipped with the following resources for delivery and assessment of our VET qualifications.

- Computers with Internet connection to enable research
- Access to networked printers and photocopiers from each class
- Data projectors connected with trainer's computers
- Whiteboards
- Tables and chairs
- Power-points for laptops and computers

Library

Books and learning resources relevant to each unit are available at our library and resource centre located at Suite 6.01, Level 6,138 Queen Street Campbelltown, NSW 2560. Available learning materials at the library include, but are not limited to the following:





For Hospitality Courses: Textbooks and other hospitality books and resources

For Early Childhood Education and Care: Textbook and other Early Childhood Education and Care books and resources

A list of resources and books will be available at the library of ASIA.

Class Times and Reception Hours

ASIA campus is open for classes from 8.00 am – 10.15 pm seven days (Monday to Sunday).

The reception will be open from 9.00 am- 5.00 pm from Monday to Friday. But there will be at least one Student Support Officer during weekend class hours.

Class schedules may run followingly in **two shifts** a day:

Day shift: 8:00-16:00 or Evening shift: 16:30 - 22:00

However, for all qualifications, learners need to attend 20 hours a week in three to four days with up to eight hours a day. Thus, a **typical schedule** for classes is as follows:

Day Shifts: Day 1: 7.5 hours, Day 2: 7.5 hours and Day 3: 5 hours (online), OR

Evening Shifts: Day 1: 5 hours, Day 2: 5 hours, Day 3: 5 hours and Day 4: 5 hours (online)

Note: Delivery schedule may vary depending on the location, and the number of intakes available at a given time.

Well-equipped Computer Lab

ASIA has fully a well-equipped computer lab with access to facilities including latest desktops with LED monitors, Laptops, printers and photocopiers.

Training Kitchen

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

1. 1/11 O'Keefes Lane, Kogarah, NSW 2217
2. Suite 203A, Level 2, 118 Church St Parramatta NSW 2150

Workplace Documentation

Wherever the unit of competency specifies case-studies, scenarios, work placement and/or role plays related to the units, students will have access to sample templates, forms, copies of relevant legislations, sample guides, and copies of institute policies and procedures.

Facilities and Equipment

ASIA has access to standard facilities and equipment required for cookery, hospitality and early childhood education courses. ASIA also provides access to computers, laptops, printers and study resources.



ASIA Learning Management System (LMS)

ASIA has a customized learning management system called Moodle LMS to ensure that the students have access to learning resources and assessments. The Moodle includes webinars and discussions from fellow learners to make learning experience inclusive.

Link for the LMS: Ask your trainer or talk to the reception.

Student Resources

Students will have access to books and learning materials in the designated Library/Self-Study area in our main campus to study, do assignments, carry out research and/or perform other academic activities. Additionally, they will be provided with a list of suggested study materials (e.g., early childhood education and care, hospitality and/or cookery and management books) for their ease.

Administrative and Support Services for Students

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

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. Moreover, 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, attendance requirements and accommodation issues. These services are free of cost.

ASIA aims to identify and respond to the learning needs of all the students. While we acknowledge and are aware of the diversity of student learning needs, we encourage all students 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 to address these needs are free of charge. However, 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.

ASIA's Administrative and Support Services to students include, but are not limited to:

Orientation

Orientation is conducted prior to the commencement of every course. The objective of orientation is to fully inform new students of all academic and administrative aspects of their life at the Institute. It also informs students of local costs of living, transportation, facilities, banking and accommodation and the needful during emergencies. The orientation is a great opportunity to ask questions, meet with the fellow learners and the institute staff. The event aims to support the overseas student in adjusting their study and life in Australia. It empowers the overseas students



with adequate information by an age and culturally appropriate means 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. For this assistance, please contact ASIA well before you fly.

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's Town Hall station. From Town Hall Station, students can take train to Campbelltown Train Station (5 minutes' walk from our main campus).

Apart from Train, services of Uber and taxi are available from the Airport. The institute can arrange or book services for you with no additional cost for booking. However, students are required to bear the cost of fare from the Airport to their destination.

International Student Welcome Desk

The International Student Welcome Desk (ISWD) is an initiative of Study NSW to provide a friendly welcome for international students arriving in 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 as well. ISWD can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances.

Sydney Airport: You will find the Welcome Desk at T1 International in the Arrivals Hall opposite Passenger Exit A.

Operating Hours: Monday – Sunday from 7:00 am to 9:00 pm

Please refer to the website of ISWD for more details: www.study.sydney/programs/welcome-desk

Academic Supports

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. To ensure that they achieve satisfactory course progress, students can seek appropriate advice and academic and/or general supports from the institute. Please be advised that ASIA monitors learners' academic progress and offers necessary guidance and supports if unsatisfactory course progress has been identified.



A student can discuss any academic or other study related issues at any time with the Student Support Officer. The Student Support Officer will be able to provide advice and guidance, or referral, where required.

Intervention strategies are also 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 necessary supports can be provided in the best-possible way.

Intervention strategies are a plan of actions that anticipate barriers and resources in relation to achieving a specific objective. ASIA endeavors to anticipate learners' needs and implements a range of strategies.

ASIA's 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

Based on the necessities of students, specially those are working, training may be adjusted to meet the specific needs. These adjustments may include variations in delivery and assessments, offering evening or weekend classes and so on. However, international students will be required to take minimum 20 hours per week to enable required amount of training as a mandatory requirement.

🕒 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 trainers and assessors identify students with LLN difficulties or based on the results of the applicant's Pre-enrolment Review and the LLN test, 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 and EAL to other institutes.





Please be advised that 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 is maintained in accordance with our Privacy Policy.

Counseling

All students needing counseling, study skills assistance or practical help can make an appointment with the Student Support Officer, based in the main campus. An appointment can be made at reception or by emailing the student support officer: info@asia.edu.au. A personal counseling session will be organised where a 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 ASIA's codes of practice and confidentiality procedures. Personal counseling supports 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 AND HEALTH SERVICE NEAR CAMPBELLTOWN MAIN CAMPUS	Queen Street General Practice Address: 34 Queen Street, Campbelltown Phone no: 02 4620 1600
MEDICAL AND HEALTH SERVICE NEAR KOGARAH CAMPUS	St George Hospital Address: Gray St, Kogarah 2217 Phone no: 02 9113 1111
MEDICAL AND HEALTH SERVICE NEAR PARRAMATTA CAMPUS	Myhealth Medical Centre Address: Shop 5020, Level 5, Westfield Parramatta (inside Pharmasave Pharmacy),





159 – 175 Church St, Parramatta NSW 2150
Phone no: 02 8624 6977

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

❑ Special Needs and Disability Supports

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

The institute will apply reasonable adjustment(s) for students with disability to the level it can. However, reasonable adjustment(s) applied must not be detrimental for the student to achieve course outcomes.

The institute strives for providing equal opportunities for every learner and will not:

1. Refuse admission on the basis of an applicant's 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 students. This service assists the students who experience 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 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 international students from the point of application to the completion of their courses. ASIA will provide up to date information on accommodation options and/or accommodation providers available for the students 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 our website: www.asia.edu.au. Students can ask a copy of the document from our support staff.

ASIA may also refer students to external counselling services for various issues if necessary. However, the institute deals each issue on a case-by-case basis. There is no fee attached to seeking advice on welfare support and/or referral services.

❑ Support Staff (who is to seek support from?)

Enrolment Officer: The Enrolment Officer handles all admission and enrolment related processes and queries.

Student Support Officer: The Student Support Officer provides academic and non-academic supports to students which includes, but are not limited to arranging and providing counselling, coaching, mentoring and academic supports.

Health, Safety and Security Support, First Aid and Counselling: Our Health and Safety Officers and First Aiders provide medical assistance, student safety assistance and related counseling supports.

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

Support, Complaints Officer: The administrative officers handle all course-, enrolment-, and admin-related queries and complaints. Trainers and Assessors handle specific learning- and assessment-related queries and assessment issues.

Digital Literacy, IT and LMS Supports: Our IT support officer is dedicated to helping students experiencing difficulties in using computers, IT facilities and Moodle LMS (Learning Management System).

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

NB. Please refer to **page nine (Useful Contacts @ ASIA)** for names and contact details of our designated staff members to access our support services.

❑ External Services and Supports

NB. For life-threatening emergencies, dial **000** to access fire services, ambulance, or police.

🏥 Hospitals and Medical Issues:





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- Royal North Shore hospital: (02) 99267111
- Nepean Hospital: (02) 47342000
- St Vincent Hospital Sydney: (02) 8382 1111
- St George Hospital: (02) 9113 1111
- Westmead Hospital: (02) 8890 5555
- Lifeline (24-hour Counselling Services): 131 114

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

Solicitors/ Lawyer:

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

Resources for International Students

- Study in Australia: www.studyinaustralia.gov.au
- Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques: www.goprayer.com.au
- Temples Australia: www.hindu council.com.au

Emergency Support Services

The following support services are free. They can provide you with necessary supports to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Men's line Australia: 1300 78 99 78
- Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- NSW Domestic Violence Resource Centre: 1800 737 732
- Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- The Gambling Help Line: 1800 858 858
- National Translating and Interpreting Service: 1800 131 450

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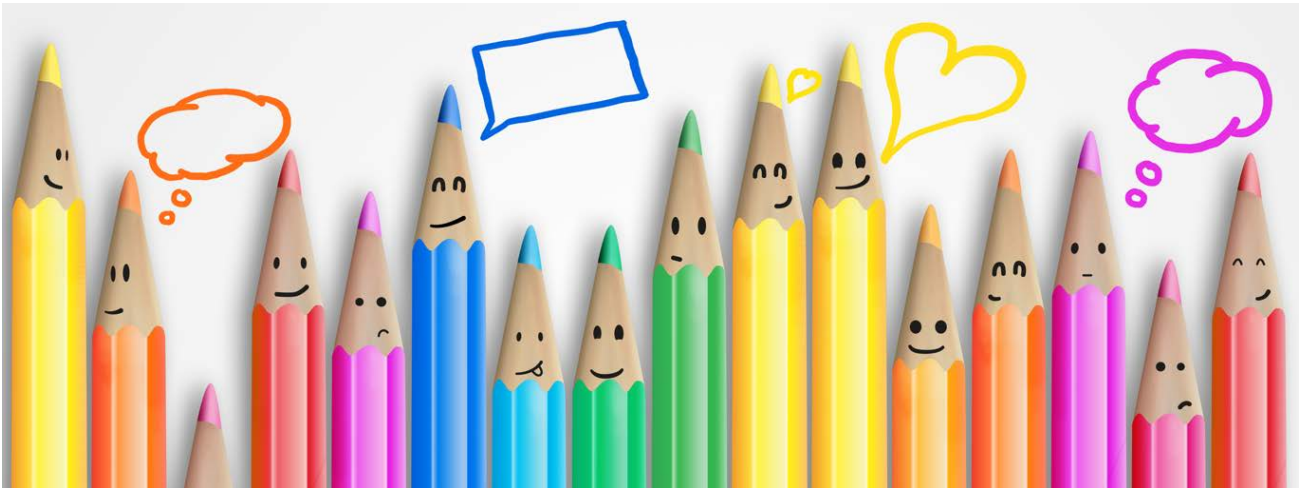
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☑ IMPORTANT POLICIES AND PROCEDURES

☐ 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 can include any event or series of events that is sudden, overwhelming or protracted. Events such as assaults, threats and natural disasters are some examples of non-life-threatening critical events.

How to handle critical events:

📞 **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 the 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 of the institute 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, contact the relevant emergency services by calling 000 as soon as possible.
- Ensure safety of the student(s) and staff including evacuation (if not done already).





- If translators are required, contact translating and interpreting services by calling 1800 131 450.
- Be present when emergency services arrive and liaise with emergency services
- Deploy institute resources and supervise the 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 the student(s).
- Plan an immediate response.
- Plan ongoing strategies.
- Allocate individual roles/responsibilities for ongoing tasks.
- Record the incident and action(s) initiated and follow up on progress.

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 ASIA's detailed critical incident policy and procedures, visit our website: www.asia.edu.au.

Training and Assessment

ASIA is responsible for the quality of its training and assessment in compliance with the Standards for Registered Training Organisations 2015 and for the issuance of the AQF certification documentations.

Competence-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 aim to make sure that the individuals participating in program 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 comprise 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 (along with practical placements, if applicable) with minimum 20 hours per week usually spread over three days. Our courses are delivered using a variety of methods including, but are not limited to, classroom delivery, lectures, group discussions, presentations, case study analysis and practical demonstrations.

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-Student Ratio: To ensure quality delivery of training and assessment, amount of adequate support, ASIA's trainer to student ratio will not exceed 1:25 for theory sessions while practical classes will be adjusted in smaller groups according to the number of burners (2 per student), bench space available (1.5 meter per person) and other resources available.

Work-Based Training

WBT is aimed at giving students a varied experience of real-life situations under typical commercial environment. For example, learners in hospitality courses, during their WBT, will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is a rush hour e.g., lunch time at a restaurant in the city.

For Hospitality courses

While determining the amount of training, ASIA has taken into account the prerequisites of work-based training units. For example, SITHCCC043 Work effectively as a cook requires the completion of 48 service periods cooking various meals including breakfast, lunch, dinner and special functions. Another unit SITXCCS016 Develop and manage quality customer service practices requires students to complete 16 hours of service periods in a simulated business environment. Therefore, adequate



training hours have been allocated for work-based training to ensure that students not only meet the minimum requirements but also enhance their skills as much as practicable.

It is to note that students are required to complete a logbook for each service period and reflect on tasks performed during that period. They are recommended to utilise self-study hours to complete these logbooks and WBT documentations.

For Early Childhood Education and Care

The students are required to undertake at least 280 hours of work for Diploma and 160 hours of work Certificate III in a regulated children's education and care service in Australia and complete and maintain a logbook throughout the placement as detailed in the assessment requirements of units of competency. The total number of hours may be applied collectively across all units of competency that include the requirement for workplace hours. ASIA will organise work placement for students at an approved and suitably located childcare centre.

Attendance and Academic Progress

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). Extensions to an expected course duration can be applied if a student is unable to finish their course in expected duration. However, it must be noted that such an extension will be granted only under certain circumstances. These circumstances are clearly specified in the Course Progress and Attendance Policy of ASIA.

Satisfactory Attendance

International students studying at ASIA are not only expected to attend all classes to facilitate effective learning but also required to maintain satisfactory attendance, i.e., maintain a minimum of 80% attendance during the study period. Please note that ASIA does not report students to DHA based on unsatisfactory attendance alone.

However, unsatisfactory attendance can affect the duration of your study under the recent requirements set in terms of attendance by ASQA. Under the requirements, if an overseas student is not attending scheduled classes but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because 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 where applicable, 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.

Unsatisfactory Course Progress

Students are also required to achieve satisfactory course progress to comply with their visa conditions. An unsatisfactory course progress is when a student is “not successfully completing or demonstrating competency in at least 50% of the course requirements in any semester of their studies”. As a regulated training provider, ASIA is required to report unsatisfactory progress which is a breach of course progress requirements to the Department of Home Affairs (DHA) via PRISMS.

Self-Study

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

Attendance and Course Progress Monitoring

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

- Students must participate in the scheduled classes in accordance with course timetables to make satisfactory course progress, and if they do not satisfactorily progress in their course, they will be breaching their visa conditions.
- If any student does not attend the scheduled classes, ASIA may need to reassess their course duration, and here appropriate, shorten the 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 do not meet these requirements, they will be breaching their visa conditions.
- The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

For further information, please refer to ASIA's **Course Progress and Attendance Monitoring Policy and Procedures** available on www.asia.edu.au. You may also contact our administrative staff for more details.





❑ Course Assessments Methods and Principles

Course assessments at ASIA strictly adhere to the assessment guidelines defined in the nationally endorsed training packages relevant to our scope of registration. All trainers and assessors 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.

ASIA strives for providing high-quality training and standard assessments which mean:

- the students are well equipped for the employment or further study
- their qualification is seen as credible when they enter the job market
- they are judged by employers as holding the skills and competencies specified in their qualification.

Note: ASIA does not claim any job guarantees or employment outcomes with its programs.

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

As per clause 1.8 of the Standards for RTOs 2015, assessments at ASIA are conducted in accordance with the principles of assessment and rules of evidence as appended 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</p>





	irrespective of the assessor conducting the assessment.
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, and • assessing competencies held by students no matter how or where they have been acquired.

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 where applicable, the individual weightage of each assessment.

Assessment Methods

Assessments methods, principles and practices 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 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.

You are strongly advised to keep a hard copy of your assessment for your records.

Assessment Outcomes

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

Re-assessment

Students are entitled to three attempts (one original submission plus two additional attempts) for each assessment to demonstrate competency. 1st and 2nd attempt will be free of cost. However, if a student is unable to demonstrate competency in two attempts, a charge of **AU\$300 will be applied** for the third. If any student is 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.

Re-enrolment fee is due in full prior to commencing study in the repeat unit. Failed units to be repeated will be subject to the availability and be scheduled according to the institute timetable.

Non-attendance at Assessment

Not attending in 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 their control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Assessment Appeals

If any student is dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, they are encouraged to appeal informally by contacting the Student Support Officer/Complaints Officer or to any other nominee and discuss the matters with them. If they are still dissatisfied with the outcome of the discussion, the student can appeal further to the PEO/CEO. If the student is still not satisfied, they can appeal externally in writing to have the results reviewed. For more information, please refer to the Complaints and Appeals Policy of ASIA available at our website: www.asia.edu.au.

Qualifications to be issued

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

ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



Head Office: Level 5, Suite 513A,
Westfield Parramatta, NSW 2150



(02) 4608 9972



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

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Qualifications gained at ASIA are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework. Each of our qualifications is a Nationally Recognised Training (NRT). 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 a part of the qualification will receive a Statement of Attainment for the 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. After the final assessment is completed and the learner clears their outstanding fees, all AQF certification documentations will be issued within 28 days.

Pathway to Higher Education

As we offer nationally recognised training programs, our graduates may seek credits to the relevant degree programs in Australian universities. However, we have no special arrangements with any Australian university for guaranteed entry into higher education programs.

Academic Misconduct

Academic misconduct primarily refers to (a) cheating or acting dishonestly in any academic assessment (e.g., in an exam or an assignment), (b) assisting or inciting another student to cheat or act dishonestly, and (c) plagiarism. Acts of cheating, plagiarism and collusion 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 coursework submitted by a learner must be an accurate reflection of their level of competence. The evidence used to make an assessment decision at ASIA about competence is required to be valid, sufficient, authentic and current.

The following information is intended to provide guidance on avoiding academic misconduct.

Cheating:

Actions that are defined as cheating during assessment:

- Referring to unauthorised information, phones and other electronic devices during a closed book assessment.
- Looking at someone else's work or copying from their work.
- 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.
- Buying or exchanging an assessment task from a friend, an online site or someone.

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.

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 they need to clearly acknowledge the source of information.

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, disciplinary actions may be taken against them. The disciplinary actions may include, but are not limited to the following:

- The student will be reprimanded
- They may be required to repeat the assessment or complete a new assessment task
- They may fail all or part of the assessment (i.e., NYC)
- They may be suspended from the studies
- Their enrolment may be cancelled

To learn more about academic misconducts and disciplinary actions associated with them, collect a copy of our Academic Misconduct Policy and Procedures available at our admin office.



Currency of Training

ASIA implements an effective course validation procedure to ensure that it delivers current AQF qualifications. The institute ensures appropriate transition arrangements in case of a qualification is superseded by another current one.

SKILLS RECOGNITION

We recognise that not all students learn in the same manner. Hence, the institute will make necessary adjustment(s) 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), and/or
- Recognition of Prior Learning (RPL)

For the purposes of the **National Code**, 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.’

Credit Transfer (CT)

Credit transfer (CT) is available to all the students enrolling in any course on our scope of registration. CT 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(s) at other institutions can be given recognition/credit(s) on presentation of a verified transcript, award or statement of attainment.

ASIA recognises other regulated qualifications and statements of attainments awarded by other schools and/or institutes under AQF. The credential(s) 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. Credit(s) will be awarded for matched qualifications, units or modules only.

The body issuing the credential(s) must be a Registered Training Organisation (RTO) with ASQA and/or a State/Territory Recognition Authority. ASIA reserve the right to check the registration status of the credential-issuing organization if deemed necessary.

An application for credit transfer must be lodged in writing. Original documents should always be viewed prior to acceptance. Certified copies of originals are also 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 Credit Transfer Application Form available at the reception.





Recognition to Prior Learning (RPL)

Students who believe that they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is the 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 contact can be supervisors from current or previous workplaces, clients or even personal references from the community. Examples of other useful records include letters from employers and records of your professional development sessions. Please be advised that the length of your CoE will be adjusted according to any RPL granted. Student must check the effects of RPL 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 at our reception.

NOTE: ASIA does not guarantee:

- that a learner (student) will successfully complete his/her a training
- a successful education assessment outcome for the student or intending student.
- that a training can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2 of Standards for Registered Training Organisations (RTOs) 2015, or
- that a learner will obtain a particular employment outcome.

DUTIES AND OBLIGATIONS OF STUDENTS

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctors, some hospital treatments, 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 Obligations

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

Unique Student Identifier (USI)



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 a 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.

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.

Obtaining up a USI

If a student has not obtained a USI yet, they can apply for it directly using the USI Website: www.usi.gov.au/create-your-USI/ on a computer or mobile device.

If a student would like ASIA to apply for the USI on their behalf, then the student will need to sign a Unique Student Identifier (USI) Consent available our admin office 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 their USI, or ASIA 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. However, it is essential for issuance of testamurs and statements of attainment within the VET sector. If any student forgets their USI, it is possible to retrieve the information from the Department's web site <https://www.usi.gov.au>.

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 and contact details are always up to date at the Institute. Additional information on student visa issues is available on the Department of Home Affairs website www.homeaffairs.gov.au.

Codes of Conduct





All people affiliated with ASIA must always show respect and courtesy to others. Every person at ASIA has the equal right to deliver or receive education in a safe, supportive environment.

Each student of 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. 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 ASIA premises.
- Do not cheat on assessments, tests and exams.
- Drugs are expressly forbidden from being brought into ASIA premises. Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking in or around the institute. This disrupts others.
- Be considerate of others while using lifts. You must always show courtesy and respect to other users. Keep in mind that as a student of ASIA, you represent the institute. It is a widely accepted practice that you must let people leave the lift before boarding. You must not push in but wait for your turn to board the lift instead.
- 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 do, regardless of these differences.

General Misconducts

The following are some examples of general misconducts.

- Obstructing or disrupting any official meeting, ceremony or other activity
- Refusing to leave the property after being reasonably requested to do so
- Assaulting or attempting 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
- Contravening any rules or acts.
- Willfully disobeying or disregarding any lawful order or direction from Astral Skills Institute of Australia personnel.
- Refusing to self-identify when lawfully asked to do so by an officer of ASIA;
- Failing to comply with any penalty imposed for;





- Misbehaving 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;
- Failing 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;
- Misusing 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 student of ASIA, in a manner which is illegal, or which is or will be detrimental to the rights or property of others.

Sexual Harassment

Sexual harassment is any deliberate verbal or physical sexual conduct that is unwelcomed and uninvited. Sexual harassment may include such actions as leering, patting, pinching, touching or unnecessary familiarity. ASIA does not tolerate sexual harassment under any circumstances.

How ASIA Deals with Misconducts

ASIA has a formal discipline/warning system in place for dealing with the above misconducts. Continued misconduct/disruptive behaviour may result in the student being expelled from ASIA and reported to DHA/other appropriate authorities.

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 on deferring, suspending or cancelling a student's enrolment which may affect their student visa.

Students have the right to appeal a decision made by ASIA to defer, suspend or cancel their studies. Upon receiving a decision, they have 20 working days to access our complaints and appeals process prior to suspending or canceling their enrolment.

What to Do When Discriminated, Harassed or Bullied

All staff and students have the right to work in an environment free from any form of harassment and/or discrimination.

- When discriminated, harassed or bullied, 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 you are unable to undertake such an approach or feel that this will not resolve the matter, you may speak to the Student Support Officer or a member of staff who will assist you in strict confidence; or
- Lodge a formal complaint/appeal.





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- A further option is to contact the ADNSW (Anti-Discrimination New South Wales) or Australia Human Rights Commission for advice.

ADNSW (Anti-Discrimination New South Wales)

Website: <https://antidiscrimination.nsw.gov.au/> Phone: 02 9268 5544 or 1800 670 812 (free call)

Email: complaintsadb@justice.nsw.gov.au Fax: 02 9268 5500

Postal address: Locked Bag 5000, Parramatta NSW 2124

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 or (03) 9032 3583 **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 that it will go away. Silence gives the impression that it is acceptable.

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. Rather, your support is sought in monitoring and avoiding practices, attitudes and traditions which will lead to discrimination and bullying.

☑ DEFERRALS, SUSPENSIONS OR CANCELLATION OF ENROLMENT: POLICIES AND 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 it to the student administration department. The administration will assess the applications and make a decision in ten (10) working days.

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ABN: 80 600 951 264

RTO: 41322

CRICOS: 03858C



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Once a decision is made, the student will be 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 in the student's file.

• Student Initiated Suspension

Students wishing to suspend their studies should first speak to a staff member in the administration department to get an application form. It is advisable that the applicant first discuss the reason for suspension of their study with a staff member. The consultation will help them understand the reasons under which suspension may generally be granted.

The application form should be completed and submitted to the student administration department.

The Institute may approve an application for deferral of commencement or suspension of study on the following grounds:

- On medical grounds with adequate supporting documents (Further documentary evidence may be requested at the discretion of the institute); or
- In exceptional compassionate and compelling circumstances beyond the student's control that 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., exceptional and/or serious circumstances where the applicant is at special disadvantage
- Beyond the student's control — it cannot be scheduled at another time
- Likelihood to affect the student's wellbeing e.g., compassionate circumstances; if they do not attend the event, 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 Office.

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 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 an 'Application to Defer, Suspend or Cancel the Enrolment' and submit it 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. Further information can be gained from the 'Transfer between Providers Policy and Procedure'.

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

All relevant documentation for the cancellation will be kept in the student's file.

- **Institute (ASIA) Initiated**

- **ASIA initiated deferral**

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

In exceptional circumstances, 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 cancellation**

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

The CEO shall also be informed if there is a breach in course progress or attendance requirements by an overseas student, detailed in 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 and levels of misconduct occurred when deciding penalties.





Students will be advised in writing of the decision. The letter will also advise students that before the decision 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 legitimate grounds to appeal the decision.

A student course variation will be notified in PRISMS. All relevant documentation will be retained securely and confidentially in the student's file.

- **ASIA initiated cancellation**

ASIA has the right to cancel student's enrolment where student's misconduct is severe. Students will be informed in writing of the intention and the reasons why their enrolment has been cancelled.

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

- The student will be informed in writing of the reason and decision of the ASIA to cancel the student's enrolment.
- 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.
- 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.
- 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 for a student to:

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

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

☑ FEE PAYMENT AND REFUND 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 commencement. Please note that the enrolment fee is one-time fee to cover the administrative cost and it is non-refundable. 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 student's 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, they 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 the remaining tuition fee.

Please refer to detailed payment plan in fee payment and refund policy available at ASIA's Student Administration Office.

☐ VVI: Third-Party Debt Recovery

Please note that as a student, you are obliged to pay your tuition fees and other charges as per the agreed fee schedule appended above. By signing this agreement, you accept that overdue and unpaid tuition fees and charges constitute debts and ASIA reserves the right to transfer these debts and your data to a third-party debt collection agency for the recovery of any outstanding fees and other charges.

☐ 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 and printed material costs (and a knife kit for hospitality or Kitchen Management courses).

** Enrolment/application fee is one-time fee payable during admission to cover administration costs 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.





☐ Refund Policy

Fee 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 five (5) weeks 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 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 in the following fashion:

- 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)

No refund is payable for student default. However, 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.

c. 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.

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

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.

D. 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:

- a refund of course fees, which will be issued to the student within 14 days, 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.

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.

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.

E. 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.

REFUND PROCEDURES

- a. The student must apply for a refund using the Fee 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.

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.

Timeline for refund



It is to be noted that refund will be made available to students differently based on student default or provider default.

- **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.
- **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 fee 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	The refund amount = weekly tuition fee x the number of weeks in the default period	No Refund	No refund





requirement	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		
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





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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: www.education.gov.au/tps



GRIEVANCES, COMPLAINTS AND APPEALS OF STUDENTS

Please note that the following procedures do not remove students' 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.

Student Welfare/Complaint and Appeal Officer

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

Student Support Officer/Complaints and Appeals Officer – Dhara/Syeda
Tel: 02 4608 9972

Complaint Policy and Procedure

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.**

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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 Lodgement of a complaint

Each formal complaint lodged by a student will be acknowledged in writing. The acknowledgement will be provided to the student in person and/or sent through the email in writing by 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 Academic Manager if required (for Internal appeals process).

The Student Support Officer/Complaints and Appeals Officer will be responsible for ensuring that all 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 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 of 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: ASIA will respond to all complaints or appeals made by overseas students regarding their dealings with ASIA, ASIA's education agents or any related party that ASIA has an arrangement with, to deliver their 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 specify 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.

Recording 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 Lodgement of an Appeal

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:

- 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.
- 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's Promise

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

The outcome are documented and include the reasons for the decision. If the decision goes against the student, the outcomes include information for the student of their right to an external appeal. Details of the suitable external appeal bodies is made available to the student with information at no cost.

 **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 the matter remains unresolved and the complaint is dissatisfied with the outcomes:

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 Body and Procedures: Overseas Students Ombudsman (OSO)

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.

🔥 Outcomes





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.

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

The Overseas Students Ombudsman contact details are:

Website: 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:

- 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.

☑ DUTIES AND OBLIGATIONS OF THE INSTITUTE





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 e. g., ASIA, or the course in which the overseas student is enrolled has ceased to be registered.
- The prover e.g., 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
- The prover e.g., 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 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 our Access and Equity Policy available at the admin office.

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 that:

- You must satisfy course requirements by remaining enrolled in a CRICOS registered course and maintain satisfactory course progress requirements.





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- 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 on student visas, please visit the DHA website: 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.

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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) A Swedish student covered by the National Board of Student Aid or by Kammarkollegiet; (b) 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 (OSHC) 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 2024 is as follows:

OSHC	Single	Couple	Family
1 Year	691.68	4,479.42	9,762.06
2 Years	1,404.48	9,142.32	22,430.76

*Prices are correct at the time of printing.

For more details on OSHC visit: www.homeaffairs.gov.au or 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 and 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 three to four days a week for around 4 to 8 hours a 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 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.

Regulatory Bodies and Legislations

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

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- 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. Agents 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

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- Administering VET, including program administration, regulation, monitoring and evaluation. You may receive a student survey which may be administered by a government department or NCVET 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 using the link: <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 available at our Student Administration and often published on our website: www.asia.edu.au.

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.





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☑ Your Life 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 northwest 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 indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. You do not need to tip taxi drivers.

Uber

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

Telephones and Wi-Fi Connections

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





Overseas calls can be made over internet data which also includes video calling. Free wifi connections are available at the majority of the places in and around Sydney e.g., Airports, large shopping malls and cafes.

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 \$20-\$35 a month. 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. Travelers' cheques are easier to use if already in Australian dollars; however, banks will cash travelers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travelers' 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-hour-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 on 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 mealtimes are in relation to your studies and other commitments. There are different types of home stay arrangements, and their costs vary from \$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, 1-year lease or more. The lease entitles you to private use of the property for the duration of the lease. One of the advantages of this is privacy and independence.





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You must pay a bond (the equivalent of four weeks' 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 a lot of 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\$200.00 - A\$500.00 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 and standards of accommodation and other services.

Accommodation

- **Hostels and Guesthouses** - \$200 to \$250 per week
- **Shared Rental** - \$150 to \$250 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$200 to \$550 per week

Groceries and eating out - \$170 to \$290 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

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Westfield Parramatta, NSW 2150



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Minimum Cost of Living (Financial Capacity Requirements)

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. As of January 2024, the minimum required funds to meet Financial Capacity Requirements, applicable from 10 May 2024, for Visa Subclass 500 are:

- **You** - \$29,710
- **Partner or spouse** - \$10,394
- **Dependent Child** - \$4,449

Unless otherwise stated, all costs mentioned are per year in Australian dollars. To convert to your own currency, please visit: www.xe.com.

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au.

If you experience financial trouble while in Australia, talk ASIA's student support staff to seek assistance.

Living in and around Sydney

Sydney is the largest city in Australia with a sizable population. It is the capital city of New South Wales. It is a multicultural city with people from different ethnic backgrounds. ASIA's campuses are located within a reasonable distance from Sydney CBD. They are conveniently located just a short walk from the train stations or bus stops. Therefore, students can easily reach our campuses from their accommodation around Sydney.

The Study in Sydney website is a useful source of information: www.study.sydney.

Climate

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

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 all the year round.

Entertainment

ASIA's campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. The campus is conveniently 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.





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☑ FURTHER INFORMATION

If you have any queries about our institute and courses on offer, please feel free to contact us via phone or email or visit our institute in person. Our contact details are appended below.

Main Campus/ Head Office: Level 9, 79 George St Parramatta NSW 2150

Phone: 02 4608 9972 Email: info@asia.edu.au Website: www.asia.edu.au

Campus 2: Level-5, Suite 513A, Westfield Parramatta, 175 Church St, Parramatta, NSW 2150

Phone: 02 4608 9972 Email: info@asia.edu.au Website: www.asia.edu.au

Campus 3: 1/11 O'Keefes Lane, Kogarah, NSW 2217

Phone: 02 4608 9972 Email: info@asia.edu.au Website: www.asia.edu.au

Campus 4: Level 17, 7 Deane St, Burwood, NSW 2134

Phone: 02 4608 9972 Email: info@asia.edu.au Website: www.asia.edu.au

Note: ASIA does NOT advertise or guarantee any employment outcome associated with its courses.

Please also note that ASIA handles all superseded qualifications as per our **Course Transition Policy and Procedures** available at our website: www.asia.edu.au.

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 our website: www.asia.edu.au, contact our offices: info@asia.edu.au or speak to our administrative staff for the most current information. Learners are encouraged to get more information from the National Training Register at www.training.gov.au for further details on the qualifications we offer.



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