

**ALICE
SPRING
COLLEGE**

Life, Learn & Value



RTO Number: 45444 CRICOS Provider Code: 03729A

STUDENT HANDBOOK

Mandarin Institute of Victoria Pty Ltd T/A
Alice Spring College
CRICOS Provider Code: 03729A
RTO number: 45444

A group of five diverse students (three women and two men) are sitting outdoors on a light-colored ledge, smiling and looking towards the camera. They are dressed in casual attire. The background shows trees and a bright sky.

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Student Handbook

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INTRODUCTION

The Student Handbook is designed to provide you with all the information that you need to know about studying with Alice Spring College (ASC). If you have any questions, please email admission@ascollege.vic.edu.au or call +61 3 9642 2902.

WELCOME FROM THE CEO

Let me personally welcome you for choosing to study with Alice Spring College and thank you for your time in reading this Handbook. Our motive is to impart knowledge and we are passionate to embark on a learning journey with you. At Alice Spring College, we are devoted to the pursuit of excellence, and helping to inspire innovation, creation, and professional excellence in our students. We are always learning in our everyday lives and an excellent education can ensure that we maximise our learning potential to become successful in our lives and careers.

We are committed to instilling a love for learning in our students and ensuring their education at Alice Spring College is a memorable experience so that students are able to achieve vocational excellence to enter their chosen field and continue to adapt and learn. Our campus is located in the heart of Melbourne in the Central Business District (CBD), and our Business courses are centred around the current global business industry to help you learn the necessary and relevant skills to pursue your desired career or continue further tertiary studies.

Alice Spring College upholds its values to motivate the students so they will learn, create, and inspire to the best of their abilities, and support each student as they develop into confident individuals preparing for success in the future.

Wishing you all the best,



Julie Wen

Chief Executive Officer

Alice Spring College

STUDYING IN AUSTRALIA

Australia is one of the most widely diverse and multicultural countries in the world. Ranging from red earth to beautiful sunny beaches and humid tropical rainforests, Australia is a country rich in natural beauty and unique animal life. While the vast desert wilderness comprises the majority of Australia, it does not reflect the bustling and sociable nature of its coastal major cities. Alice Springs College is located in the heart of Melbourne's Central Business District, in which there are an abundance of shopping centres, restaurants and public facilities for students to enjoy.

Australia's official language is English, although many Australians are multilingual and speak a language other than English at home.

Australia's education system is renowned for its excellence, and many awards from Australian institutions of higher education are internationally recognised. The living costs and tuitions fees in Australia also compares well with the global market, with over 540,000 international students already studying in Australia.



LIVING IN MELBOURNE

Melbourne is the capital city of Victoria, one of Australia's six states. Melbourne is one of Australia's most populated cities, and is the central hub of diversity and growth, as well as home to a variety of multicultural societies and cultures. Melbourne thrives off of its unique and varying residents from over 140 different cultural backgrounds, and its welcoming nature makes Melbourne one of the most liveable and harmonious cities in the world. Melbourne is famous for its food, culture, and sport, and is considered to be the fashion capital and sports capital of Australia. As an international student living in Melbourne, we want you to make the most of your study in Australia and enjoy your stay.

Currency:

Australia uses a dollar and cents system of a decimal currency with 100 cents in one dollar (\$1). Silver coins include the 5 cents (smallest), 10 cents (medium), 20 cents (medium-large), and 50 cents (largest). Gold coins include the larger one dollar and the smaller two dollars coin.

Australian notes used are the purple 5 dollars note, the blue 10 dollars note, the red 20 dollars note, the yellow 50 dollars note, and the green 100 dollars note.

Credit cards are also widely used in Australia, and commonly accepted cards include Visa Mastercard, American Express and JCB. However, credit card transactions and purchases sometimes incur a small surcharge by the seller.

To give you an estimate of costs in Australia, the list below will provide you with the estimated cost of basic items. However, these prices will vary between locations and time.

- 1 litre of milk: \$2
- 500 grams of butter: \$5
- 1 loaf of bread: \$3
- 1 kg of apples: \$4
- 1 kg of potatoes: \$3.50
- 1 kg of meat: \$15
- 1 dozen eggs: \$6
- 1 kg of cereal: \$3
- 2 litres of juice: \$4
- 1 kg of rice: \$4
- 1 kg of cheese: \$9
- 3 litres of laundry detergent: \$13
- 500 ml of shampoo: \$3
- Hairdresser: \$20 to \$75
- 1 litre of fuel: \$1.46 (note: this cost changes every day and can range from as low as \$1.13 to \$1.69)
- Monthly public ticket transport: \$138
- Movie ticket: \$25
- Newspaper: \$2
- 1 box of 32 tampons: \$7
- Toothpaste: \$4
- 4 rolls of toilet paper: \$3
- 1 pair of jeans (Levi's or similar): \$110
- 1 pair of sports shoes: \$150
- 1 pair of men's leather business shoes: \$180

Below are a few popular Australian supermarket websites for your reference.

www.woolworths.com.au

www.coles.com.au

www.aldi.com.au

www.jga.com.au

Cost of living:

The Australian Government has compiled a rough estimate of average living costs to inform international students of the costs of living in Melbourne. Costs will vary between individuals, but the below costs can be used as a rough guide:

- *Accommodation (house and apartment rentals): \$165 to \$550 per week*
- *Groceries and eating out: \$80 to \$280 per week*
- *Public transport: \$15 to \$55 per week*
- *Mobile phone and internet: \$15 to \$30 per week*
- *Entertainment: \$80 to \$150 per week*

The overall average living cost for a student studying in Australia is estimated to be around \$20,300 a year.

Public transport:

Melbourne's public transport system is easily accessible and reasonably priced. Trains, trams, and buses extend throughout the city and suburbs and run often. A 'Myki' card is your reusable public transport ticket and must be bought and topped up with funds before travelling. Mykis can be bought from the information desk at train stations and topped up at Myki machines. Mykis are used for buses, trains, and trams. You must make sure to touch on your Myki by tapping it to the reader at the train station and touch off after your trip. Tram travel is free within Melbourne's CBD and Docklands. All stops within the zone are clearly marked with "Free Tram Zone" icon.

To find out more about public transport, Mykis, and zone costs, please visit <https://www.ptv.vic.gov.au/>

Driving:

Australians always drive on the left-hand side of the road. Please watch for cyclists, who may sometimes ride on roads.

To find out more details about driving in Victoria, please visit <https://www.vicroads.vic.gov.au/>

LIVING IN MELBOURNE

Working in Australia:

Your Student Visa currently allows you to work 40 hours fortnight as an international student, and full-time during your term-break. However, you should not rely on your employment income in Australia to support yourself in Australia. Please check your Visa conditions to confirm the number of hours you are allowed to work per week. You are expected to manage your own time studying if you choose to take on employment in Australia. If you decide to take on employment in Australia, you will need to create an Australian Tax File Number (TFN), which can easily be done through ATO website.

Below is a list of websites that advertise jobs in Australia.

<https://www.seek.com.au/>

<https://www.careerone.com.au/>

Climate:

Australia typically enjoys warmer weather than most countries. While Melbourne is known for its unpredictable weather, the following is a guide to the average temperature for each season.

Spring (September to November): 12 – 22°C

Spring is usually the most variable season of the year, with weather often changing from blue skies and sun to cold and windy rain. October typically experiences the most rainfall in the year.

Summer (December to February): 20 – 32°C

Melbourne's hottest months are generally January and February, with temperatures known to soar above 30°C (86°F) and even 40°C (104°F) sometimes. Summer is usually dry with occasional hot spells that can last days. Make sure to lather on sunscreen on sunnier days to avoid UV rays.

Autumn (March to May): 10.9 – 20.3°C

While autumn mornings are foggy, the days can end up sunny and clear. However, there may be light winds toward the end of the season.

Winter (June to August): 6.5 – 14.2°C

Winter weather is cold and cloudy, and in the mornings, you may find frost has built up. Melbourne does not experience snow, but snow falls in the northeast of Victoria (High Country). Heavy rain is rare this time of year.

Legal systems:

Australia follows a Westminster system of government and law inherited from the British who originally colonised the country. There are two main political parties and a number of minor parties, which make up the Commonwealth Parliament. Each state and territory also has its own government.

Entertainment:

Melbourne is famous for its huge sporting events. The Australia Football League (AFL) season occurs every September at the Melbourne Cricket Ground (MCG) and other Australian sporting stadiums. The day before the AFL Grand Final has even been declared a public holiday for all Victorians, and footy is a major aspect of Australian culture.

Melbourne also hosts the Australian Open (tennis grand slam), the Formula 1 Grand Prix, the Boxing Day Ashes Test, and the Spring Racing Carnival (Melbourne Cup), all of which are massively popular events.

Melbourne is home to the largest shopping centre in the country, Chadstone Shopping Centre, which contains some of the world's biggest brand names as well as Australia's own.

Melbourne also prides itself on its art and music and contains many galleries dedicated celebrating different artworks and artists. The National Gallery of Victoria (NGV) is the oldest gallery in Australia and displays a wide range of local and international artists, exhibitions, programs, and events.

Melbourne has a distinctive grid structure that is fairly easy to navigate, with many laneways that are often populated with numerous cafes, bars, and shops. Melbourne also has a thriving Chinatown that holds Chinese festivals, features many authentic Chinese restaurants and cuisine, and celebrates the Chinese New Year with spectacular dances, a parade, and fireworks.

Melbourne's main community venue is Federation Square, which holds many multicultural festivals and celebrations throughout the year, including Fiesta Malaysia, the Japanese Summer Festival, the Diwali Festival of Lights, the Indian Film Festival, Nepal Festival, and much more. These events are usually free of cost.



STUDYING AT ALICE SPRING COLLEGE

Alice Spring College is a newly-founded and innovative Registered Training Organisation. Alice Spring College currently specialises in Business qualifications, and we are dedicated to providing quality training to the next leaders of the global business industry.

At Alice Spring College, we aim to provide only the best and most relevant information to our students. We understand that students want to learn real-life, applicable skills as the new faces and employees of the business industry, so we strive to achieve excellence with both our students and courses. Our qualified Trainers are highly experienced in their areas of teaching and are passionate about helping students to understand course material and supporting them through their journey. Our course material and Trainers cater to the current global business industry and its trends so that students can effectively understand the industry they will be working in.

We encourage inclusivity, innovation, and personal and intellectual development at Alice Spring College and offer extensive support services and high-quality training to our students. Our facilities are equipped with the latest technology, free Wi-Fi and printing, student kitchen, student lounge, air-conditioned/heated classrooms, and much more. The needs of our students are of utmost importance at Alice Spring College, and we are invested in each individual student's enjoyable learning experiences and well-being so that they can achieve the career of their dreams.

OUR RESPONSIBILITIES AS AN RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), Alice Spring College is responsible for the standard of quality of the nationally recognised courses and accredited Australian Qualifications Framework (AQF) VET qualifications that we offer. Alice Spring College complies with the Standards for Registered Training Organisations (RTOs) 2015 at all times to ensure that we provide nationally consistent, high-quality vocational education and training (VET) to our students. Alice Spring College is also obligated to make sure that the courses we provide are in concordance with the Standards for VET Accredited Courses 2012, which is regulated by ASQA and means that we can issue a nationally recognised VET qualification or statement of attainment after course completion. Furthermore, we are responsible for the compliance of any third-party organisations that are involved in student training and assessment with us. To continue to provide students with high-quality training and extensive support, Alice Spring College has developed carefully monitored internal systems and regulations based on ASQA standards and participate in routine audits with ASQA to maintain compliance with expected standards.

CONTACT DETAILS

If you have any queries, please contact our student support team at:

Phone:

+61 3 9642 2902

Email:

ask@ascollege.vic.edu.au

Hours of operation:

Monday – Friday, 9:30 AM to 5:00 PM

Your trainer/assessors contact details will be provided to you upon enrolment along with how and when you can contact them.

AUSTRALIAN PUBLIC HOLIDAYS

- *New Year's (January 1st)*
- *Australia Day (January 26th)*
- *Labour Day (March 11th) Dates may vary in other states*
- *Good Friday (April) Dates may vary*
- *Saturday before Easter Sunday (April) Dates may vary*
- *Easter (April) Dates may vary*
- *Easter Monday (April) Dates may vary*
- *ANZAC Day (April 25th)*
- *Queen's Birthday (June 10th)*
- *AFL Grand Final Friday (September) Dates may vary*
- *Melbourne Cup Day (November 5th)*
- *Christmas (December 25th)*
- *Boxing Day (December 26th)*

ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

BSB50215 Diploma of Business

Course overview:

This qualification prepares students for working in a range of industries, and how to develop initiative, judgement, and leadership skills. Students will learn how to apply solutions to a variety of situations and how to analyse and evaluate information in different contexts and develop a sound theoretical base in business skills and knowledge. The Diploma of Business equips students with the necessary skills to becoming a professional in the business industry, or to continue to the Advanced Diploma of Business.

CRICOS COURSE CODE: 098588A

Entry Requirements:

- *18 years or over*
- *Basic computer skills*
- *Meet all Student Visa requirements (High school education or equivalent & IELTS 5.5 or English proficiency)*

Course Fees:

- *Enrolment Fees: \$200 (non-refundable)*
 - *Material Fee: \$1000*
 - *Tuition Fees: \$10,300*
- = *Total Course Fees: \$11,500*

Course Delivery:

60 weeks classroom delivery (including a maximum of 8 weeks holiday), depending on intake. Students must be present for a minimum of 20 hours class time each week as per your Student Visa requirements. Distance learning is self-paced.

Delivery Methods:

- *Lectures/workshops*
- *Role plays/simulations*
- *Practical activities*
- *Workbooks*

Assessment Details:

- *Project*
- *Case Study*
- *Written Questions*
- *Assignment*
- *Written Report*
- *Group & Individual Class Presentation/Demonstration*
- *Role Play*
- *Portfolio*
- *Questioning/Examination*

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your course/s with Alice Spring College, you may be eligible for credit exemption. For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 9642 2902 to discuss.

UNITS OF COMPETENCE:

Unit Code	Unit Name
BSBWOR501 (140 hours in 7 weeks)	Manage Personal Work Priorities and Professional Development
BSBADM502 (120 hours in 6 weeks)	Manage Meetings
BSBSUS501 (120 hours in 6 weeks)	Develop Workplace Policy and Procedures for Sustainability
BSBMKG501 (120 hours in 6 weeks)	Identify and Evaluate Marketing Opportunities
BSBMKG506 (120 hours in 6 weeks)	Plan Market Research
BSBRISK501 (140 hours in 7 weeks)	Manage Risk
BSBMKG508 (140 hours in 7 weeks)	Plan Direct Marketing Activities
BSBHRM506 (140 hours in 7 weeks)	Manage Recruitment Selection and Induction Processes

Study period: 52 weeks

Semester breaks: 8 weeks

Total duration: 60 Weeks

INTAKE DATES 2020-21:

Start Date	End Date
20/01/2020	14/03/2021
30/03/2020	23/05/2021
11/05/2020	04/07/2021
22/06/2020	15/08/2021
03/08/2020	26/09/2021
28/09/2020	21/11/2021
16/11/2020	09/01/2022

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason.

For further details on these units, visit www.training.gov.au



ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

BSB60215 Advanced Diploma of Business

Course overview:

This qualification builds upon the Diploma of Business and teaches the skills and techniques required for students to successfully and effectively manage a range of business activities that include marketing, managing finances and budgets, implementing plans and projects, and standard work practices and safety.

This course prepares students for the following career pathways:

- Business manager
- Business consultant
- Office manager
- Financial manager
- Program manager

CRICOS COURSE CODE: 098589M

Entry Requirements:

- *18 years or over*
- *Basic computer skills*
- *Meet all Student Visa requirements (High school education or equivalent & IELTS 5.5 or English proficiency)*

Course Fees:

- *Enrolment Fees: \$200 (non-refundable)*
- *Material Fee: \$1500*
- *Tuition Fees: \$12500*

=Total Course Fees: \$14200

Course Delivery:

90 weeks classroom delivery (including a maximum of 12 weeks holiday), depending on intake. Students must be present for a minimum of 20 hours class time each week as per your Student Visa requirements. Distance learning is unavailable.

Delivery Methods:

- *Lectures/workshops*
- *Role plays/simulations*
- *Practical activities*
- *Workbooks*

Assessment Details:

- *Project*
- *Case Study*
- *Written Questions*
- *Assignment*
- *Written Report*
- *Group & Individual Class Presentation/Demonstration*
- *Role Play*
- *Portfolio*
- *Questioning/Examination*

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your courses with Alice Spring College, you may be eligible for credit exemption. For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 96422902 to discuss.

UNITS OF COMPETENCE:

Unit Code	Unit Name
BSBINM601 (240 hours in 12 weeks)	Manage Knowledge and Information
BSBMKG607 (160 hours in 8 weeks)	Manage Market Research
BSBMKG609 (160 hours in 8 weeks)	Develop a Marketing Plan
BSBMKG608 (200 hours in 10 weeks)	Develop Organisational Marketing Objectives
BSBADV602 (200 hours in 10 weeks)	Develop an Advertising Campaign
BSBHRM602 (200 hours in 10 weeks)	Manage Human Resources Strategic Planning
BSBMGT615 (200 hours in 10 weeks)	Contribute to Organisation development
BSBIPR601 (200 hours in 10 weeks)	Develop and implement strategies for intellectual property management

Study period: 78 weeks

Semester breaks: 12 weeks

Total duration: 90 Weeks

INTAKE DATES 2020-21:

Start Date	End Date
17/08/2020	08/11/2020
09/11/2020	24/01/2021
25/01/2021	21/03/2021
12/04/2021	20/06/2021
21/06/2021	29/08/2021
30/08/2021	28/11/2021
27/07/2020	16/08/2020
21/12/2020	10/01/2021
22/03/2021	11/04/2021
08/11/2021	28/11/2021

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason.

For further details on these units, visit www.training.gov.au



ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

BSB42415 CERTIFICATE IV IN MARKETING AND COMMUNICATION

Course overview:

This qualification is suitable for those who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts.

CRICOS COURSE CODE: 0101493

Entry Requirements:

- 18 years or over
- Basic computer skills
- Meet all Student Visa requirements
- including:
 - Year 11 - 12 academic education (or equivalent)
 - IELTS 5.5 or English proficiency (or equivalent)

Course Fees:

- Registration Fee: AUD \$200 (non-refundable)
 - Material Fee: AUD \$1,000
 - Tuition Fee: AUD \$6,800
- =Total Course Fees: \$8,000

Course Delivery:

29 weeks (study period- 26 weeks + breaks- 3 weeks)

Pathways Information:

After achieving this qualification, candidates may undertake the Advanced Diploma of Marketing or other Advanced Diploma qualifications.

Possible job titles relevant to this qualification include:

- Marketing manager
- Marketing team leader
- Product manager
- Public relations manager

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your courses with Alice Spring College, you may be eligible for credit exemption. For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 96422902 to discuss.

UNITS OF COMPETENCE:

Unit Code	Unit Name
BSBCMM401	Make a presentation
BSBCRT401	Articulate, present and debate ideas
BSBMGT407	Apply digital solutions to work processes
BSBMKG417	Apply marketing communication across a convergent industry
BSBMKG418	Develop and apply knowledge of marketing communication industry
BSBCUS401	Coordinate implementation of customer service strategies
BSBRES411	Analyse and present research information
BSBWRT401	Write complex documents
BSBMKG401	Profile the market
BSBMKG408	Conduct market research
BSBMKG409	Design direct response offers
BSBLDR402	Lead effective workplace relationships

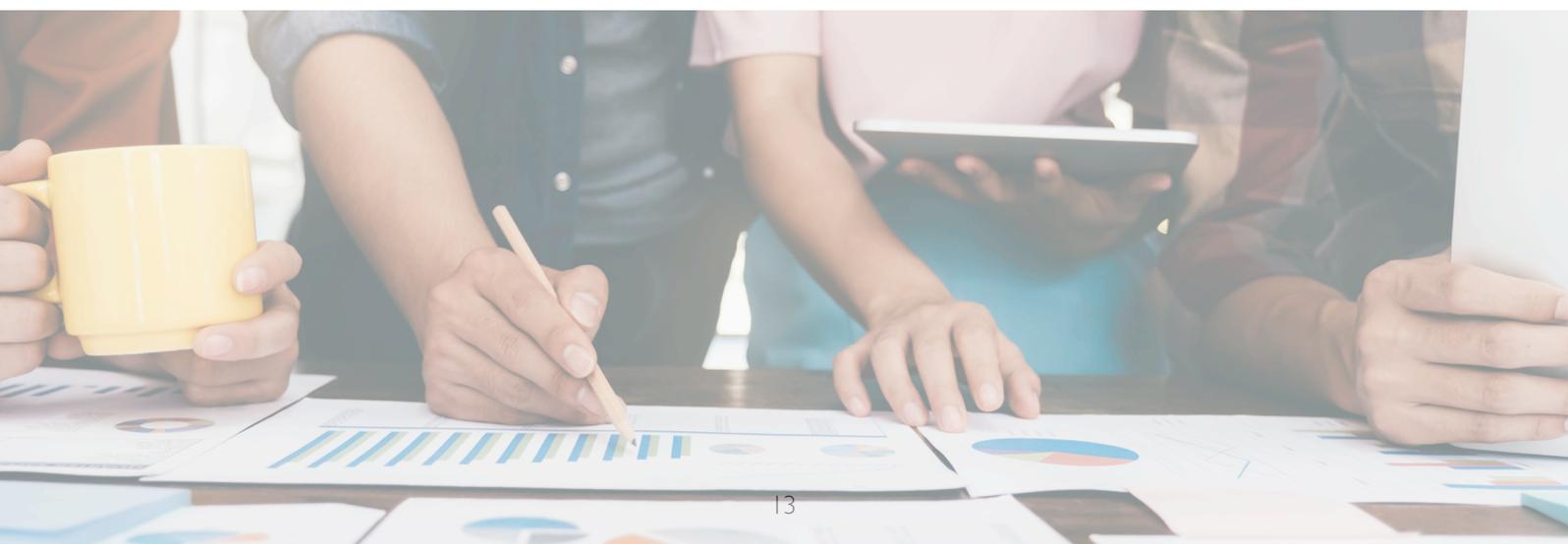
INTAKE DATES 2020-2022:

Start Date	End Date
24/08/2020	14/03/2021
21/09/2020	11/04/2021
02/11/2020	23/05/2021
30/11/2020	20/06/2021
18/01/2021	08/08/2021
15/02/2021	05/09/2021
15/03/2021	03/10/2021
12/04/2021	31/10/2021
10/05/2021	28/11/2021
12/07/2021	30/01/2022
09/08/2021	27/02/2022
06/09/2021	27/03/2022
04/10/2021	24/04/2022
01/11/2021	22/05/2022

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason.

For further details on these units, visit www.training.gov.au



ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

BSB52415 DIPLOMA OF MARKETING AND COMMUNICATION

Course overview:

This qualification reflects the role of individuals working in a variety of marketing roles across different industry sectors who possess a sound theoretical knowledge base and demonstrate a range of managerial skills. Typically they would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.

CRICOS COURSE CODE: 0101494

Entry Requirements:

- *18 years or over*
- *Basic computer skills*
- *Meet all Student Visa requirements*
- *including:*
 - *Year 11 - 12 academic education (or equivalent)*
 - *IELTS 5.5 or English proficiency (or equivalent)*
- *Candidates must first complete the Core units in BSB42415 Certificate IV in Marketing & Communications.*

Course Fees:

- *Registration Fee: AUD \$200*
- *(non-refundable)*
- *Material Fee: AUD \$1,000*
- *Tuition Fee: AUD \$8,800*
- *Tuition Fee: AUD \$10,000*

Course Delivery:

56 Weeks (52 weeks classroom delivery + 4 weeks of holidays)

Pathways Information:

After achieving this qualification, candidates may undertake the BSB61315 Advanced Diploma of Marketing & Communications or other Advanced Diploma qualifications.

Possible job titles relevant to this qualification include:

- Marketing manager
- Marketing team leader
- Product manager
- Public relations manager

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your courses with Alice Spring College, you may be eligible for credit exemption. For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 96422902 to discuss.

UNITS OF COMPETENCE:

Unit Code	Unit Name
BSBMKG506	Plan market research
BSBMKG501	Identify and evaluate marketing opportunities
BSBMKG523	Design and develop an integrated marketing communication plan
BSBMKG508	Plan direct marketing activities
BSBMKG409	Design direct response offers
BSBMKG514	Implement and monitor marketing activities
BSBMKG507	Interpret market trends and developments
BSBMKG502	Establish and adjust the marketing mix
BSBMKG609	Develop a marketing plan
BSBLDR502	Lead and manage effective workplace relationships
BSBPMG522	Undertake project work
BSBFIM501	Manage budgets and financial plan

INTAKE DATES 2020-2022:

Start Date	End Date
24/08/2020	19/09/2021
28/09/2020	24/10/2021
02/11/2020	28/11/2021
07/12/2020	02/01/2022
04/01/2021	30/01/2022
08/02/2021	06/03/2022
08/03/2021	03/04/2022
29/03/2021	24/04/2022
03/05/2021	29/05/2022
07/06/2021	03/07/2022
19/07/2021	14/08/2022
23/08/2021	18/09/2022
20/09/2021	16/10/2022
25/10/2021	20/11/2022
29/11/2021	25/12/2022

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason.

For further details on these units, visit www.training.gov.au



ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

BSB61315 ADVANCED DIPLOMA OF MARKETING AND COMMUNICATION

Course overview:

This qualification reflects the role of individuals working as marketing directors, marketing strategists and national, regional or global marketing managers. Individuals in these positions provide leadership and strategic direction in the marketing activities of an organisation.

They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies. Their knowledge base may be highly specialised or broad within the marketing field.

These individuals are often accountable for group outcomes and for the overall performance of the marketing function of an organisation.

CRICOS COURSE CODE: 0101495

Entry Requirements:

- *18 years or over*
- *Basic computer skills*
- *Meet all Student Visa requirements*
- *including:*
 - *Year 11 - 12 academic education (or equivalent)*
 - *IELTS 5.5 or English proficiency (or equivalent)*
- *Candidates must first complete the Core units in BSB52415 Diploma of Marketing and Communication.*

Course Fees:

- *Registration Fee: AUD \$200*
- *(non-refundable)*
- *Material Fee: AUD \$1,500*
- *Tuition Fee: AUD \$12,300*
- *Tuition Fee: AUD \$14,000*

Course Delivery:

90 Weeks (78 weeks classroom delivery + 12 weeks of holidays)

Pathways Information:

After achieving this qualification, candidates may seek to undertake higher education programs.

Possible job titles relevant to this qualification include:

- Marketing director
- Marketing strategist
- National, regional or global marketing manager

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your courses with Alice Spring College, you may be eligible for credit exemption.

For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 96422902 to discuss.

UNITS OF COMPETENCE:

Unit Code	Unit Name
BSBMGT616	Develop and implement strategic plans
BSBMKG609	Develop a marketing plan
BSBADV602	Develop an advertising campaign
BSBFIM601	Manage finances
BSBMKG603	Manage the marketing process
BSBMKG607	Manage market research
BSBMGT617	Develop and implement a business plan
BSBMKG608	Develop organisational marketing objectives
BSBINN601	Lead and manage organisational change
BSBMGT608	Manage innovation and continuous improvement
BSBIPR601	Develop and implement strategies for intellectual property management
BSBR501	Manage risk

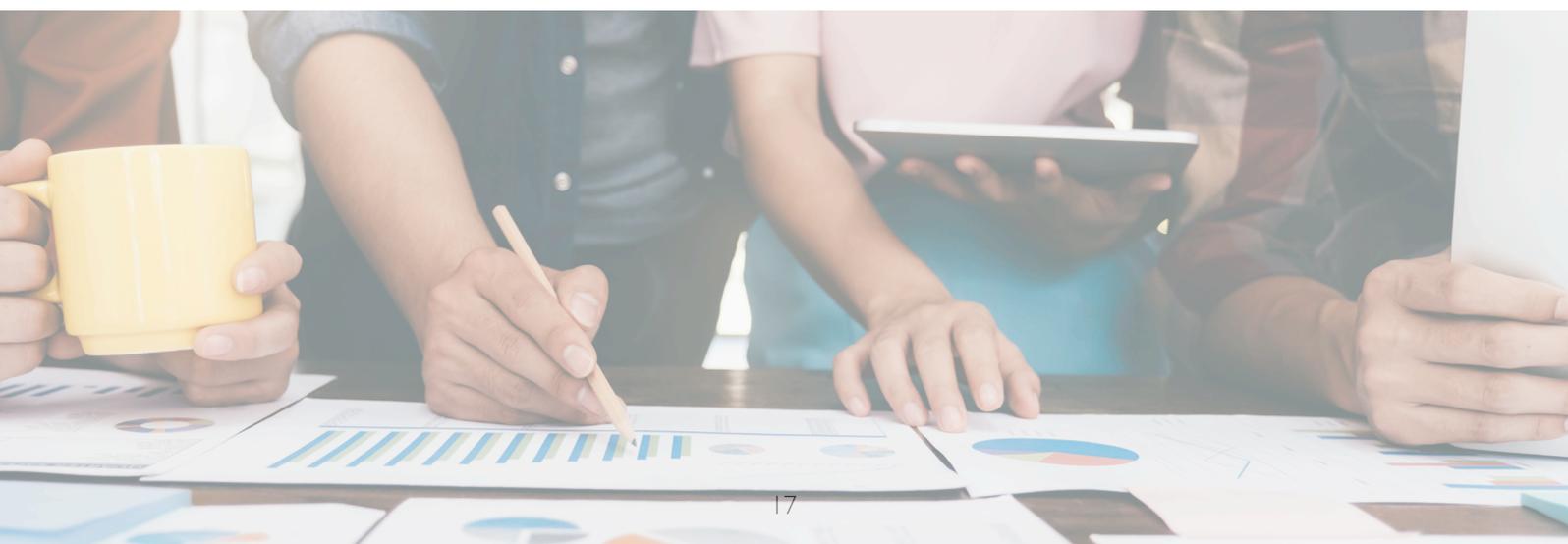
INTAKE DATES 2020-2022:

Start Date	End Date
09/03/2020	28/11/2021
20/04/2020	09/01/2022
08/06/2020	27/02/2022
27/07/2020	17/04/2022
12/10/2020	03/07/2022
30/11/2020	21/08/2022
11/01/2021	02/10/2022
22/02/2021	13/11/2022
21/06/2021	12/03/2023

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason.

For further details on these units, visit www.training.gov.au



ALICE SPRING COLLEGE COURSES

Alice Spring College offers the following courses:

GENERAL ENGLISH (ELEMENTARY TO UPPER-INTERMEDIATE LEVEL)

Course overview:

General English is an ideal way to learn to use English effectively in an everyday environment. Alice Spring College offers 4 levels of General English with all levels carefully designed to cover the macro-skills of speaking, listening, reading and writing as well as grammar and pronunciation practice.

Students find they progress in a fast and enjoyable manner. Lessons are of the highest quality which makes them both interesting and productive.

CRICOS COURSE CODE: 0101496

Course Duration:

- 20 hours per week
- 50 weeks of total course duration (44 weeks classroom delivery + maximum 6 weeks of holidays)

Tuition fees

**All tuition fees exclude \$200 non-refundable enrolment fee.

CRICOS Code	Course Title	Course Duration	Materials Fee	Tuition Fee
General English (Elementary to Upper-Intermediate) **Total up to 6 weeks of holidays				
0101496	Elementary	12 Weeks	\$375	\$3081.84
0101496	Pre-Intermediate	12 Weeks	\$375	\$3081.84
0101496	Intermediate	10 Weeks	\$375	\$2568.20
0101496	Upper-Intermediate	10 Weeks	\$375	\$2568.20

INTAKE DATES 2020-2021:

Start Date	End Date
02/03/2020	14/02/2021
30/03/2020	14/03/2021
27/04/2020	11/04/2021
25/05/2020	09/05/2021
22/06/2020	06/06/2021
20/07/2020	28/06/2021
17/08/2020	01/08/2021
14/09/2020	29/08/2021
12/10/2020	26/09/2021
09/11/2020	24/10/2021

Credit Transfer / Recognition of Prior Learning (RPL):

If you have completed previous courses relevant to your courses with Alice Spring College, you may be eligible for credit exemption. For further details, please contact us at admission@ascollege.vic.edu.au or call +61 3 96422902 to discuss.

Attendance requirements:

If you are enrolled in a course that has classroom-based delivery, you are expected to attend every class to keep up-to-date with course content and assignments. Please notify your instructor at least 30 minutes prior to class if you are unable to attend for some reason. For more details, please refer to "ELICOS Attendance Monitoring Policy and Procedure. For further details on these units, visit www.training.gov.au

ASSESSMENT DETAILS

- Portfolio
- Reading Activities
- Writing Activities
- Questions
- Role Play
- Learning Plan
- Interview
- Research
- Computer Tasks
- Presentation

*Formative Weekly Test

*Summative Test



LANGUAGE, LITERACY, AND NUMERACY REQUIREMENTS

Students will need to meet the following language, literacy, and numeracy requirements to ensure that they will understand course material and demands.

Qualification Level	Diploma/Advanced Diploma of Business.
Reading	Read and understand texts with some complex ideas and non-routine vocabulary. For example, reading a workplace report recommending a change or read a memo providing new instructions on workplace health and safety.
Writing	Write texts which convey ideas beyond everyday concepts. For example, writing the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine.
Maths	Use a range of algebraic formulae and calculating tools to solve work-based problems. For example, applying formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on calculator to solve multi-step problems.
Oral Communication	Participate in oral exchanges that require control of non-routine language and structures. For example, delivering a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarize the customer's concerns.

APPLICATION AND ENROLMENT

Application:

- Read through the Alice Spring College course guide and pre-enrolment information at www.ascollege.vic.edu.au
- Choose the course/s that you would like to enrol in
- Download the Alice Spring College Application Form from www.ascollege.vic.edu.au and fill it in, including your signature and the date
- Attach your certified copies of supporting documents in English
- Email all documents to Alice Spring College directly at admission@ascollege.vic.edu.au or to your local education agent

Application Assessment:

Upon receiving your application, the staff at Alice Spring College will assess your application form in accordance with the admissions policy. You may be required to attend the Genuine Temporary Entrants (GTE) interview at this stage.

Letter of Offer:

You will be provided with your written Offer Letter and Student Acceptance Agreement Form if your application is approved. This will typically take 1 – 3 business days for Alice Spring College programs

Payment:

Please make your payment according to your Student Acceptance Agreement Form

Please include your full name, and date of birth as reference for your payment

Fee Payment Methods:

- Online payments*
- Telegraphic transfer
- Direct deposit
- Or visit our accounts office in person
- *MasterCard and Visa are accepted.

*No Cash is accepted. It is important to provide the deposit evidence and student enrolment details to the Alice Spring College Office for identification purposes.

Alice Spring College Account Details:

Account Name: Alice Spring College

Bank Name: Commonwealth Bank of Australia

BSB: 063 019

Account Number: 1200 1144

SWIFT Code: CTBAU2S

INFORMATION FOR INTERNATIONAL STUDENTS

Visa Compliancy:

During your stay in Australia, you must remain Visa compliant to maintain your Visa status. The requirements for Visa compliancy include:

- *Maintaining your enrolment and satisfactory course progress and attendance*
- *Providing your Australian address to your education provider and contact details, and updating them if anything changes*
- *Being able to financially support yourself while living in Australia*
- *Do not breach the working conditions of your Visa*
- *Abiding by the Visa conditions listed in your Visa Grant Letter issued by the Department of Home Affairs, or on your Visa*
- *If you wish to change your qualification level, you may need to apply for a new Student Visa*

Most Student Visas allow you to work a maximum of 40 working hours every fortnight while your course is running, and unlimited hours during course holidays, but you must determine for yourself if your Visa allows you to take paid work.

For more information, please visit the Department of Home Affairs website at www.homeaffairs.gov.au

Department of Home Affairs:

The Department of Home Affairs in Australia requires you to provide evidence and documentation to ensure that you meet the assessment factors to be granted a Student Visa. The assessment factors will determine your financial capability to support yourself in Australia, level of English, compliance with your specific Visa regulations, and any other relevant matters regarding the processing of your Visa application.

To find out more, head to the Department of Home Affairs website at

<https://immi.homeaffairs.gov.au/home>

Insurance:

As an international student in Australia, you will be required to purchase Overseas Student Health Cover (OSHC) which will provide cover for medical and hospital care for the entire duration of your study in Australia.

An approved OSHC policy should be purchased from a registered health benefits organisation before you apply for your Visa. International students studying in Australia, along with their dependents (such as spouses and children under 18 years old) must all be covered by OSHC while staying in Australia. OSHC provides cover on the costs for doctor appointments, ambulance cover, and limited hospital treatment and pharmaceuticals (medicine).

OSHC providers may include a variety of different services and products from compulsory minimum services to complete comprehensive cover. To find out which is most suitable for you during your stay in Australia, please visit the Department of Health website at www.health.gov.au, where you can find more information about the list of providers and average costs.

Workplace Health and Safety:

Alice Spring College acts in accordance with relevant and timely Workplace Health and Safety legislation to minimise all possible harms for students in a safe learning environment. Our staff will take the necessary measures to recognise hazards that pose potential risks to students in the classroom and will eliminate or monitor these risks and report the hazard to the appropriate on-site department.

Students will also need to take responsibility for their own health and safety and for others when needed. Students will need to follow all safety procedures and instructions from their instructor while studying with Alice Spring College.

Absence:

If you are unable to attend your class because you are unwell, you will need to provide Alice Spring College with a medical or doctor's certificate from a doctor/general practitioner (GP) so that we know you are sick and absent from class on that day.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is a reference number consisting of numbers and letters that is unique to each individual student. It creates a secure online record of all the nationally recognised training completed by the student. The USI links all of your previous and future VET qualifications into a singular, authenticated transcript. It shows all training results from previous education providers and prevents your records from being lost. Students only receive one USI that will be used for all VET qualifications and must be provided with any nationally recognised VET course that you will study.

As part of enrolment conditions, you must either supply your USI (if known) or provide authority for Alice Spring College to create or access your USI on your behalf. If you are requesting Alice Spring College to create your USI, you must also provide a suitable form of identification – as listed in the USI Authority Form. If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

CREDIT TRANSFER

Credit Transfer can be applied if a student has completed previous studies with another education provider that are identical to the course they are currently enrolled for. If applicable, it reduces the number of units or modules that the student is required to complete for the course that they are enrolled in at Alice Spring College.

Alice Spring College also grants Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

Applying for Credit Transfer is free of charge.

To apply for Credit Transfer, please fill in the Credit Transfer Application Form and submit it to admission@ascollege.vic.edu.au along with your enrolment form.

Please make sure to attach copies of verified transcripts from your previous studies to support your application. In some cases, we may ask for additional information about the subject or unit from your previous studies so we can determine equivalence.

You will be notified of the outcome of your Credit Transfer Application.

**For more details please refer to the Credit Transfer and RPL policy available on ASC website www.ascollege.vic.edu.au*

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a procedure in which skills and knowledge that you have developed through employment, life experience, and/or other unrecognised training can receive formal recognition provided that they are relevant to the course outcomes.

Receiving Recognition of Prior Learning allows students to focus on more specific areas of competence needed to attain your qualification/s. Should you already possess some of the areas of competence taught in your course, you may apply for Recognition of Prior Learning.

Students must provide evidence that they have achieved the required units of competence and may only apply for RPL during or after enrolment and payment of fees. The RPL Application Form will be provided to you during your orientation, and you may ask about whether you are suitable or not for RPL. Please attach verified copies of all relevant documents to your RPL Application Form and submit it to admission@ascollege.vic.edu.au.

For more information about applying for RPL, please contact the head office.

**For more details please refer to the Credit Transfer and RPL policy available on ASC website www.ascollege.vic.edu.au*

CAMPUS LOCATION

Classes will be delivered at the Alice Spring College campus in person. Please check your timetable for further information and contact us if you are unsure about your course location.

Address: Level 8, 271 William Street, Melbourne VIC 3000 (accessible by elevator or staircase)

Phone: (03) 9642 2902 or 0433 399 178

Email: ask@ascollege.vic.edu.au

Website: www.ascollege.vic.edu.au

CAMPUS FACILITIES

Our campus facilities include an on-campus kitchen with a fridge, microwave, sink, dish-rack, and kettle. Our classrooms are equipped with student desks, chairs, computers with the latest Microsoft Office programs, free printing, heating, air-conditioning, ventilation, projector, projector screens, and white boards. The smaller classroom size as opposed to large lecture rooms in some universities ensures that students can work one-on-one with teachers and fellow students, receive the proper time and support they require, and get to know each other.

FREE Wi-Fi is also available for all trainers/assessors and students.

Other onsite facilities include male, female, and disability toilets.

The college is within a minute's walking distance to Flagstaff Railway Station, and other public transport or shopping districts. Hourly paid-for street parking is also available; however, the parking spots are limited and fill up early.

COURSE ORIENTATION

Your orientation date will be mentioned in the ASC Orientation Email and is held within the first week of your course. It is important to attend your orientation as it will allow you to familiarise yourself with the campus, staff, other students, and to ask any questions you may have regarding your course. Your orientation will inform you about studying with Alice Spring College, specific details about your course and requirements, important dates, and living in Melbourne.

The orientation will also cover essential information about health and safety requirements including emergency evacuation procedures and reporting incidents, as well as your rights and responsibilities as a student.

COURSE ATTENDANCE

Student attendance will be recorded daily through role-call in class, so please make sure you are on time for class. International students studying VET courses are expected to be present for every class, but we understand that students may have necessary commitments or unexpected incidents that may cause them to miss class at times.

QUALIFICATIONS

Once you complete all your assessment requirements for your qualification, you will be awarded a certificate of completion. If you are completing assessment requirements for part of a qualification, you will be awarded a Statement of Attainment (SOA) for the Units of Competency that you have fulfilled. You may request to access your results and SOA from Alice Spring College at any time.



STUDENT CODE OF CONDUCT

I. Students' rights

All students have the right to:

- *Fair treatment and to be treated with respect by all students and staff.*
- *Learn in a supportive environment which is free from harassment, discrimination and victimisation.*
- *Learn in a healthy and safe environment where the risks to personal health and safety are minimised.*
- *Have their personal details and records kept private and secure according to our Privacy Policy.*
- *Access Alice Spring College records on themselves.*
- *Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.*
- *Make appeals about procedural and assessment decisions.*
- *Receive training, assessment and support services that meet their individual needs.*
- *Be given clear and accurate information about their course, training and assessment arrangements and their progress.*
- *Access the support they need to effectively participate in their training program.*
- *Provide feedback to Alice Spring College on the client services, training, assessment and support services they receive.*

2. Students' responsibilities

All students, throughout their training and involvement with Alice Spring College, are expected to:

- *Treat others with fairness and respect and refrain from actions or speech that could offend, embarrass or threaten others.*
- *Not harass, victimise, discriminate against or disrupt others.*
- *Treat all others and their property with respect.*
- *Respect the opinions and backgrounds of others.*
- *Follow all safety policies and procedures as directed by staff.*
- *Report any perceived safety risks as they become known.*
- *Not bring onto the premises being used for training purposes any articles or items that may threaten the safety of self or others.*
- *Notify us if any of their personal or contact details change.*
- *Provide relevant and accurate information to Alice Spring College in a timely manner.*
- *Approach their course with due personal commitment and integrity.*
- *Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.*
- *Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.*
- *Make regular contact with their Trainer/Assessor.*
- *Prepare appropriately for all assessment tasks, visits and training sessions.*
- *Notify Alice Spring College if any difficulties arise as part of their involvement in the program.*
- *Notify Alice Spring College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.*
- *Make payments for their training within agreed timeframes, where relevant.*

COURSE DELIVERY

Each course offered at Alice Spring College relies on a variety of different methods to deliver course content and information. These approaches may include teacher-led classroom delivery, self-study, and supervised study.

While attending your classes, you will be expected to actively participate and engage with your teacher and fellow students by answering questions, class discussions, collaborating and presenting with a group, demonstrating tasks, etc.

COURSE ASSESSMENT

Alice Spring College focuses on providing training and assessment that will equip you with necessary knowledge and skills required for the current standard of the workplace. This is known as competency-based training and assessment. A 'unit of competency' refers to each one of the components of your course and will make up a total qualification. Each unit of competency correlates to specific skills and knowledge that are applicable and required in the workplace.

For each course, there is a variety of assessment methods, including:

- Projects
- Case Studies
- Individual/Class Presentations
- Research Assignments
- Observation of Performance in Class
- Role Play
- Written Tests/Examinations

At the beginning of your each unit or module, your instructor will inform you of the arrangements for assessment tasks and the details of your assessment requirements to do well in each task.

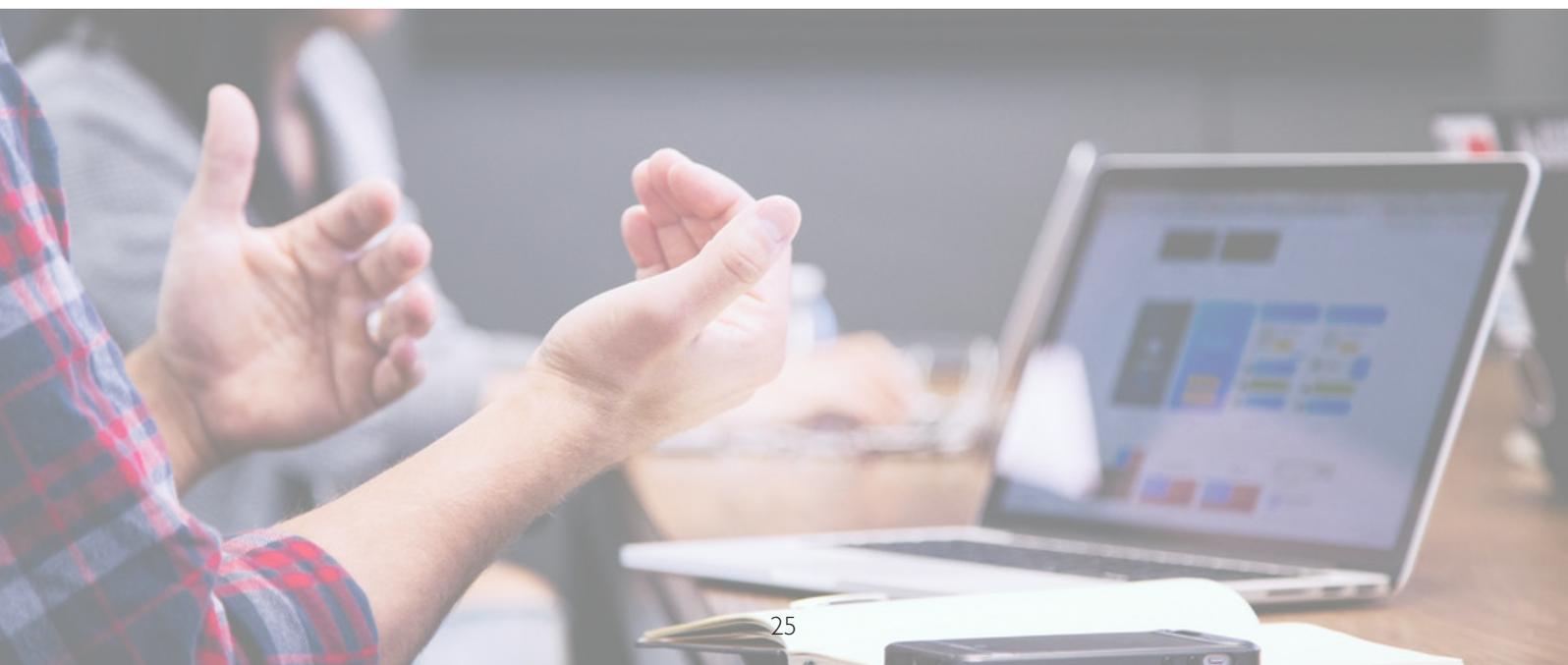
Once you are given your assessment, you will be provided with thorough assessment instructions for each task/requirement, as well as the criteria that you will be marked against. Your instructor will inform you of the due date or when the assessment is to be conducted in class.

If you have any questions about your assessments, please ask your instructor in class or email them within work hours.

You also have right to appeal any decisions on your assessment. More detailed information about complaint and appeal policy and procedure, please refer to the full Complaints and Appeals Policy and Procedure on the Alice Spring College website at www.ascollege.vic.edu.au.

COURSE PROGRESS

Every individual student's academic progress is monitored, recorded, and assessed in the Alice Spring College database. International students are required by government regulations to achieve satisfactory course progress in their course, which means students must pass at least 50% of units each study period. If you fail 50% or more units in a study period, you will be contacted to attend an intervention strategy meeting and discuss your academic progress and support you may require. Should you fail 50% or more units across two consecutive study periods, a Notification of Intention to Report the student is sent to the Department of Home Affairs, which will result in the cancellation of your Confirmation of Enrolment (CoE).



1.0 FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENT POLICY & PROCEDURES

Policy

This policy upholds the principle that all prospective students seeking to enroll with Alice Spring College (ASC) are treated fairly and equitably and provides a procedure for staff in relation to assessing overseas student application for admission, and issuing offers letter and Student acceptance written agreements. ASC has an open, fair and transparent policy that is based on clearly defined entry requirements for making decisions about the selection of ASC prospective students. The purpose of this policy is to indicate the requirements of the Enrolment Acceptance written Agreement that is to be accepted prior or at the same time as accepting course money from students.

Scope

This policy ensures that the “obligations and rights” of ASC and the student are clearly set out; including the outlining the course or courses in which the student is to be enrolled, any prerequisites necessary to enter the course or courses, tuition and non-tuition fees, refund policies, enrolment fee and any conditions imposed on the student’s enrolment and services that ASC is obliged to supply to students.

This policy applies to:

- Students enrolled at Alice Spring College
- ASC Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates and continuous improvement practices. Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and also throughout the course.

This policy must be read in conjunction with the following policies and procedures

- Pre Enrolment Engagement and Assessing Student’s Qualification, Experience & English proficiency Policy & Procedure
- Credit transfer Policy and Procedure
- RPL Policy and Procedure
- Monitoring VET Course Progress Policy and Procedures
- ELICOS Monitoring Attendance policy and Procedures
- ELICOS Course Progress Policy & Procedures
- Deferment, Suspension and Cancellation Policy and Procedures
- Language, Literacy and Numeracy Policy and Procedures
- Fees & Refund Policy & Procedure

Enrolment Fee:	The fee payable, set out in the student enrolment, to make an application to study a course at {"RTO"}. The enrolment fee is a nonrefundable fee covering the cost of registration; the enrolment fee is subject to change.
Course	A structured and integrated program of education, usually consisting of a number of units of study leading to the award of a qualification. For more information ref:- www.training.gov.au
Course Fees:	The money received by {"RTO"} for providing the course to the student and includes: <ul style="list-style-type: none"> • Tuition fees. • Any amount received by {"RTO"} that must be paid to a registered health benefits organization on behalf of the student. • Any other amount the student has paid, directly or indirectly, to the college in order to undertake the course e.g. material fee. • A non-refundable fee covering the cost of registration. • A non-refundable airport reception and accommodation booking fee (where applicable). • Fees are subject to change

1.0 FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENT POLICY & PROCEDURES

ESOS Act	The Education Services for Overseas Students Act (2000) of the Commonwealth of Australia, as amended from time to time.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets.aspx
Student	A student who is enrolled at ASC and includes both prospective students and Currently enrolled students who are 'overseas students' as defined in the National Code and hold student visas as defined by the ESOS Act (2000).
Tuition Fees:	The fees for enrolment in a course determined by the College and advised in the Letter of Offer, as being the tuition fees for the course.

Requirements

Prior to enrolment or the commencement of training and assessment, whichever comes first, the Alice Spring College provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Prior to enrolment or the commencement of training and assessment, whichever comes first, the Alice Spring College provides Student Handbook, in print or through referral to an electronic copy which could be from the website www.ascollege.vic.edu.au, current and accurate information that enables the learner to make informed decisions about undertaking training with ASC and at a minimum includes the following content:

A. The code, title and currency of the training product to which the learner is to be enrolled, as published on the national register.

B. The training and assessment, and related educational and support services, ASC will provide to the learner including the:

- i. Estimated duration
- ii. Expected Course Start Date
- iii. Expected locations at which it will be provided
- iv. The offered modes of study for the course, including compulsory online and/or work- based training, placements, and/or collaborative research training arrangements
- v. Name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on ASC's behalf
- vi. Any work placement arrangements.
- vii. Any prerequisites necessary to enter the course or courses, including English language requirements
- viii. List any conditions imposed on the student's enrolment
- ix. List all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- x. Provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply (Please refer to Fee and Refund Policy and Procedures)
- xi. Set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988 Please refer to Privacy Policy and Procedure and Privacy Policy Statement
- xii. Outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals) Please refer to Complaint and Appeal Policy and Procedures
- xiii. State that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non- tuition fees
- xiv. ASC only use links to provide supplementary material.

1.0 FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENT POLICY & PROCEDURES

C. ASC enters into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting tuition fee from the student. The agreement must:

- i. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
- ii. Provide an itemised list of tuition fees payable by the student
- iii. Provide information in relation to refunds of tuition fees
- iv. Set out the circumstances in which personal information about the student may be shared between the registered provider and the Australian government, law and VET regulatory authorities and, if relevant, the tuition protection service. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach of a student visa condition requirement; please refer to Monitoring VET & ELICOS course progress policy and procedure and Monitoring ELICOS attendance policy and procedure; and
- v. Advise the student of his or her obligation to notify ASC of a change of address while enrolled in the course.
- vi. ASC includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees in the case of student and provider Default;
 - Amounts that may or may not be refunded to the student
 - Processes for claiming a refund;
 - A plain English explanation of what happens in the event of a course not being delivered; and
 - A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws” (Please refer to Fees and Refund Policy and Procedures)
- vii. ASC recognises qualifications and Statements of Attainment issued by another RTO where a student enrolls in a qualification delivered and assessed by ASC. Please refer to Credit Transfer policy and Procedure.
- viii. ASC recognises students’ prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through Formal; Informal or No Formal Learning. Please refer to RPL Policy and Procedure. Please note RPL and Credit Transfer is not available for ELICOS courses.
- ix. ASC ensures that all procedures and policies for international students enrolling into a course offered by us are followed correctly.
- x. ASC has a student management system (SMS) RTO Manager in place that provides data that meets the AVETMISS Standard.
- xi. The ASC must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
- xii. Amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees)
- xiii. Processes for claiming a refund ([Please refer to Fees and Refund Policy & Procedure](#))
- xiv. The specified 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
- xv. A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
- xvi. A statement that “This 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”.
([Please refer to “Complaint and Appeal Policy and Procedure](#))

The ASC obligations to the learner, including that the ASC is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

1.0 FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENT POLICY & PROCEDURES

The learner's rights, including:

- i. Details of the ASC complaints and appeals process required by Standard 6
- ii. If the ASC, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.

The learner's obligations:

- i. Any requirements the ASC requires the learner to meet to enter and successfully complete their chosen training product
- ii. Any materials and equipment that the learner must provide
- iii. To keep themselves up to date with the college policy and procedures by visiting college website www.ascollege.vic.edu.au or requesting the hard copies of the policies from the Student Support Officer.
- iv. The overseas student or intending overseas student, while in Australia and studying with that ASC, must notify the registered provider of his or her contact details including:
 - a. the student's current residential address, mobile number (if any) and email address (if any)
 - b. who to contact in emergency situations
 - c. Any changes to those details, within 7 days of the change.

Where the ASC collects fees from the individual learner, ASC provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- i. All relevant fee information including:
 - fees that must be paid to the ASC
 - payment terms and conditions including deposits and refunds.
- ii. The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- iii. The learner's right to obtain a refund for services not provided by the ASC in the event the:
 - arrangement is terminated early
 - the ASC fails to provide the agreed services

"This 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".

[Standard 3:-Formalization of enrolment and written agreements](#)

Procedures

The procedure relates to staff those are responsible for the assessment of overseas student applications for admission.

- i. On receipt of a completed Student Application Form, Pre-Enrolment/ Training Review Form (PTR) and Language, Literacy and Numeracy (LLN) test review - International Student, the Administration Manager or authorised delegate will make a decision on eligibility.
- ii. Each enrolment application is to be assessed to ensure that the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought. This is completed through completing the Admission requirements.
- iii. The Administration Manger assesses the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enroll.
- iv. If the applicant's educational qualifications do not meet the College's admission requirements, other factors may be considered at the discretion of the college. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
 - Mature age, and or proof of being 18 years or older at the proposed date of commencement, Work experience,
 - Attitude and aptitude,
 - Previous academic results,

1.0 FORMALISATION OF ENROLMENT AND WRITTEN AGREEMENT POLICY & PROCEDURES

- Attendance / participation rate in the previous institute,
 - Ability and skills to function in an academic environment,
 - Possibility to succeed in his/her academic endeavours.
- v. Having arrived at an admission decision for the applicant's educational qualifications, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the chosen course.
 - vi. For onshore applicants, if an applicant has not attended an IELTS program or if the IELTS has expired, and they are unsure of their proficiency, they will be required to attend a meeting with the Admin Manager, who may (at CEO's discretion), allow enrolment into the College. Each case will be examined on an individual basis and students may be required to sit for College Placement Test
 - vii. For offshore applicants, if an applicant cannot produce a satisfactory IELTS score or equivalent and if there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English as a Second Language course/ ELICOS course, for an appropriate duration until the student achieves an equivalent of IELTS score required by the course.
 - viii. If the application is successful, a Letter of Offer and Acceptance Agreement-International Student will be sent to the applicant/ their agent/ representative (including details of tuition fees, commencement dates, OSHC and Visa information).
 - ix. Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Acceptance Agreements, complete, sign and date the Letter of Offer and Acceptance Agreements and return it to ASC.
 - x. Once the completed acceptance agreement and the fee is received (and cleared by the bank) an electronic Confirmation of Enrolment (eCOE) will be generated and sent to the student/ the student's agent/ representative.
 - xi. Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.
 - xii. All completed applications are to be filed into the respective students' folders.
 - xiii. No students under 18 will be enrolled in ASC. Should a student not be 18 at the time of application, but will be 18 at the course commencement date, a statutory declaration from a parent or guardian must be provided along with the application.

Reference

The procedure relates to staff those are responsible for the assessment of overseas student applications for admission.

This policy/procedure supports:

[Education Services for Overseas Students Act \(2000\), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3: Formalisation of enrolment and written agreements](#)
[Standard 5 \(Clauses 5.1 to 5.3—Informing and protecting students\) -Standard for Register training organisation 2015](#)

Documents/Forms:

1. Offer Letter
2. Acceptance Written Agreement
3. Student Handbook
4. General English Student Handouts for all levels
5. Refund Form
6. Complaints and Appeals Form
7. Student Application Form
8. College English Placement Test
9. Pre-Enrolment/ Training Review Form (PTR) and Language
10. Literacy and Numeracy (LLN) test

2.0 PRE ENROLMENT ENGAGEMENT AND ASSESSING STUDENT'S QUALIFICATION, EXPERIENCE & ENGLISH PROFICIENCY POLICY & PROCEDURE

Policy

This policy/procedure supports:

- Education Services for Overseas Students Act (2000), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2: Recruitment of an overseas student
- National Vocational Education and Training Regulator Act (2011), Standards for Registered Training Organisations (RTOs) 2015, Standard 4. Clause 4.1—Provide accurate and accessible information to prospective and current students, 'Standard 1 Clause 1.1-1.2' and Standard 5(Clauses 5.1 to 5.3— Informing and protecting students) (Each learner is properly informed and protected)

This policy must be read in conjunction with the following policies and procedures

- Credit transfer Policy and Procedure
- RPL Policy and Procedure
- Enrolment and written agreement policy and procedures
- Monitoring VET Course Progress Policy and Procedures
- ELICOS Monitoring Attendance policy and Procedures
- ELICOS Course Progress Policy & Procedures
- Deferment, Suspension and Cancellation Policy and Procedures
- Language, Literacy and Numeracy Policy and Procedures.
- Fees & Refund Policy & Procedures.

This policy applies to:

- Current Student and Prospective students of Alice Spring College (ASC)
- ASC Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction, Policy Procedure network drive and continuous improvement practices. Students are made aware of this policy through the Student Handbook, during the enrolment and orientation processes and throughout the course.

Purpose

The purpose of the Pre Enrolment Engagement and Assessing Student's Qualification, Experience & English proficiency Policy & Procedure is to provide guidance to staff and prospective students on the requirements, processes, communication, and documentation that must be undertaken and/or completed prior to a student being admitted and enrolled into a course on ASC Scope of Registration.

These requirements involve the determining the suitability and relevance of a program based on a Student current competencies, existing educational attainment, capabilities, ASC ratios, and interests.

- ASC have training and assessment strategies and practices that are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.
- ASC determine the amount of training we provide our students with regard to the existing skills, knowledge and experience of the learner; mode of delivery and where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

ASC ensure that learners are adequately informed about the services they are to receive, their rights and obligations, and the ASC's responsibilities to students, the ASC will provide learners with information prior to commencement of services affecting the delivery of training and/or assessment.

The ASC is to provide or make readily available information to the learner that outlines the services the ASC will provide the learner, along with the rights and obligations of the learner and the ASC.

2.0 PRE ENROLMENT ENGAGEMENT AND ASSESSING STUDENT'S QUALIFICATION, EXPERIENCE & ENGLISH PROFICIENCY POLICY & PROCEDURE

Policy Statement

- ASC recruits students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the ASC in Australia. ASC ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.
- Information stated in the ASC Letter of Offer and Written Agreement-International Student between ASC and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees.
- ASC has written agreement with each student. ASC does not accept tuition fees from students before a Letter of Offer and Acceptance of Written Agreement- been signed or otherwise accepted by that student
(Note: - ASC does not enroll student under the age of 18-year-old). For more details on the students written agreement, please refer to the policy Formalisation of Enrolment and Written Agreement Policy and Procedures

Requirements

National Code 2018(Standard 2 Recruitment of an overseas student)

Recruitment of an overseas student

A. Prior to accepting an overseas student or intending overseas student for enrolment in a course, the ASC must make comprehensive, current and plain English information available to the overseas student or intending overseas student on:

- i. The requirements for an overseas student's acceptance into a course, including
 - the minimum level of English language proficiency,
 - educational qualifications or work experience required,
 - and course credit if applicable
- ii. The CRICOS course code,
 - course content,
 - modes of study for the course including compulsory online and/or work-based training,
 - placements,
 - other community-based learning and collaborative research training arrangements, and assessment methods
- iii. Course duration and holiday breaks
- iv. The course qualification, award or other outcomes
- v. Campus locations and facilities, equipment and learning resources available to students
- vi. The details of any arrangements with another provider, person or business who will provide the course or part of the course
- vii. Indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- viii. The grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
- ix. The ESOS framework, including official Australian Government material or links to this material online
- x. Where relevant, the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)
- xi. Accommodation options and indicative costs of living in Australia.

B. The registered provider must have and implement a documented policy and process

- For assessing whether the overseas student's English language proficiency,
- Educational qualifications or work experience is sufficient to enable them to enter the course.

C. The registered provider must have and implement a documented policy and process for assessing and recording

- recognition of prior learning (RPL),
- and granting and recording course credit, if it intends to assess RPL or grant course credit. The decision to assess prior learning or grant course credit must preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.

2.0 PRE ENROLMENT ENGAGEMENT AND ASSESSING STUDENT'S QUALIFICATION, EXPERIENCE & ENGLISH PROFICIENCY POLICY & PROCEDURE

D. If the registered provider grants RPL or course credit to an overseas student, the registered provider must give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

E. If the registered provider grants the overseas student RPL or course credit that reduces the overseas student's course length, the provider must:

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

Procedure

Recruitment of Overseas Student – Before Enrolments

Prior to accepting an overseas student or intending overseas student for enrolment in a course from direct or through any registered agent, ASC provide comprehensive, current and in plain English language the information to the overseas/International Student or intending overseas student by electronic copy of Student Handbook which is available on ASC Website:

a) the requirements for an overseas student's acceptance into a course, including:

- the minimum level of English language proficiency,
- educational qualifications or work experience required,
- and course credit if applicable
- the CRICOS course code,
- course content,
- modes of study for the course including compulsory face to face, online and/or work-based training etc.
- other collaborative research training arrangements, and assessment methods
- course duration and holiday breaks
- the course qualification, award or other outcomes
- campus locations and facilities, equipment and learning resources available to students
- the details of any arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
- the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled. Please refer to Deferment, Cancellation and Suspension Policy and Procedures
- the ESOS framework, including official Australian Government material or links to this material online
- granting and recording course credit, if it intends to assess RPL or grant course credit. For more information of the credit transfer and RPL, please refer to ASC Credit transfer and RPL Policy and procedures.

b) relevant information on

- Student visa requirements
- Department of home affairs information – Victoria
- Student visa conditions
- Overseas student health cover (OSHC)
- Arriving in Australia
- Airport pickup
- Temporary accommodation
- Items to bring with you and approximate living cost per years
- Local amenities
- Accommodation options and indicative costs of living in Australia.

2.0 PRE ENROLMENT ENGAGEMENT AND ASSESSING STUDENT'S QUALIFICATION, EXPERIENCE & ENGLISH PROFICIENCY POLICY & PROCEDURE

Assessing Student's Qualification, Experience & English proficiency

Alice Spring College will assess all students' enrolment applications to ensure that they meet the enrolment requirements of the course to ensure their ability to complete the qualification. ASC will determine the amount of training they provide to each learner with regard to their existing skills, knowledge and the experience.

- a. All enrolment applications received will be assessed by ASC against the entry requirements for the applied course of study
- b. Only completely filled application form accompanied with all the required documents will be processed. All International students are required to submit the following with their application form:
 - An authorized copy of their visa (if applicable)
 - Evidence of English proficiency
 - Personal details page of the passport
 - Mature age, and or proof of being 18 years or older at the proposed date of commencement
 - Other supporting information such as previously attained qualifications, ("Academic Entry Requirements - Overseas Qualifications (for example Year 11 or Year 12)" Documents-
 - ASC Administration Staff will check the academic Requirements against each course requirement
 - current OSHC (Overseas Student Health Cover)
(If required OSHC can also be arranged by ASC for students. Any amount towards OSHC is separately payable by the student.)
 - Copy of release (where applicable)
- c. An International student's English proficiency is required to be evidenced by any ONE (1) of the following:
 - Enrolment into each course requires each International Student to meet the specified IELTS level or equivalent as per their chosen course.
 - Each student is required to provide a certified/agent verified copy of their current IELTS level from their IELTS provider on application to ASC.
 - If the student's IELTS has expired, an Australian Certificate IV qualification or an English language qualification at the upper intermediate level or above studied in Australia can be considered as a suitable entry requirement.
 - If the IELTS test or its equivalent shows that the English language requirements have not been met, then the student will need to undertake a period of study in an English language course that gives an outcome at the upper intermediate level.
 - In the event that a student does not have formal evidence of English proficiency or of other vocational or higher education qualifications, they will be required to undertake the college's placement test to satisfy the applied course English proficiency requirement. As a result of this test students may be enrolled directly into the course or may be required to undertake a specified period of English language study (ELICOS course).
 - International students who are citizens of the following countries are not required to provide evidence of English language proficiency provided they have at least one assessable qualification at year 12 level or above from one of the countries listed and the language in which they undertook the qualification was English.
 - o Canada (excluding Quebec)
 - o Ireland
 - o New Zealand
 - o Singapore
 - o South Africa
 - o United Kingdom (including Northern Ireland)
 - o United States of America
- d. Pre Enrolment/ Training Review Form- The Pre-Enrolment/Training Review (PTR) is a process undertaken to determine the most suitable and appropriate course and training for an individual conducted prior to the enrolment into course of studies to ensure that the training and assessment provided by ASC is able to meet the student's individual needs and their host workplace requirements (if applicable).

2.0 PRE ENROLMENT ENGAGEMENT AND ASSESSING STUDENT'S QUALIFICATION, EXPERIENCE & ENGLISH PROFICIENCY POLICY & PROCEDURE

- e. Before we make an offer, ASC is required to conduct a review of a student's current competencies, including their literacy and numeracy skills, in order to enrol them in the most appropriate course to achieve their intended outcomes
- f. Successful completion of the ASC's Language Literacy and Numeracy (LLN) Test relevant to the levels:
- Each enrolment application is to be assessed to ensure that the student's Language, Literacy and Numeracy skills are appropriate for the course for which enrolment is sought.
 - A qualified assessor assesses the applicant's Language, Literacy and Numeracy skills necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.
 - If the LLN test result shows that the LLN requirements have not been met, then the student may be offered support from the college. Please refer to the Language, Literacy and Numeracy Policy and Procedures for more details.
- g. A copy of the enrolment form and all the supporting documents will be kept on student file.
- h. If an application meets the entry requirements, then Letter of Offer along with the "Student Written Agreement" is issued to the applicant.
- i. If the application does not meet the entry requirement, Student/Student Representative will be advised of the same. The student can apply again in the future when He/She meet the Academic, Age and English requirements for the course.

Admission Process:

After the student application is assessed as successful, the following steps will be followed:

- Letter of Offer and International Student Agreement- will be sent to the applicant/ their agent/ representative (including details of tuition fees, information regarding refund commencement dates, OSHC and Visa information).
- Applicants wishing to accept the offer must pay the fee requested in the Letter of Offer and Acceptance Agreement, complete, sign and date the Letter of Offer and Acceptance Agreement and return it to ASC. For more information, please refer to formalisation of enrolment and Written Agreement Policy and Procedures.
- Once the completed acceptance agreement and the fee is received (and cleared by the bank) an electronic Confirmation of Enrolment (eCOE) will be generated by PRISMS (Provider Registration and International Student Management System) and sent to the student/ the student's agent/ representative accordingly.
- Applicants must then apply for a student visa at their Australian Student Visa center (Please check- Department of Home Affairs website for more information <https://www.homeaffairs.gov.au/> and make travel arrangements to arrive in Australia at least two weeks before the course commencement date (advisable).
- All completed applications are to be filed into the respective students' folders.

All students are encouraged to contact ASC's staff at any time to clarify any doubts and seek more information. Students will again be explained in detail about all the policies and procedures during the Orientation Process.

Associated Documents/ Forms

1. Student Application Form/Enrolment form
2. Offer Letter
3. Written Agreement
4. Course Brochures
5. Student Handbook
6. General English Student Handouts for all levels
7. Pre-Enrolment/Training Review Form
8. Language, Literacy and Numeracy Test
9. College English Placement Test

3.0 LANGUAGE LITERACY & NUMERACY (LLN) POLICY & PROCEDURE

Policy

This policy/procedure supports RTO 2015 Standards and of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' and ensures that ASC's [trainers](#) can identify Language Literacy & Numeracy (LLN) skill levels and assist students with LLN skill needs, in order to provide them with assistance to complete their learning and assessment requirements, when attending ASC (ASC) Courses. Connecting LLN to a student's core VET program enables the student to address their poor LLN skills in a meaningful and relevant context.

Identification of student abilities and requirement for additional support

- Needs Identification - To maximize student's ability to meet course requirements, identification of training needs is to be undertaken using LLN competencies.
- The process used at ASC is two-fold, comprising of:
 - a review of the contents of the pre- enrolment and enrolment form and;
 - an LLN assessment:

The purpose of the pre enrolment and enrolment forms is to obtain any information about previous education, disabilities, LLN abilities. The information obtained in these two processes is to determine:

- the appropriateness of ASC's course for the individual's own goals and aspirations
- the individual's grasp of English
- any relevant disabilities that need to be considered when the individual participates in the course.

Available on our website, is our LLN assessment test which is a required tool prior to enrolment in our vocational courses.

The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with additional needs, we can then ensure that we modify our learning and assessment strategies to accommodate their needs and provide necessary ongoing support.

ASC endeavours to establish students' LLN needs, prior to course commencement, however should a student's LLN needs not be identified until the course has commenced, ASC analyses these needs and provides a strategy for assistance.

Where it is not possible to meet the students LLN needs, ASC will offer the student the opportunity to change the course as per their capabilities or will provide the participant with a refund or a credit toward participating in an ASC course at a later date.

Procedure

- [Student Support Officers](#) promote the ASC LLN Policy to students at initial enquiry and before the course commences and of the availability of confidential support services if they have LLN problems.
- At the time of Orientation, students' LLN assessment Test is administered.
- [Trainers](#) assess the LLN test to identify students' LLN skill levels.
- [Trainers](#) provide students with opportunity to discuss and learn given their current LLN skill levels.
- Refer Students to the assigned LLN specialist Trainer specializing in LLN skills, where required by filling the LLN Support form.
- LLN specialist will contact the student within 5 working days of submitting the LLN support form and arrange a meeting to support plan.
- LLN specialist along with the intervention officer will also monitor the student's progress to ensure the improvement.
- Where support needs to go beyond what can be met with reasonable adjustment during the training and assessment process, and additional support is required, the Institute will direct participants to an external literacy specialist
- Students are requested to declare any learning disabilities/ language requirements as a part of

3.0 LANGUAGE LITERACY & NUMERACY (LLN) POLICY & PROCEDURE

the enrolment process. Once such requirements are identified, relevant staff are alerted to the students' requirements and remedial processes can be implemented.

- Escalate any LLN problems to the Training Manager/ Course coordinator for final approval on strategy.
- All information relating to participants gathered during needs identification, training and evaluation will remain confidential.
- Participants will have access to any information gathered by the Institute about them as defined in the Institute's Privacy Policy and Procedure.

Access & Equity

ASC must ensure that access to training is equal for all students. ASC does not discriminate against students and/or prospective students whose learning needs are identified under the standards of LLN with regards to their enrolment in any current or future training courses. Where LLN levels are identified as being lower than the specified requirements for the qualification or course level, ASC will provide advice and information on their options. All outcomes of LLN is to be recorded & filled.

However, it is important to note that this LLN test is a sole indicator of the student's LLN proficiencies and any needs identified to be addressed by the institute and does not provide assessment of the suitability of the student for their enrolled course, whether the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enable them to enter the course.

Adjustments to Assessments

There are a number of ways that ASC may make reasonable adjustments to the assessment procedure to allow for the LLN skills of students without losing the integrity component of the assessment. Any adjustments are made under guidance from the relevant Industry Skills Council.

These include:

- Reading aloud written material to students
- Allowing the use of a helper for students who cannot type the answers
- Using signs, pictures and graphics
- Allowing the use of an interpreter
- Writing material in plain English
- Asking parts of questions to be answered orally
- Asking students to demonstrate their skills

Depending on the specific types of assessment, not all above adjustments are possible, appropriate or permissible. For example, allowing the use of an interpreter, where an assessment specifically requires demonstration of English communication skills would invalidate that assessment.

Confidentiality

All information relating to participants gathered during needs identification, training and evaluation will remain confidential.

Note - Under the Data Provision Requirements 2012, ASC is required to collect personal information about all students and to disclose that personal information to the National Centre for Vocational Education Research (NCVER).

All personal information as contained on an enrolment form and your training activity data may be used or disclosed by ASC for statistical, regulatory and research purposes. ASC may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorized agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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

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

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

Scope

This policy applies to all Alice Spring College (ASC) International VET students and ASC staff who deal with all matters concerning VET.

Policy

This policy supports the ESOS National Code 2018 and RTO standards 2015

ASC has and implements this policy and procedures for each course, which must be provided to staff and students, that specify the:

- a. Requirements for achieving satisfactory course progress.
- b. Process for assessing satisfactory course progress.
- c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
- d. process for determining the point at which the student has failed to meet satisfactory course progress; and
- e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.

ASC assesses each student's course progress at the end point of each study period/term as mentioned below:

- Up to 28 weeks courses- 2 terms/ study period
- Up to 56 weeks courses- 4 terms/study period
- Up to 90 weeks courses- 6 terms/study period

ASC report students, under the National Code 2018 and RTO standards 2015, who have breached the course progress requirements.

The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.

The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term (study period).

The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- a. Notified when close to falling below the required academic performance for a single term
- b. 1st Warning when a student's academic progress falls below 50% for a completed single term
- c. 2nd Warning when they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the Department of Home Affairs (DHA) through PRISMS.

The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables St Peter Institute and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DHA.

All staff is to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

Procedure

ASC will designate a person who shall ensure that all student academic progress practices are conducted in a professional manner. This person is currently the Head of Studies who directly reports to CEO and is assisted by Course Coordinator and Intervention Officer. The responsibilities are included within the individual's position description.

Recording Student Academic performance

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet'. This spreadsheet will calculate the projected academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using ASC's assessment tools/methods and recording processes as required. All academic results are entered into the Students Records Management System (RTO Manager) by the Records Officer.

It is the responsibility of the Trainers to ensure that the 'Student Academic Result Sheet' and 'Student Assessment Summary Sheet' is also updated after each assessment is completed and recorded. I.e. if there were 6 units in total assessed in a term and a student has been assessed as 'C' in 4 units and 'NYC' in 2 units for the term, the student's academic progress would look like:

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
Peter Smith	00123	4	2	66.67%

These records are checked regularly by the Head of Studies/ Course Coordinator/ Records Manager for currency and accuracy.

Monitoring Student Academic Performance

The [Intervention Officer](#) will monitor student academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined below, to the Head of Studies/ Course Coordinator/ Training Manager/ CEO. This monitoring will occur on weekly basis and will be supported by the Head of Studies/ Course Coordinator who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.

At a convenient time, on weekly basis, Intervention Officer along with the Course Coordinator/ Head of Studies will review the academic progress of all students and monitor the following points:

- a. Any student falls below 60% academic progress for a single term or as per the discretion of the trainer where the student is at risk of falling under unsatisfactory course progress.

Students shall be sent a [Notification Letter](#) indicating that they have fallen below 60% academic performance for the term to date or at a risk of falling under unsatisfactory course progress, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed in breach of Visa requirements and be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required. (See Appendix A)

PLEASE NOTE: Where a course has 2 or less units delivered in term, the Notification Letter will be issued when a student has failed a single unit or reaches 50%.

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

- b. When a student's projected academic progress falls below 50% for a completed single term
- When a student's academic progress falls below 50% for a completed single term the Intervention Officer shall notify the Head of Studies/ Course Coordinator and a '1st Warning Letter' shall be sent to the student to advise he/she must contact St Peter Institute and organise an appointment with the Intervention Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. (Appendix B)
- i. Notes: Student to be advised to invite a 3rd party as the student's witness if required.
- c. Any student who is below 75% academic progress in their current term after falling below 50% in their previous term
- i. Students shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to the appropriate government agency(s).
- ii. They are also informed that they are required to organise an appointment with the Intervention Officer.
- iii. Intervention Officer to discuss their poor academic progress and strategies to ensure they stay at least above the minimum requirement of 50% Academic requirement for the term. During the meeting the Intervention Officer will also ensure of discussing and providing the support to the student where required. All the agreed support strategies will be noted in detail in the Intervention Summary Sheet which is attached as Appendix C.
- d. When a student's projected academic progress falls below 50% for 2 consecutive terms
- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to the DHA for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.
- They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (Appendix D)

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

All communications with students including calls, emails and notification & warning letters are recorded and will all be kept in the student file.

Intervention Strategies

ASC implements a documented intervention strategy, which are made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the academic/course progress requirements. This strategy specifies:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress; and
- c. the process by which the intervention strategy is activated.

The objective of this intervention strategy is to identify any necessary action to assist the student, who are identified as failing or at risk of failing to meet academic/course progress requirements, in order to achieve or regain satisfactory course progress

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

The Head of Studies along with the Intervention Officer and Course Coordinator are responsible for the implementation and monitoring of the Intervention Strategy.

At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 per cent or more of the units attempted in any study period. ASC activates an intervention strategy at any point before the end of the study period.

Even before the activation of a formal intervention strategy, as soon as a trainer identifies that the student has failed in the first unit, the trainer will make every attempt to contact the student and provide support where required. All the records of contacts made to the students' needs to be kept in the student file and notes to be made in the student management system. The following ways of recording the communication with the student to be maintained:

- Summary of the calls made to the student by the intervention office/trainer.
- Copy of the emails made to the students for follow up or for any assistance will also be placed in the students file and mentioned in detail in the Intervention Summary sheet.
- Reporting all notes of calls and emails as journal entries by trainer's/intervention staff to be entered on student management system which is RTO Manager. Head of Studies/ Course coordinator/ Intervention officer to check all notes while analysing students who are at risk of falling behind the minimum course progress requirement.

Within 5 working days of the completion of a unit, the Intervention Officer will review the academic progress of all students and identify those students who are "at risk" of not meeting satisfactory course progress requirements.

Depending upon the scenario, the required steps will be taken as per the 'Monitoring International Student VET Academic Progress Policy and procedures'.

In the process of following the intervention strategies, the responsible Intervention Officer will ensure that he/she records and maintain the following documents to monitor further course progress levels of the students:

- Intervention Monitoring Database
- Appointment Record Sheet
- Intervention Summary Sheet

(Copies of all the notification letters, warning letters, Intervention summary sheet & all the other relevant documents require to be placed & retained in the student's academic file)

The warning letter will inform the Student that he or she is able to access ASC's complaints and appeals process and that the student has 20 working days in which to do so.

If the student believes there are reasons that they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:

- a. ASC has not recorded assessment outcomes correctly.
- b. There are compassionate or compelling reasons which have contributed to their unsatisfactory progress.

These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

- involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
 - Where the RTO is unable to offer a pre-requisite unit
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- c. ASC has not implemented their intervention strategy in accordance with their documented policies and procedures.
- d. ASC has not implemented any other policies which may impact upon their results – eg. assessment policy.
- e. ASC has not provided the complaints and appeals policy to the student.

The intervention meetings will be initiated by the Intervention Officer/ Course Coordinator/ Head of Studies; however appropriate personnel such as counsellors may be called on to assist with the process

At the intervention meeting academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:

- a) academic skills support
- b) additional English/Tutorial support
- c) increased monitoring
- d) a mentor programme
- e) personal counselling
- f) provision of customised timetable
- g) being placed in a suitable alternative subject within a course or a suitable alternative course; or
- h) a combination of the above and a reduction in course load.

Assessment Re-assessment: If the student fails his/her full or any part of the assessments, he/ she will be provided with ongoing support as suggested above. The kind of support required will be assessed on individual case basis by the Intervention Officer along with the Course Coordinator/ Head of Studies.

- The student may be provided 3 chances of re assessments while receiving continuous support from the trainers in terms of extra study time, extra resources and mentoring.
- If a need is identified for extra tutoring time, the student will be given a special timetable to meet the trainers for support during the breaks in the regular course timetables.
- The records for these reassessment timetables, meetings will be made available to the Intervention Officer along with the assessments finally completed and deemed Competent.
- The inclusion of extra academic support and tutorial time during the break periods in the regular timetable ensures that the student is able to meet the learning needs and goals within his/ her CoE duration.
- If there are no breaks in the course duration, the student who needs extra support in terms of extra academic and tutorial time may be provided with an extension to the CoE &/or a customised timetable.

The Intervention Strategy could be activated by:

- a. a letter to the student
- b. personal contact with the student by a suitably authorised staff member
- c. contact with the student by the course counsellor/convenor;

Documentary evidence of the intervention measures implemented should be kept in each student's files along with the notes of all the communication made with the student through the calls and emails.

Students will be required to accept the intervention strategy proposed by ASC within 10 working days by signing the Intervention Strategy Plan. Students failing to accept the proposed interventions strategy will be reported to the DHA for unsatisfactory academic progress. The student is made aware of this when they meet the Intervention Officer with regards to the Intervention Strategy Plan and is documented on the same.

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

If a student attends an intervention meeting, has signed the Intervention Strategy Plan but fails to adhere to the plan, the student will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy ASC's complaints and appeals policy and form advising the student of a 20 working days' period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DHA for unsatisfactory progress.

Note: Sample student file

ASC Students failing to attend the intervention meeting without a reasonable excuse (refer to compassionate and compelling circumstances) will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy ASC's complaints and appeals policy and form advising the student of a 20 working days' period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to the DHA for unsatisfactory progress reported to the DHA for unsatisfactory academic progress

Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be issued by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date. Refer to the 'ASC Extending Course Duration Policy & Procedure'

Reporting 'Breach of Student Academic Progress' – Notice of Intention to Report

Where ASC has assessed the student as not achieving satisfactory course progress, the student will be notified in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access ASC's complaints and appeals process in accordance with the Complaints and Appeals Policy and Procedures and that the student has 20 working days in which to do so.

All students who fail below 50% academic progress requirement for two consecutive terms (study periods) and have no supporting reasons shall be reported via PRISMS to the DHA for a breach of their Visa condition.

Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. This does not mean that the complaints/appeals process must be finalised within 20 working days.

If a student chooses to access ASC's complaints and appeals process, ASC must maintain the student's enrolment while the complaints and appeals process is ongoing and until any decision has been made.

Where the student has chosen not to access the complaints and appeals processes within the 20 working days' period, withdraws from the process, or the process is completed and results support ASC's decision, ASC will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, ASC must report this via PRISMS.

4.0 MONITORING INTERNATIONAL STUDENT VET ACADEMIC PROGRESS POLICY & PROCEDURE

This process of reporting breaches into PRISMS is the responsibility of the Intervention Office / Course Coordinator/ Head of Studies who monitors the projected academic progress weekly. They are also supported by the monitoring conducted by the CEO.

A copy of all letters and any reports are to be kept in the student files.

If applicable, the following will be maintained on the student files:

- Summary of the calls made to the student by the intervention office/trainer.
- Copy of the emails made to the students for follow up or for any assistance will also be placed in the students file
- 1st Warning Letter
- 2nd Warning Letter
- Breach recorded letter
- Intervention Documents including Intervention Summary Sheet
- Notes from counselling sessions
- Customised timetable where required
- Medical certificates
- Appeal documents
- Other relevant documents

Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

Ref: <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf>

Other Relevant Policies & Procedures:

- ELICOS Course Progress Policies & Procedures
- ELICOS Monitoring attendance policy and Procedures
- Development of Training & Assessment Policies and Procedures
- Records Management Policies & Procedures
- Student Support Policies & Procedures
- Complaints & Appeal Policies & Procedures

5.0 ELICOS COURSE PROGRESS POLICY & PROCEDURE

Purpose

This policy and procedure applies to international students on a student visa who are enrolled in an ELICOS course at Alice Spring College (ASC). It is a student visa requirement for all international students to achieve satisfactory course progress in the course in which they are enrolled.

This policy exists in conjunction with other policies to provide overall high quality and continuous improvement at ASC, including the ELICOS Attendance Monitoring Policy & Procedures, ELICOS Teaching & Assessment Policy and Procedures, Continuous Improvement Policy, Course Evaluation Policy, and the Complaints and Appeals Policy and Procedure.

Scope

This policy applies to:

- International students enrolled in ELICOS Courses at ASC.
- ASC Academic, Admissions, Student Services and Administrative staff as well as the contractors employed in delivering the ELICOS course at ASC.

To comply with legislative requirements ASC must report students who fail to achieve satisfactory course progress requirements to the Department of Education/ Department of Home Affairs.

Policy

The purpose of this policy and procedure is to ensure that international student ELICOS course progress is monitored, reviewed, and intervention action is taken when a student is in danger of not achieving satisfactory course progress or completing their course within the scheduled timeframe.

ASC has this policy and procedures in place to ensure that:

- Students who are “at risk” of not meeting satisfactory course progress requirements are identified through the procedures in this document, provided the opportunity to discuss underlying issues, counselled and placed on an intervention strategy.
- All causes of unsatisfactory progress or being “at risk” are considered including academic/study causes and personal/ welfare issues.
- The course progress of each student is monitored during and at the end of each course level.
- Course progress will be monitored by ELICOS Course Coordinator. Teachers are
- required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student progress and the implementation of all procedures.
- Teachers monitor student performance in formative and summative tests and provide feedback and support as required.
- Student performance in summative tests is recorded, monitored and used to assess compliance with course progress requirements.
- Where the College has assessed the student as not meeting satisfactory course progress requirements the College will inform the student in writing of its intention to report the student to Department of Home Affairs DHA/ DoE, and that he or she is able to appeal this decision by accessing the College complaints and appeals process within 20 working days from the date on the college communication to the student.

The CEO is responsible for the implementation of the policy and procedures and to ensure that students and staff are aware of its application and implement its requirements.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the policy and procedures through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

- ASC may only extend the duration of the student's study as a result of:
- compassionate and compelling circumstances,
- where an intervention strategy is being implemented or
- where an approved deferment has been granted.

5.0 ELICOS COURSE PROGRESS POLICY & PROCEDURE

Procedures

At the end of each study week, the ELICOS Course Coordinator will review student progress and levels of achievement within each class and level.

Students are informed of the outcomes to be achieved from the course by the teachers. Feedback from the tests is shared with the students which indicates their progress in Reading, Writing, Listening, Speaking and Participation. The aim of delivering feedback is to help students focus on key weaknesses in skill development.

Unsatisfactory course progress

If the student does not have satisfactory course progress, the student will be notified in writing that they are at risk of breaching their visa requirements.

Students identified as making unsatisfactory course progress will be issued with an 'Intent to Cancel' letter advising of the intent to report the student to the Department of Home Affairs through the Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress.

The letter will inform the student that they have access to the Complaints and Appeals Policy and Procedure and have 20 working days to lodge an appeal.

Where a student does not lodge an appeal within the 20 working days or if the appeal is rejected, the student's enrolment will be cancelled.

Intervention

Intervention meetings take place as soon as possible and no more than 10 working days from students being identified 'at risk'.

The purpose of the intervention meeting is to identify the underlying reasons for the unsatisfactory course progress and negotiate, agree, document and initiate an intervention strategy. Depending on the underlying reasons affecting the student's course progress either study and/ or personal welfare support services will be offered.

For students with English language/ study related issues an intervention strategy is negotiated by the ELICOS Course Coordinator and student at the intervention meeting. This is provided to the student in writing and signed.

[Please refer to ELICOS COURSE PROGRESS POLICY & PROCEDURE for more details](#)

Reassessments

Formative assessments are not being reassessed for any reason. If students miss any formative assessments, their result will be marked as "Absent" but the result will not be considered when calculating the final result. Summative assessments can be requested to be reassessed if students are able to provide a medical certificate or any other similar documents in which compassionate grounds can be established. If students miss any summative assessments, their result will be marked as "Absent" and the result will be considered as a failed grade when calculating the final result.

6.0 STUDENT MISCONDUCT AND PLAGIARISM POLICY AND PROCEDURE

Please refer to the Alice Spring College website to download the complete 'Student Misconduct and Plagiarism Policy and Procedure' and for the full details of the policy. Alice Spring College does not abide student plagiarism, cheating and collusion. Students are expected to uphold college polices of integrity and honesty and acknowledge that they will only submit work that is their own, or work that has been appropriately referenced with acknowledgement of their resources according to college guidelines.

Academic misconduct: Academic misconduct is any action(s) or behavior that is likely to result in an unfair academic advantage, whether by unfairly advantaging a student or disadvantaging another.

Acts of academic misconduct include, but are not limited to:

- Possession of unauthorized material before, during or after an assessment or exam
- Refusing to observe the instructions of an assessor during the assessment process
- Sharing or publishing assignment materials
- Collusion with another student
- Student substitution
- Plagiarism
- Cheating

Non-academic misconduct: It is any action or conduct by students relating to people or property which does not meet ASC standards.

Non-academic misconduct includes but is not limited to:

- A student behaving inappropriately in an activity under the administration or supervision of ASC.
- Obstructing any ASC personnel or representative in the performance of their duties.
- Acting dishonestly or knowingly making false or misleading representations in relation to enrolment in an ASC activity.
- Misusing, stealing, damaging or destroying any property of ASC, a staff member or representative, or another Student.
- Willfully disobeying or disregarding any order, direction or condition made by ASC Personnel or representative.
- Harassing or intimidating another Student or staff member based on race, ethnicity, sex, marital status, sexual preference, disability, age, religious or political convictions or for any other reason
- Prejudicing the good name, academic standing or good order and government of ASC.
- Failing to comply with an outcome resulting from this policy.

Plagiarism: Plagiarism refers to the attempts of students to use the work, words, or ideas of others without the proper acknowledgement.

In the context of assessment, plagiarism occurs if a student:

- Presents any phrase or extracts, word for word without using quotation marks or referencing the author.
- Paraphrases all or part of an author's work and presents it without referencing the author or providing inadequate reference to the author.
- Copies or paraphrases all or part of another Student's work and presents it as their own presents all or part of an assessment item previously submitted for assessment in another course or unit of work.

6.0 STUDENT MISCONDUCT AND PLAGIARISM POLICY AND PROCEDURE

Collusion: Collusion is an agreement or cooperation in order to cheat or deceive for a fraudulent purpose. Collusion can apply to students (past or present) who intentionally cooperate to gain an unfair advantage towards the achievement of a qualification, statement of attainment or credit towards these.

Collusion also refers to the following practices, which are not considered allowable:

- Unauthorized and unacknowledged joint effort in an assessment
- Unauthorized and unacknowledged copying of material prepared by another person for use in an assessment
- Unauthorized and unacknowledged assistance from another person.

When submitting your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Should we find that your work has been plagiarised, or that you cheated or colluded on your assessment task, you be called into the head office to discuss the proper course of action/penalty, and you will most likely have to reattempt your assessment task.

7.0 DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT POLICY & PROCEDURE

Policy

- This policy and procedure is implemented to support the RTO 2015 standards and Providers of Education and Training to Overseas Students 2018 (Standard 9)
- The following procedures will ensure Alice Spring College (ASC) follows the required processes when either a student or ASC, wishes to defer, suspend, or cancel a student's enrolment.
- This policy/procedure provides information on the grounds in which an International student's enrolment may be deferred, suspended, or cancelled.
- Students are able to initiate deferral, suspension or cancellation of their studies only in limited circumstances or may have their enrolment suspended by ASC due to student's misconduct/misbehaviour (as defined in the Procedures below). A student enrolment may be cancelled where a serious breach of Visa or enrolment conditions has occurred.
- ASC informs students of the following:
 - a) Impact of deferring, suspending or cancelling their enrolment and their student visa.
 - b) Grounds and process for deferring, suspending and cancelling enrolment pre and post enrolment.
 - c) Their right to appeal a decision ASC to suspend or cancel their studies within 20 days of receiving notifications Alice Spring College's intention.
 - d) Required evidence or supporting documents that can be verified which students must submit to ASC at the time of lodgement of their application to defer, cancel or suspend their enrolment.
- If ASC amends a student's enrolment due to exceptional circumstances, which are mentioned in this policy, it will do so via PRISMS and records the reasons for the amendment.
- ASC will not inform the Department of Education of any variation to the enrolment status until the external complaints and appeals process has been completed, if accessed.
- All records and relevant information that are exchanged between ASC and the student, including those records in the student file will be maintained and stored in compliance with ASC's Privacy Policy and Procedures.

Procedure

Student Initiated Deferral, Suspension or Cancellation of Enrolment

Student Initiated Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement.

Alice Spring College is only able to temporarily defer or suspend the enrolment of the student due to exceptional circumstances on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- A traumatic experience which could include:
 - ❖ involvement in, or witnessing of a serious accident; or
 - ❖ witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where Alice Spring College is unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with Alice Spring College's policy & procedures.

7.0 DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT POLICY & PROCEDURE

Please Note:

The above are only some of examples of what may be considered compassionate or compelling circumstances. The Admin Manager will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Alice Spring College will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to the Student Support Officer. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.
- A student wishing to temporarily suspend their studies after commencement must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Student Support Officer. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.
- The Student Support Officer will:
 - ❖ Review all applications for deferral or suspension and determine if the application for deferral or suspensions is to be granted or rejected within 10 working days.
 - ❖ Will ensure the student is informed in writing of the outcome of their application for deferral or suspension using the 'Letter of Notification'. This 'Letter of Notification' will also inform the student that the deferment or suspension may affect their student visa and they are advised to contact Department of Home Affairs in relation to the status of their student visa.
 - ❖ In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
 - ❖ Will maintain all documentation in relation to the deferral or suspension application on the students file
 - ❖ Notify Department of Education via PRISMS of the decision to defer or suspend a student enrolment as a result of the student's request.

Student Initiated Cancellation

A student may request to cancel their enrolment where they have decided to discontinue studying with Alice Spring College.

1. Prior to completing 6 months of study in their principal course

Students wishing to transfer their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider along with their application form and submit it to the Student Support Officer. Please refer to the 'Transfer between Providers Policy and Procedure' for further information on this.

2. After completing 6 months of study in their principal course

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to the Student Support Officer.

- The Student Support Officer will:
 - ❖ Maintain all application documentation for the cancellation of enrolment on the students file
 - ❖ Notify Department of Education via PRISMS of the decision to cancel the enrolment as a result of the student's request.
 - ❖ Will ensure the student is informed in writing of the outcome of their application for cancellation.
This written notification will also inform the student that the cancellation may affect their student visa and they are advised to contact Department of Home Affairs in relation to the status of their student visa.

Students will be required to refer to their written agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Initiated Deferral

Alice Spring College may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason. ASC deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please see 'Provider Default' within the Refund Policy and Procedure.

7.0 DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT POLICY & PROCEDURE

Provider Initiated Suspension or Cancellation

Alice Spring College may suspend or cancel a student enrolment where they have not paid fees as documented in their written agreement or has behaved in a manner that is not appropriate for an education setting such as misbehaviour. Such actions may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories – Academic Misconduct or General Misconduct. Where the Academic or General Misconduct is considered severe enough, ASC has the right to cancel the student enrolment.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' at Alice Spring College.

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.
- Students who do not meet satisfactory course requirements will be cancelled on the basis on Unsatisfactory Course Progress. Please refer to the 'Monitoring International Students Course Progress Policy & Procedures' for more details.
- Students studying in the ELICOS courses are also required to maintain minimum percentage of the attendance. Failing to which can lead towards the cancellation of the enrolment. Please refer to the 'ELICOS Monitoring Attendance Policy & Procedures' for more details.

General Misconduct

General misconduct is where a student has acted in a manner that is not appropriate for an education setting.

The following examples indicate the kinds of behaviour which constitute student misconduct/misbehaviour.

They are for illustrative purposes and are not intended to be exhaustive. Examples of General Misconduct may include where a student has:

- Non-payment of fees as documented in the student's written agreement. For further details on the cancellation due to non-payment, please refer to the 'Fees and Refund Policy & Procedures'
- contravenes any rules or acts;
- prejudices the good name or reputation of Alice Spring College;
- prejudices the good order and governance of Alice Spring College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Alice Spring College;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from Alice Spring College personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of Alice Spring College;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of Alice Spring College, or on Alice Spring College premises or other premises to which the student has access as a student of Alice Spring College;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to Alice Spring College;
- knowingly makes any false or misleading representation about things that concern the student as a student of Alice Spring College or breaches any of Alice Spring College rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to Alice Spring College, or any other person while the student is engaged in study or other activity at Alice Spring College, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of Alice Spring College;
- Misuses any facility in a manner which is illegal or which is or 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 Alice Spring College premises while acting as an Alice Spring College student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- tears, destroys or damages a facility or property of Alice Spring College or for which Alice Spring College is responsible; or
- is guilty of any improper conduct

7.0 DEFERRING, SUSPENDING OR CANCELLING THE STUDENT'S ENROLMENT POLICY & PROCEDURE

Where a student has been identified of Academic or General Misconduct the Admin Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The Admin Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

The penalties at Alice Spring College may impose include:

- Non-payment of fees may result in suspension of studies until such time as the remaining fees are paid or cancel the enrolment where it has been determined the collection of fees will not be possible. For further details on the cancellation due to non-payment, please refer to the 'Fees and Refund Policy & Procedures'
- Academic Misconduct could include a warning, repeating an assessment task, deemed NYC in the unit of competency, or suspension or cancellation of enrolment. Please refer to the 'Monitoring International Students Course Progress Policy & Procedures' for more details.
- Students studying in the ELICOS courses are also required to maintain minimum percentage of the attendance. Failing to which can lead towards the cancellation of the enrolment. Please refer to the 'ELICOS Monitoring Attendance Policy & Procedures' for more details.
- General Misconduct may result in a warning, a charge for any costs that may have caused, request for formal apology if the action affected a third party, or suspension or cancellation of enrolment

Where a student has been identified with Academic or General Misconduct Alice Spring College shall ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Admin Manager to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

Where a decision to suspend or cancel a student enrolment Alice Spring College will inform the student in writing ('Letter of Student Misconduct (Suspension or Cancellation') of the following:

- The intention to suspend or cancel the student enrolment.
- That he or she has 20 working days in which to access Alice Spring College's Complaints and Appeals policy and procedure and start the process of appealing the decision to suspend or cancel the enrolment. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- Students must also be informed that Alice Spring College is obliged to inform Department of Education via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- Students will be advised to contact Department of Home Affairs in relation to the status of their student visa.

The Student Support Officer will:

- Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
- Notify Department of Education via PRISMS of the decision to suspend or cancel the enrolment as a result of the student's request only after the appeals period has passed. Where a student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished

Default Notifications

Any provider or student cancellation must be reported by the Student Support Officer as follows:

- A. Provider Default within 3 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute obligation period (the Institute's obligation period is 10 business days after the day of the default).
- B. Student Default within 5 business days of the default occurring and the outcome of the discharge of the Institute's obligation within 7 days after the end of the Institute obligation period.

Additionally, Alice Spring College must report the outcome of the provider or student default within 10 working days of the end of the default period, i.e. report whether the student took the offer of an alternative course or a refund, and, if a refund, how much was paid. All default notifications and reporting is to be completed through PRISMS by the Administration Manager using the following guide as per the link below.

https://www.immi.gov.au/business-services/education-providers/_pdf/SCV-report-options-reference-guide.pdf

8.0 FEES AND REFUND POLICY AND PROCEDURE

Policy

This policy applies to all ASC VET students and all ASC staff who deal with all matters concerning VET.

This policy supports the ESOS National Code 2018 Standard 3. This policy also supports the Standards for RTOs 2015 - Standard 5 Clause 5.3, that states: “Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying:

- all relevant fee information including:
 - fees that must be paid to the RTO, and
 - payment terms and conditions including deposits and refunds
- the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- the learner’s right to obtain a refund for services not provided by the RTO in the event the:
 - arrangement is terminated early, or
 - the RTO fails to provide the agreed services.”

and Standard 7 Clause 7.3 that states:

“Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.”

Fee protection in schedule 6: (Ref: <https://www.asqa.gov.au/standards/appendices2/appendix-2>)

The RTO addresses learner fee protection by implementing one or more of the following arrangements:

1. The RTO holds an unconditional financial guarantee from a bank operating in Australia where:
 - the guarantee is for an amount no less than the total amount of prepaid fees held by the RTO in excess of the threshold prepaid fee amount for each learner for services to be provided by the RTO to those learners, and
 - all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO.
2. The RTO holds current membership of a Tuition Assurance Scheme approved by its VET Regulator which, if the RTO is unable to provide services for which the learner has prepaid, must ensure:
 - the learner will be placed into an equivalent course such that:
 - the new location is geographically close to where the learner had been enrolled, and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner or
 - if an equivalent course cannot be found, the learner is paid a refund of any prepaid fees for services yet to be delivered above the threshold prepaid fee amount.
3. Any other fee protection measure approved by the VET Regulator.

Tuition Protection Service

Protection of tuition fees paid in advance by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework. In regard to the above, ASC follows the arrangement no 2. The Institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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 course fees

8.0 FEES AND REFUND POLICY AND PROCEDURE

Students and their sponsors can choose to pay more than 50 per cent of tuition fees up front if they wish to do so. This allows students and those paying fees on their behalf, such as their parents or a scholarship sponsor, to pay any amount greater than 50 per cent of the tuition fees to take advantage of favourable exchange rates or have the convenience of only paying once.

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Written agreements between ASC and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees. ASC provides an itemised list of tuition fees payable by the student and information in relation to refunds of tuition fees in the Letter of Offer and Acceptance Agreement – International Student.

ASC include in the written agreement the following information in relation to refunds of tuition fees in the case of student and provider default:

- a. amounts that may or may not be repaid to the student (including any tuition fees collected by education agents on behalf of the registered provider);
- b. processes for claiming a refund;
- c. a plain English explanation of what happens in the event of a course not being delivered; and
- d. a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

ASC guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

Fees

1. Fees may include tuition fee, non-refundable enrolment fee, material fee, books/materials, Health Cover (for international students), and any other charges such as re-issuance of qualification certificates / statements of attainment.
2. Tuition fees are fees directly related to provision of a course.
3. Tuition fees do not include the Overseas Student Health Cover (OSHC), enrolment fee, books and/or other materials required to undertake the program or compulsory activities where relevant (such as fieldwork or excursions).
4. All relevant fees are clearly mentioned in the Application Form – International Student and Letter of Offer and written Agreement – International Student.
5. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Collection of Fees after enrolment:

Student must pay their fees as per the written agreement signed by them at the time of their enrolment.

Fees Collection Process:

At ASC, all students are required to understand and sign the fees agreement which states the next instalments amount with the due dates. All due dates on the tuition fees are kept at standard 15th of every month.

Reminder Letter and SMS

In case the student instalment falls on a particular month, a friendly SMS reminder along with the Notification Letter (Reminder to Pay) is sent to all students in the first week of that month to give the students ample time to arrange their funds.

Intention to cancel Enrolment

In case the student’s fees remain unpaid, “Intention to cancel Enrolment” letter is sent to the student on the 18th of the month. The student gets 20 working days to appeal against the decision from the date of letter and pay the full dues along with the \$50 late fine.

If the student chooses not to appeal against the decision then the student enrolment will be cancelled after the end of appeal period.

However, in case student appeals against the decision, the cancellation will be kept on hold and the student’s appeal will be assessed in line with “Complaints and Appeal policy. Please refer to the ‘Complaints & Appeal policy & procedures’ for further details.

8.0 FEES AND REFUND POLICY AND PROCEDURE

Refunds

1. All refund requests for visa refusal or withdrawal must be made in writing by emailing a completed ASC Refund Application Form to ask@ascollege.vic.edu.au. The Refund Application Form is available to download on the ASC website. The student must attach any evidence or documentation relevant to the refund application. All approved claims for refund are paid within four weeks of receiving the written claim to the student or a person authorised by the student. Please note the refund form is only valid after the COE has been cancelled and submitted along with the cancellation form. Four weeks will be counted from the date of cancellation.
2. For the Institute default on the agreement refunds will be made within 14 days of the default date.
3. It is students' responsibility to apply for a refund if applicable.
4. The Accounts Officer processes refunds and the Admin/ Accounts Manager must approve student refunds.
5. If a student is dissatisfied with ASC's decision in relation to their refund request the student may lodge an appeal under the Complaints and Appeals Policy and Procedure. The availability of complaint and appeal processes does not remove the right of the student to take action under Australia's consumer protection laws.
6. Details of refunds provided are maintained in electronic individual student folders and refund register.

Fees and Refund arrangements for International students

Fee schedule

Course fee	As per course offer and written agreements
Registration fee/Enrolment fee	As per course offer and written agreements
Materials fee	As per course offer and written agreements
Recognition of Prior Learning fee	\$600 per unit
Credit transfer fee	No charge
Repeat unit fee	As per course offer and written agreements
Assessment resit fee (2 attempts) ¹	No charge
Re-assessment fee (after 2 attempts)	As per course offer and written agreements
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Out sourced- contact College for details
Airport meeting	Out sourced- contact College for details
OSHC (Overseas Student Health Cover)	Out sourced- contact College for details

Refund arrangements

If a visa is refused by the Australian Government

5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid. Remaining deposit will be refunded back. Please note Registration/Enrolment fees won't be refunded. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College and attach this evidence to a completed refund application form which is available from the College and can be sent by post or email. The refund application must be used to apply for refunds and must be addressed to the Admin/Accounts Manager of the College.

Please note that the visa refused due to fraudulent documents or student withheld/hides the information of prior visa refusal from college or immigration, no refund will be granted to the student.

¹ Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment tasks. First 2 attempts will be free and 3rd will be charged as per the offer letter and written agreements. If the student is unsuccessful after 3 assessment attempts they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. Any NYC marked due to being absent will not be eligible for this entitlement. More details are in the Student prospectus/relevant policy procedure which is available by sending your request to: ask@ascollege.vic.edu.au

8.0 FEES AND REFUND POLICY AND PROCEDURE

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Institute. If students want to withdraw from their course after fees have been paid, then refunds will be made in accordance with the written agreement that the student signs with the Institute.

If the student fails to follow the agreement or breaches ASC Policy & procedures, the appropriate action will be taken in line with the relevant College's policy & procedures. No refund will be granted to the student in that case.

Cooling off period

ASC provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays ASC relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$200 application fee) will be provided. Students must notify ASC in writing within 7 days of paying ASC any fees.

Scholarship/Discounts

Scholarship or discount to any course is provided to the student with an intention that they will complete the course and/or course package. In case of any cancellations and whenever there is a fees refund, scholarship/discount will be added back and the refund amount will be calculated on pre –discount/scholarship price.

Refund conditions

Tick Box	Reason for asking Refund	Refund protocols in place
	Registration/Enrolment Fees	No refund of Registration/Enrolment fee
	Visa refused prior to commencement, Visa extension refused or Visa cancelled due to actions of the student (off-shore & on-shore students)	<p>Student must apply for cancellation of the course/s prior to the commencement and submit visa refusal letter: 5% of the tuition fees initially paid or \$500 (whichever is lower) will be deducted from the total tuition fees paid against the application processing fees. Remaining deposit will be refunded back. Registration/Enrolment fees won't be refunded.</p> <p>Please note that the visa refused due to fraudulent documents or student withheld/hides the information of prior visa refusal from college or immigration, no refund will be granted to the student.</p> <p>In case, Student apply for cancellation of the course/s after the commencement and submit visa refusal letter: If student applies for cancellation after the course commencement, then refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid</p>

8.0 FEES AND REFUND POLICY AND PROCEDURE

Visa extension refused/ Visa cancelled due to actions of the student (after course commences – on-shore students)	Refund will be calculated as per refund amount calculator# and there will be no refund on any non-tuition fees paid Please note that the visa refused due to fraudulent documents or student withheld/hides the information of prior visa refusal from college or immigration, no refund will be granted to the student.
Withdrawal at least 60 days or more prior to course commencement date	Full refund of course fees less Registration/Enrolment fee.
Withdrawal less than 60 days but more than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	50 % of fee deposit refunded Registration/Enrolment fees won't be refunded
Withdrawal less than 28 days of prior to agreed start date of the enrolled course as indicated on the current Letter of Offer	No refund of deposit or Registration/Enrolment fees
*Withdrawal after course commencement	No refund of Registration/ Enrolment and Tuition fees for the students who have selected monthly/quarterly payment plan.
College is unable to provide the course for which the original offer was made before commencement (Provider default)	Full refund of course fees
Course withdrawn by the College after commencement (Provider default)	Calculation as per Refund amount calculator# (Default period of Provider taken in count)
Residency status change from International to Permanent resident (Provide application along with proof of visa status changes with copies from passport)	Fee status will change from next study period (If status is changed after the start of any study period)
Airport pick-up	No refund
Home stay fees and accommodation booking fee	No refund
OSHC Refund Policy (Calculation of refund will be done as per the provider policy)	If ASC has organized the OSHC, we will refund the OSHC directly to the student under following conditions: <ul style="list-style-type: none"> • Calculation of refund will be done as per the provider policy

#Refund Calculator (ESOS Calculation of refund specifications) Source: https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx	
Weekly Tuition Fees	Total tuition fees for the course/number of calendar days in the course 7
Weeks in default period	Number of calendar days from the default day to the end of the period to which the payment relates 7
Refund amount	Weekly tuition fees X Weeks in default period
Course Fees	Sum of Tuition and Non Tuition fees

Refund Conditions for Withdrawal After Course Commencement- Extenuating circumstances for the students who have paid full tuition fees of the course before the course commencement:

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country with an intention of not coming back to Australia on the same visa (with confirmed one-way ticket and evidence of student withdrawal submitted to Department of Home Affairs), which will be verified by the College before processing the refund) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, in such circumstances, refund will be calculated as per the refund calculator for a refund of unused course fees which can be issued. This decision of assessing the extenuating circumstances is on the discretion of the CEO and shall be assessed on a case by case situation. Please note that the student is not eligible to apply for any refund in case of change of mind that may include but are not limited e.g. change of course or transfer to the other provider in same or different city due to any reason

Please note:

- Where the student breaches Alice Spring College's Policies and Procedures no refund is payable.

8.0 FEES AND REFUND POLICY AND PROCEDURE

Appeals:

Once a decision is made on a student's application for fee refund, the student will be notified in writing of the outcome.

Student has the right to appeal against the decision and should refer to 'ASC Complaints and Appeals Policy & Procedures' available on our website or can be taken from the college reception for the information on lodging an appeal against a decision.

Statement of Attainment:

You are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided you have paid in full for the tuition related to the Units of Competency to be shown on the Statement of Attainment.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There is no obligation on the student or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are strongly advised to contact ASC with any questions they have about fees and refunds prior to submitting an application. Contact: ask@ascollege.vic.edu.au

How to make the payment:

Students shall only transfer the funds electronically to the bank account below:

Bank name – Commonwealth Bank of Australia

Account Name – Alice Spring College

BSB – 063 019 | Account number – 1200 1144 | SWIFT Code CTBAU2S

Or

Pay the fee by using a debit card/credit card

Note: Once the students have received their invoice, the student will be required to pay the outstanding amount by the due date.

Cash:

There is no cash policy in ASC. ASC doesn't accept cash for any kind of fees and charges from the students. Students are advised not to handover any cash to any college representative (officer/agent). ASC only accepts payments through online transfer or EFTPOS.

References:

<https://www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Recent-changes-to-ESOS.aspx>

[https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20Regulations%20Amendments%20180614%20\(4\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20Regulations%20Amendments%20180614%20(4).pdf)

[https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/Fact%20Sheet%20ESOS%20refund%20specification%2040714%20(2).pdf)

<https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Review/Documents/Final%20FAQs%2031%20July%20numbered.pdf>

9.0 TRANSFER OF STUDENTS BETWEEN PROVIDERS

Policy

This policy and procedures are implemented to meet the compliance requirements of The National Code of Practice for Providers of Education and Training to Overseas Students 2018. Standard 7 and the RTO 2015 standards.

Alice Spring College (ASC) is restricted from enrolling transferring students prior to a student completing 6 months of their principal course of study. This means ASC is unable to knowingly enroll a student transferring to ASC, who has not completed at least 6 months of their initial principal course without meeting specified criteria outlined in standards.

This policy details the procedures for assessing applications to transfer within this period. The procedures outlined below will ensure that ASC does not enroll any transferring international student 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.

ASC ensures its marketing and advertising of its training programs to prospective clients is ethical and accurate.

ASC ensures that marketing and recruitment staff as well as its education agents are made aware of the limitations on transfer before completion of six months of a principal course and that they should advise overseas or international students of these limitations.

All ASC staff who are involved in the assessment of applications to grant or refuse the issuance of Letter of Release from ASCs international students as well as receiving applications from students who wish to transfer to ASC from another institution must comply with this policy and procedures and shall undertake their responsibilities in an ethical manner.

ASC ensures that this policy and procedures and their implementation uphold the intent of the Standard by considering students' requests fairly and applying its best efforts.

Students who have studied longer than the period of 6 months in their principle course can apply as normal and no letters of release need to be sighted.

Terminologies

'Principal Course' is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study.

'Six months of Principal Course' is calculated as six calendar months from the date an overseas student commences their principal course.

The following procedures have been separated into 'Incoming students' and 'Outgoing students.'

Procedure

Any requests that are received in relation to a student wishing to transfer education providers shall be the responsibility of the [Admin Manager](#). The [Admin Manager](#) shall assess the applications to transfer between education providers and conclude an outcome based on the following procedure.

Incoming students

9.0 TRANSFER OF STUDENTS BETWEEN PROVIDERS

The following procedure is relevant to any student who applies for a course within ASC and is currently studying on-shore with another registered provider.

For this procedure to be completed the student must complete the enrolment process as outlined in the Enrolment Policy and Procedures and submit all required documents. In addition, the student must provide a copy of their Student Visa or Visa Grant. Once all required documents are obtained the following steps are taken:

- i. **Administration Officer** accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months. They also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- iii. Where a student has NOT completed 6 months of their principal course of study, ASC may accept their enrolment application if the following conditions are met:
 - The original registered provider has provided a written letter of release.
 -
 - They are asked to provide an appropriate letter of release in support of their application. To support the application, they can be provided with a 'Conditional Letter of Offer' (Appendix A) which clearly states that an offer of a place is contingent on their obtaining a letter of release.
 -
 - If they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release.
 -
 - Where the original institution or course has ceased to be registered, or sanctions have been imposed on the original institution by the Australian government which do not allow the student to continue with the principal course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.
- iv. If such a letter of release is received, the application proceeds as for all off-shore applicants.
- v. If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-apply when the 6-month period has passed.

Outgoing students

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study.

- a. Students submit a completed Application to Defer, Suspend or Cancel Enrolment form to the **Student Support Officer** to transfer to another provider. The student is provided with a receipt of his/her application. The application will be processed within 10 working days from the date the application was received.
- b. The circumstances for granting a 'Release Letter' are if:
 1. ASC has cancelled/ceased to offer the students program (letter from RTO supplied)
 2. government sponsor considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required)

9.0 TRANSFER OF STUDENTS BETWEEN PROVIDERS

3. Exceptional circumstances with the following documents:
 - a. A valid 'Offer of Enrolment' from the new provider authenticating the transfer
 - b. A letter from the student indicating the benefits of transferring from their current course of study.

Exceptional circumstances of the student that ASC takes into account are:

- a. the transfer better meets the study capabilities of the student
- b. better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
- c. The student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network).
- d. If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.
- e. a student can provide evidence that he or she was misled by the provider or an education agent regarding the provider or its course, which constitutes a breach of the ESOS Act, or
- f. An appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student.

In assessing the application to transfer, the [Admin Manager](#) will check the following points:

- i. Ensure any outstanding fees are paid
- ii. Ensure the student is fully aware of all issues relating to the transferring of providers including their obligation to meet their student visa conditions.
- iii. Check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records.

In making judgements about a student's best interests, the [Admin Manager](#) should ensure the reasons are adequately supported.

While the application of the student is being processed and assessed, the student remains enrolled with ASC and must perform his/her responsibilities as a student and continue to meet his/her academic/course requirements in accordance to the relevant policies and procedures.

Granting a Letter of Release

- a. If a 'Letter of Release' is granted, there is no charge to the student.
- b. The student will be advised of the need to contact Department of Home Affairs and discuss about the changes and visa requirements.
- c. The [Student Support Officer](#) must report the student's termination of studies to the appropriate government agency(s) via

9.0 TRANSFER OF STUDENTS BETWEEN PROVIDERS

PRISMS.

- d. The Letter of Release will be provided (see Appendix B)

Refusal to Grant a Letter of Release

- a. Where the transfer is not in the best interest of the student, the request to transfer to another RTO will be refused. Reasons for refusal may include but are not limited to:
 - b. New course outcome is not suitable to student situation
 - c. New course location is not suitable
 - d. Provider is not a CRICOS registered provider
 - e. The welfare of the student may be compromised
 - f. If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
 - g. If the student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
 - h. This decision of the appropriateness of the transfer will be made by the [Student Support Officer](#) and shall be given to the student in writing. (Appendix C)
 - i. The above process is completed within 10 working days provided the student has provided the necessary documentation.
 - j. All requests, considerations, decisions and copies of letters of release should be placed on student's file.
 - k. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Appeals

- a. If a student feels there are reasonable grounds for his/her transfer and wish to appeal ASC's decision to refuse the grant of a Letter of Release, the student will be advised to inform ASC in writing within 20 days outlining his/her circumstances. Please refer to the 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the Student Support Officer.
- b. If the student does not respond within 20 working days to ASC in writing, ASC will close and finalize the application and the student is required to continue with his/her studies in line with the original enrolment conditions. Relevant documents:

Escalations: The CEO will be informed of any issues.

10.0 COMPLAINTS & APPEALS POLICY & PROCEDURE

Policy

This policy/procedure addresses RTO 2015 standards- standard 6 and in accordance with the National Code of Practice for Registration Authorities and Providers of Education to Overseas Students 2018- standard 10, all students in possession of an Overseas Student Visa must have access to a complaints and appeals process. The resolution of international students' complaints and appeals is vital to the wellbeing and success of students. The intention of this policy is to describe procedures for the effective and early resolution of disputes and supports ASC to provide a process for complaints and appeals to be heard and actioned. All complaints and appeals received by Alice Spring College (ASC) will be viewed as an opportunity for improvement.

The RTO has a complaints policy to manage and respond to allegations involving the conduct of:

- the RTO, its trainers, assessors or other staff
- a third party providing services on the RTO's behalf, its trainers, assessors or other staff or
- a learner of the RTO

The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO's behalf.

Responsibility

The [Admin Manager](#) is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

Requirements

- A. Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.
- B. The procedure will be implemented at no cost to the student.
- C. The procedure will commence within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalize the process as soon as practicable. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.
- D. All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enroll.
- E. All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- F. Students will be provided with details of external authorities they may approach, if required
- G. At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- H. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching,

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student amenities, discrimination, sexual harassment and other issues that may arise. A complaint may be in relation to another student, RTO staff, RTO management or any matter in relation to studying at ASC or a third party delivering services on ASC's behalf (if relevant). An appeal may be in relation to any decision made by ASC that impacts the student.

- I. For internal complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- J. The following matters must be lodged a formal internal appeal within 20 working days of notification of an intention to report the student to Department of Home Affairs in order to be considered by the Institute.
 - Deferral of commencement, suspension or cancelling a student enrolment
 - Non achievement of satisfactory course progress
- K. A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal are in progress and the outcome has not been determined except in cases where the provider is intending to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment. (See the next requirement)
- L. In cases where the provider is intending to defer or suspend a student's enrolment due to misbehavior or to cancel the student's enrolment the provider only needs to await the outcome of the internal appeals process (supporting the provider) before notifying Department of Education (DOE) through PRISMS (<https://prisms.education.gov.au/Logon/Logon.aspx>) of the change to the student's enrolment unless extenuating circumstances relating to a student's welfare apply.
- M. Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, moving back to the home country (with confirmed one way tickets only) or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees can be issued. This decision of assessing the extenuating circumstances is on the discretion the CEO and shall be assessed on a case by case situation. Please note that the student is not eligible to apply for any refund in case of change of mind that may include but are not limited e.g. change of course or transfer to the other provider in same or different city due to any reason
- N. The Institute will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute by involving Mediation agency which is **LEADR's Student Mediation Scheme**.

10.0 COMPLAINTS & APPEALS POLICY & PROCEDURE

- O. For all external reviews, ASC will refer the students to LEADR for the external dispute resolution. LEADR offers a referral service to a mediator, whereby LEADR will facilitate mediation and manage the process. Students will not incur costs in accessing the Student Mediation Scheme. ASC will incur the costs in this process.
- P. ASC is a member of LEADR as a Student Mediation Scheme member availing the following services from LEADR:
- Appointment of a mediator;
 - Arranging a mutually convenient date and location for any preliminary conference and the mediation;
 - Arranging the mediation venue and any teleconference for the preliminary conference, if applicable;
 - Notifying the parties and the mediator of the arrangements;
 - Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.

Please note, LEADR's mediation services under the LEADR Student Mediation Scheme can only be utilized when the provider's internal appeals processes have been exhausted as per requirements under Standard 10 of the National Code 2018.

For more information please refer to: <http://www.resolution.institute/membership-information/student-mediation-scheme>

- Q. If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the [CEO](#)) to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.
- R. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
- Contact a solicitor; or-
 - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

Procedure

The complaints and appeals policy and procedure and applicable form are made available to all students and potential students by directly contacting the Alice Spring College, through the ASC website, and within the pre-enrolment resources.

Informal Complaints

- Any student with an issue, question or complaint may raise the matter with staff of the Registered Training Organization and attempt an informal resolution of the question or complaint.

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- Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following Institute staff members who are responsible to try and resolve the issue, question or complaint with the student:

ç = Trainer

ç = Training Manager

ç = Admin Manager

ç = Student Support Officer

- If there is any matter arising from a student informal complaint that is a systemic issue which requires improvement action this will be reported by the staff member, in writing (via email) to the [CEO](#) to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.
- The [Student Support Officer](#) will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of investigation and offer a solution if appropriate.
- Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint.

Formal Complaint Process – purpose

- The formal complaint process will commence within 10 working days of the formal lodgment of the complaint or appeal and supporting information
- A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- Formal complaints must be lodged using the Student complaint form which can be found on the website or be requested from the reception desk, the [Student Support Officer](#).
- Formal complaints must be recorded in the Institute Complaints Register.

Formal Complaint Process – general complaints

Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by.

- Obtaining a copy of the Student complaint form which can be requested from the reception desk or the Student Support Officer.
- Completing the Student complaint form
- Lodging the Student complaint form with the [Student Support Officer](#)
- Students having difficulty completing the Student complaint form should ask a [trainer/assessor](#) to assist them

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- Once the Student complaint form is lodged with the Student Support Officer it will be dealt with as described in the formal complaint process below.

Once completed the complaint form is to be lodged with the [Student Support Officer](#) who will arrange for the complaint to be entered on the Institute complaint register and meet with the student to discuss the complaint with the student. Complainants will be forwarded a letter (by email or post) acknowledging the receipt of their formal complaint and a copy of this policy and procedure within 2 working days of ASC receiving the informal complaint form.

During the formal complaint process:

- Students will have an opportunity to formally present their case to the [Student Support Officer](#), in writing or in person at no cost to the student
- Students may be accompanied and assisted by a support person at any meetings involving the complaint.

Complaints can only be dealt with by the [Student Support Officer](#) or the [Admin Manager/Training Manager](#). Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing.

The role of the [Student Support Officer](#) or [Training Manager](#) is to:

- Assist the student register their formal complaint
- Ensure the resolution phase commences within 10 working days of the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint
- Ensure they fully understand the student's complaint
- Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that the details of the complaint are recorded in the Institute Complaints Register and reported (via the Student Support Officers report) to the Institute Monthly Management Group meetings for continuous improvement purposes.
- Advise the student to take the complaint to appeal if a resolution cannot be agreed upon

Any complaint raised by a student that the [Student Support Officer](#) or [Training Manager](#) considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the Institute CEO, or the most senior person available, and will trigger implementation of the critical incident procedure.

10.0 COMPLAINTS & APPEALS POLICY & PROCEDURE

Complaints are to include the following information:

- ç = Submission date of complaint
- ç = Name of complainant;
- ç = Nature of complaint;
- ç = Date of the event which lead to the complaint
- ç = Attachments (if applicable)

- Once a formal complaint is received it is to be entered into the 'Complaints and Appeals Register' which is monitored by the [Admin Manager](#) regularly. The information to be contained and updated within the register is as follows:

- ç = Submission date of complaint
- ç = Name of complainant
- ç = Description of complaint / appeal
- ç = Determined Resolution
- ç = Date of Resolution

- A student may be assisted or accompanied by a support person regardless of the nature of the issue or complaint throughout the process at all times.
- Once a decision has been reached the [Admin Manager](#) shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision, ASC must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.
- Copies of all documentation, outcomes and further action required will be placed into the 'Complaints and Appeals Register' by the [Admin Manager](#) and on the students file.

Formal Complaint Process – notice of intention to report by the Institute

The following matters must be lodged as formal complaints within 20 working days of notification of an intention to report the student to Department of Home Affairs in order to be considered by the Institute.

- Notice from the Institute of an intention to defer commencement, suspend or cancel a student enrolment
- Notice from the Institute of its intention to report a student for not achieving satisfactory course progress

Complaints arising from a notice of intention to report by the Institute must be lodged with the Institute by:

- Obtaining a copy of the Student complaint form which can be found or be requested from the reception desk, the

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Student Support Officer.

- Completing the Student complaint form
- Lodging the Student complaint form with the Student Support Officer.
- It is the responsibility of the [Student Support Officer](#) or the [Training Manager/Admin Manager](#) to ensure that for complaints arising from a notice of intention to report by the Institute the resolution phase commences within 5 working days of the written complaint being lodged

Complaints arising from a notice of intention to report by the Institute will be heard by a Panel of 3 selected from the [Student Support Officer](#), [Training Manager](#) and a member of the [teaching staff](#) of the Institute (the Complaints Panel).

No member of the panel is to have been involved in making the decision to issue the notice of intention to report.

During the formal complaint process:

- Students will have an opportunity to formally present their case to the Complaints Panel, in writing or in person at no cost to the student
- Students may be accompanied and assisted by a support person at any meetings involving the complaint.

The role of the Complaints Panel is to:

- Ensure the resolution phase commences within 10 working days of the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint to the Complaints Panel
- Consider the evidence that the Institute holds which lead to issuing a notice of intention to report
- Consider the evidence presented by the student or the students representative
- Ensure they fully understand the complaint and the matters raised by the student or the student's representative
- Review all the evidence and information provided by the student or the students representative and the Institute
- Consider if there are any applicable extenuating circumstances supporting the students case
- Make an independent decision, based on the evidence to either support the students case and cancel the notice of intention to report or support the Institute case and proceed with the Intention to report
- Within 24 hours of making its decision the panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student
- Advise the student to take the complaint to appeal if they are not satisfied with the outcome.

Formal Complaint Process – finalisation

At the end of the resolution phase the [Student Support Officer](#) or the [Training Manager](#) will report the Institute decision to the student. The Institute decision and reasons for the decision will be documented by the [Student Support Officer](#) and placed in the students file. A copy of this document will be provided to the student.

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Following the resolution phase the Institute will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported in writing (via email to the [CEO](#)) to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.

Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the Institute decision.

Once the Student appeal form is lodged with the [Student Support Officer](#) it will be dealt with as described in the Internal Appeal Process below.

Appealing a Decision

All students have the right to appeal decisions made by ASC where reasonable grounds can be established, within 20 working days of the conclusion/ decision made by the college. The areas in which a student may appeal a decision made by ASC may include:

ç = Assessments conducted

ç = Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

ç = Or any other conclusion / decision that is made after a complaint has been dealt with by ASC in the first instance.

- To activate the appeals process, the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Student to [Student Support Officer](#).
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

ç = The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating

Internal Appeal Process - purpose

Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to Department of Home Affairs and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student for the

10.0 COMPLAINTS & APPEALS POLICY & PROCEDURE

Institute to reconsider a decision made by the Institute.

Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision made by the Institute are encouraged to appeal against the Institute decision by:

- Obtaining a copy of the Student appeal form which can be found or be requested from the reception desk, the [Student Support Officer](#)
- Completing the Student appeal form
- Lodging the Student appeal form with the [Student Support Officer](#)

A student's enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

The procedure will commence within 10 working days of the formal lodgment of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.

A maximum time of 10 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Internal Appeal Process - general

Internal appeals (except assessment appeals) will be heard by a 3-person panel selected from the Institute [CEO](#), the [Admin Manager](#), the [Student Support Officer](#), the [Training Manager](#) and a member of the teaching staff of the Institute (the Appeals Panel).

Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 2 working days of ASC receiving the Complaints and appeals form.

No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.

The role of the Appeal Panel is to:

- Provide the student, or the students representative, with an opportunity to present their appeal to the Appeal Panel
- Ensure they fully understand the students appeal
- Review the evidence and information provided by the student, or the students representative, and the Institute
- Make an independent decision, based on the evidence to either support the students appeal, and reverse the decision by the Institute that lead to the appeal or to support the Institute case and proceed with the original decision by the Institute.
- Arrange for the decision to be signed off by the student and the [CEO](#) (this is not an agreement by the student but to record that the decision has been transmitted to the student)
- Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

10.0 COMPLAINTS & APPEALS POLICY & PROCEDURE

Internal Appeal Process – assessment

The student will not incur costs when accessing the internal appeals process unless they seek representation.

If a student feels they have been unfairly assessed or there are circumstances that impacted their performance they may appeal an assessment decision.

Students should approach their assessor in this case outlining the reasons for their appeal.

If the [assessor/trainer](#) feels there are reasonable grounds for the appeal he/ she may decide to re-assess the student.

The [assessor](#) should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.

If the assessor decides to refuse the student an opportunity for re-assessment, the student may lodge a formal appeal by submitting a complaints and appeal form. The student must provide reasons for the appeal along with any supporting evidence.

Complaints & Appeals forms are to be submitted to: The [Student Support Officer](#) or via e-mail to info@ASC.vic.edu.au

- If the appeal is in relation to the [Admin Manager's](#) decision another member of staff will deal with the process.
- The staff member reviews all the supporting documentation and discusses the situation with the assessor and student. A decision will be made after all the evidence has been considered.
- Students will be forwarded a letter (by email or post) acknowledging the receipt of their appeal and a copy of this policy and procedure within 2 working days of ASC receiving the Complaints and appeals form. If the [Admin Manager](#) or other staff member handling the process decides that the students appeal be upheld the following will apply.
- The assessment in question will be marked by a different assessor and the outcome communicated to the student.
- The assessor should document this process along with the outcome in the complaints and appeals register. All supporting documentation should also be placed in the students file.
- The student will be awarded the grade that gives them the most favourable outcome between the two submissions.
- If the students appeal is refused, they will be sent written notification of the outcome within two working days of the decision being made. This will also include reasons and details for the decision. The letter will also inform the student of their right to access the external appeals process and how to do so.
- Students can only appeal an assessment decision once.
- If students are dissatisfied with the outcome of the internal appeals process, they may access the external appeals process. Details of this procedure and how to access it are outlined below.
- Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student.

Internal Appeal Process – finalization

The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the

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student and the Institute and placed in the student file. A copy of this document will be provided to the student.

Following the internal appeals phase the Institute will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the Institute continuous improvement process

If there is any matter arising from a student informal complaint, formal complaint or appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the [CEO](#)) to the Institute Management Group meeting so the matter can be recorded in the Institute Complaints Register and be used as part of the continuous improvement activities of the Institute.

There are no further avenues within the Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:

- Obtaining a copy of the Student appeal form which can be found in or be requested from the reception desk, the Student Support Officer
- Completing the Student appeal form and selecting the External appeal option on the form.
- Lodging the Student appeal form with or the Student Support Officer

Once the Student Appeal Form is lodged with the [Student Support Officer](#) it will be dealt with as described in the External Appeal Process below.

External appeal process

External appeals may only be lodged if a student is not satisfied with the outcome of the internal complaints & appeals process.

To lodge an external appeal, students can do so by going onto the following link <https://www.resolution.institute/resolving-disputes/tertiary-student-au> and filling in the 'Student application for external review' form. Once the form has been submitted with the external party, the student must also provide a copy to the Student Support Officer at reception or via email at ask@ascollege.vic.edu.au.

LEADR will advise the student that in general, the purpose of the external appeals process is to determine whether ASC has followed its internal complaints and appeals policy and procedure.

The mediators will not review the evidence or make a decision in place of those made by ASC.

Students will not incur costs in accessing the external appeals process.

All documentation must be placed in the students file.

The mediator will provide a written statement of the outcome including reasons and details for the decision to the appellant and ASC at the completion of the external appeals process.

If the outcome of the external appeals process results in a decision favouring the student, ASC will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body.

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The student will be contacted within one business day of receiving notification from the Overseas Students Ombudsman of the decision.

The student may access and receive the outcome of only one external appeals process per issue.

There are no further avenues provided by ASC available to students once the internal and external complaints and appeals process has been accessed. Students have the right to access other legal avenues.

Other information to the students:

International students may also access the external appeals process through the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

The Students Ombudsman will not review the evidence or make a decision in place of those made by ASC. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and ASC at the completion of the external appeals process. The student will be advised as to the course of action taken by ASC as per The Overseas Students Ombudsman's advice.

All student complainants

Only under exceptional circumstances, or after all opportunities to resolve the matter through a training provider's internal complaints process are exhausted, should you seek to have your complaint investigated by an external party (such as ASQA). <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider/should-i-make-complaint-asqa>

The **National Training Complaints Hotline** is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email atskilling@education.gov.au.

Relevant Documents:

- Complaints and appeals application form
- Complaints register
- Continuous improvement registe

11.0 PRIVACY POLICY & PROCEDURE

Alice Spring College (ASC) implements the Privacy and Personal Information Policy and Procedures to support and comply with Privacy legislative requirements including:

- Commonwealth Privacy Act 1988 and 13 Australian Privacy Principles (APPs),
- Victorian Information Privacy Act 2000.
- Freedom of Information Act 1982

ASC ensures that it complies with all legislative and regulatory requirements relevant to its scope of registration.

ASC ensures that its staff and clients are informed of their legislative and regulatory rights and obligations.

The Admin Manager is responsible for the implementation and monitoring this policy and related procedures.

In the course of its business, Alice Spring College may collect information from Students or potential Students, either electronically or in hard copy format, including information that personally identifies individual users. We may also record various communications that Students or potential Students have with us.

In collecting personal information Alice Spring College will comply with the Australian Privacy Principles set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

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

ASC designates the CEO to be responsible in the implementation of this policy and procedures.

Collection and use of personal information

- a. Alice Spring College will only collect personal information by fair and lawful means which is necessary for the functions of the RTO and is committed to ensuring the confidentiality and security of the information provided to us.
- b. The personal information supplied by students and all stakeholders (where relevant) to Alice Spring College will only be used to provide information about study opportunities, program administration, and academic information and to maintain proper academic records. If an individual chooses not to give Alice Spring College certain information, then we may be unable to enrol the individual in a program or supply them with appropriate information.

Disclosure of personal information

Personal information about Students (including international students) studying with Alice Spring College may be shared with the Australian and State and Territory Governments and designated authorities, including the Tuition protection service , ref: <https://tps.gov.au/StaticContent/Get/ProviderRights>.

This information includes personal and contact details, program enrolment details and changes, and the circumstance of any suspected breach of a student visa condition.

Any person or organization to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

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ASC will not disclose an individual's personal information to another person or organisation unless:

1. The individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation; the individual needs to sign a release form
2. The individual concerned has given written consent to the disclosure;
3. ASC believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
4. The disclosure is required or authorised by or under law

Security of personal information

Alice Spring College will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

ASC will store securely all records containing personal information and take all reasonable security measures to protect, personal information collected by us from unauthorised access, misuse or disclosure.

Right to access and correct records

Students have the right to access or obtain a copy of the personal information that the ASC holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that ASC holds about them; however, we may charge a fee to make a copy. Students and all stakeholders (where relevant) will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request.

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

Written requests for access to or to obtain a copy of personal information held by ASC should be sent to:

CEO

Mandarin Institution of Victoria Pty Ltd T/A Alice Spring College

Level 8, 271 William St, Melbourne, VIC 3000

Tel: +61 3 9642 2902

How to complain about a breach in Privacy

If at any time a student feels their personal information has not been handled in an appropriate manner, they may follow ASC's Complaints and Appeals process. Please refer to Complaints & Appeals Policy & Procedure for more information.

12.0 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

We are dedicated to ensuring that you will receive all the support you need to succeed in your studies during your time with Alice Spring College. Please refer to the Alice Spring College website for the complete 'Student Support Services Policy and Procedure'. We offer a variety of support services that are listed below:

Academic Issues: If you are concerned with your attendance, academic performance, or other related matters that are preventing you from succeeding in your studies, you can access support and receive advice on how to perform better in your studies and obtain satisfactory results. A Student Support Officer will be available to discuss your study needs with you, or the Administration Manager may provide you with advice, guidance, or further referral if needed.

Personal/Social/Welfare Issues: Students may access the Support Officer during working college hours if they wish to discuss issues affecting their social or personal life, such as personal issues, family/friend matters, or accommodation issues. You may be referred to a higher support service if the Administration Officer feels that you require further support.

Critical Incident: ASC has 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 action taken. Critical incidents include but are not limited to:

Missing students

Severe verbal or psychological aggression

Death, serious injury or any threat of these

Natural disaster; and

Issues such as domestic violence, sexual/physical assault, drug or alcohol abuse

Non-life-threatening events

Complaints and Appeals Policy: Please refer to the Complaints and Appeals Policy section for more information or visit our website to download the complete policy.

Accommodation: Alice Spring College does not offer on-campus accommodation or take any responsibility for

accommodation arrangements, but we are able to refer you to the proper accommodation service if necessary and are available to any issues you may have with your accommodation arrangements. Students should ideally organise their accommodation in Australia before arriving but can be referred to appropriate services by the Administration Manager.

Medical Issues: Our student Administration will always have an up to date list of medical professionals within access from ASC location and any student with medical concerns should inform the Administration Manager, who will assist them in finding an appropriate medical professional. A list of local medical services can be gained from the Administration Manager.

Legal Services: ASC is able to provide some advice and guidance on a limited range of situations. Where the Administration Manager feels it appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

Social Programs: Apart from the Student Orientation Program, the Administration Manager will occasionally organise social events that allow all students enrolled with ASC to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Administration Manager.

List of Student Support Services: Should Alice Spring College feel the need to direct you to seek professional advice in situations where we are unqualified to make judgement, the **Administration Manager** will provide you with a list of services for external professional services.

Depending on the course you are enrolling in, you may also be required a language, literacy, and/or numeracy test to assess your abilities. For further information, please visit www.ascollege.vic.edu.au, contact us at admission@ascollege.vic.edu.au or (03) 9642 2902, or visit us in person at Level 8, 271 William Street, Melbourne VIC 3000.

12.0 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Students have access to a variety of additional support services outside those offered by Alice Spring College. If you want to seek external support for your studies, work, or life, Alice Spring College can refer you to the following organisations to provide guidance and assistance. Please note that some of these services may require a payment fee to be paid by you.

Emergency Services:

Telephone: [000](tel:000)

The national telephone number for all emergency services in Australia is '000', and services include AMBULANCE, FIRE, or POLICE. The operator will ask you which service you require and will assist you with your matter (note: these services may incur additional costs which must be paid by yourself).

Council of International Students Australia (CISA)

Website: <http://www.cisa.edu.au/>

CISA is the national peak student representative organisation for international students studying at the undergraduate, postgraduate, private college, TAFE, ELICOS, and foundation level. They work towards advocating issues to represent and support the needs of all international students studying in Australia.

Reading and Writing Hotline

Telephone: [1300 655 506](tel:1300655506)

Website: <https://www.readingwritinghotline.edu.au/>

The Reading and Writing Hotline can provide you with assistance regarding your literacy and numeracy skills and a referral to one of the 1200 course providers for adult literacy and numeracy in Australia.

Centrelink

Telephone: [131 021](tel:131021)

Website: www.centrelink.gov.au

If you are completing a full-time course with Alice Spring College, you may be eligible for benefits or student allowances through Centrelink. You will need to register for a myGov account to access Centrelink services online. Visit the website or call the above number to find your nearest location.

The Victorian Equal Opportunity & Human Rights Commission

Telephone: [\(03\) 9281 7100](tel:0392817100)

Website: <https://www.humanrightscommission.vic.gov.au/>

The Commission is an independent organisation with responsibilities under the following three laws:

1. Equal Opportunity Act 2010 – This act condemns and illegalises discrimination against people on the basis of a number of different personal characters.
2. Racial and Religious Tolerance Act 2001 – Illegalises the vilification of people because of their race or religion.
3. Charter of Human Rights and Responsibilities Act 2006 – Governments and public bodies must consider human rights when making laws and providing services.

The Commission can resolve individual complaints about breaches of the above acts and provide a free telephone enquiry line, free and fair dispute resolution service, information about the aforementioned acts, and education and consultancy services.

12.0 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Legal Aid Victoria

Telephone: [1800 677 402](tel:1800677402)

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focusses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can assist you with the areas of criminal law, family law and some civil law matters. In most cases, legal representation is subject to policy guidelines and means tests, which is used to determine your eligibility for assistance through checking your financial circumstances. Legal Aid lawyers in offices are available in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: [1800 462 480](tel:1800462480)

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: [13 11 14](tel:131114)

Website: <https://www.lifeline.org.au/>

Lifeline is a crisis support and suicide prevention national charity available 24 hours for anyone experiencing a personal crisis or suicidal thoughts. They offer a counselling service and respect everyone's right to be heard, understood, and cared for. The website also has an online chat feature. They also provide information about other support services that are available in communities around Australia. Counselling is available for anyone who feels they may need support regarding matters troubling them.

Fair Work Australia

Telephone: [1300 799 675](tel:1300799675)

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Beyond Blue

Telephone: [1300 22 4636](tel:1300224636)

Website: <https://www.beyondblue.org.au/>

Beyond Blue is a national support service for people suffering with depression, anxiety, or suicidal thoughts. It provides information and support for all communities in Australia to work towards better mental health and awareness. The website has online forums for people to share their experiences, an online confidential chat messenger, or a 24-hour hotline.

12.0 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Further support services:

Listed below are some further external support services for a range of issues.

PROBLEM	WEBSITE	PHONE NO.
Alcoholism	www.aa.org.au	938 777 88
Anxiety (including phobias & Obsessive-Compulsive Disorder)	www.ada.mentalhealth.asn.au	9879 5351
Anxiety	www.serenitynsw.com.au/	9740 9539
Accommodation	www.melbourne.gumtree.com.au www.domain.com.au www.realestate.com.au www.hostelworld.com www.reiv.com.au	
Asthma	www.asthmansw.org.au/	1800 645 130
Abortion & Grief Counselling		1300 363 550
Consumer credit and debt	www.cclcnsw.org.au	1800 808 488
Australian Search and Rescue	https://natsar.amsa.gov.au/	
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	www.lifelinesydney.org	9951 5522 13 11 14
Depression	www.depressiondoctor.com	
Department of Immigration and Border Protection	www.immi.gov.au	131 881
Disabilities	www.ideas.org.au	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	www.na.org.au	1300 652 820
Drug addiction (Christian help)	www.naranon.com.au	9418 8728
Drugs and mental health	www.thewaysidechapel.com	9358 6577
Families & friends with mental illness	www.arafmi.org	9805 1883
Eating disorders	www.edf.org.au	9412 4499
Eczema	www.eczema.org.au	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	www.epilepsy.org.au	
Family planning information	www.fpahealth.org.au	
Gambling Counselling (Wesley)	www.wesleymission.org.au	

12.0 STUDENT SUPPORT SERVICES POLICY AND PROCEDURE

Further support services:

Listed below are some further external support services for a range of issues.

PROBLEM	WEBSITE	PHONE NO.
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	www.glccs.org.au	8564 9596
Grief support		9489 6644
Grief support	www.solace.org.au	9519 2820
Hepatitis C	www.hepatitisc.org.au	9332 1599
Homicide Victims' Support Group 24x7 (QLD)	www.qhvsg.or.au	1800774744
HIV/AIDS	www.sesiahhs.health.nsw.gov.au	9332 9700
Lifeline	www.lifeline.org.au www.crosscultural.net.au	9391 2244
Legal information and advice	www.lawaccess.nsw.gov.au	1300 888 529
Mental health advice	www.mentalhealth.asn.au	9816 5688
Maternal and Child Health Line		132229
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	www.pregnancysupport.com.au	1300 737 732
Rape Crisis Centre	www.nswrapecrisis.com.au	1800 424 017
Relationship counselling	www.interrelate.org.au	9745 5544
Schizophrenia	www.sfnsw.org.au	9879 2600
Serious illness (sufferers & families)	www.can-survive.org	1300 364 673
Smoking - Quitline		13 18 48 /137848
Suicide Prevention	www.suicideprevention.com.au	1300 360 980
Suicide Helpline (Victoria)		1300651251
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au/help-and-advice/support-services/study-melbourne-student-centre	1800 056 449
Telephone Interpreter Service		131 450
The Lounge (Salvation Army)	www.salvationarmy.org.au/find-us/victoria/melbourne614/melbourne614-services/the-couch-614/	0451 374 507
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605



ALICE SPRING
COLLEGE

RTO Number: 45444 CRICOS Provider Code: 03729A

College location: Level 8, 271 William Street, Melbourne, VIC 3000

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