



# STUDENT HANDBOOK

## 2021

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## Introduction

CAN United Pty Ltd is a Registered Training Organisation (RTO), trading as ASMI College; RTO ID Number 45321, which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors and subjects the College to regular external audit to verify adherence to these standards.

ASMI College (“the College”) is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS number 03777D). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

ASMI College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

ASMI College uses various education agents to assist it in recruiting prospective students. A full list of agents is on our website.

### Who are we?

ASMI College is part of CAN United Pty Ltd.

Our aim is to assist students to achieve their learning and career goals in the most innovative, positive and supportive environment.

### Why Study at ASMI College?

- Experienced and qualified trainers who are skilled in working with students
- A supportive and practice-based approach to learning and skill development
- A culture of learning that respects openness, inclusiveness and collegiality
- We are committed to equity, ethics, innovation and excellence

## The ASMI College Approach: Quality and Responsive Education

To ensure the course is the right one for a student we require them to undertake a pre-enrolment interview with the Academic Manager or their delegate to assess their suitability and capacity to undertake the course.

The College ensures that international students are provided with all the information they need to enable them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals. We are fully aware that the College has legislative responsibilities to comply with and regulatory requirements which govern the process of the enrolment and induction of students from overseas.

The College strives to:

- Achieve service excellence in vocational education for students so as to make them job ready for industry
- Become financially sustainable for the delivery of high quality training and assessment services
- Cater to the culturally sensitive needs of diverse cultural groups and the rich cultural mix that is growing steadily in Australia

ASMI College offers the following training programs to students:



### **This handbook**

This information booklet is designed to provide you with information about the services provided by ASMI College and its approach to providing you a safe, fair and supported environment to participate in training and assessment. In this guide, you will find information on how ASMI College works, where students should go, and who they should see to resolve problems. This handbook also contains information on policies and procedures and relevant legislative and regulatory requirements so that you understand how ASMI College operates.

See the full versions of the policies and procedures and various forms under the 'Student Resources: Policies and Procedures' tab on the website.

This booklet does not provide you with specific information about a particular course offered by the College. This information is contained in the Course Brochure supplied separately.

## Student Support Services & Resources

Students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Students can request assistance at any time by simply contacting the Student Support Officer, in person or by phone or email. The Student Support Officer is the contact person for overseas students.

To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the College
- The College will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional help with



their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.

All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student is encouraged to meet with the Student Support Officer and to outline their concerns. The College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the College. These inductions give an overview of the College policies and procedures including Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff, including the Student Support Officer and a tour of facilities.

## **Introduction to Australian Vocational Education and Training**

### **What is VET?**

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### **National recognition**

The qualifications and Statements of Attainment issued by ASMI College are recognised by all Registered Training Organisations (RTOs) across Australia. In turn, ASMI College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### **What is competency based training?**

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### **Training packages**

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### **Delivery of training**

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

## **Results and certificates**

On completing the training program with the College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by ASMI College will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

## **Australia Country Education Profile**

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

## Registration and Orientation

Registration and orientation is the essential first step for ASMI College students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at ASMI College students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students rights and responsibilities
- Student support services & staff
- Policies & requirements for satisfactory progress and attendance
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaint procedures
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

### Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of

education and training courses can clearly understand and comply with their obligations under the National Code.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## **Tuition Fee Protection**

Your tuition fees are protected by Student Tuition Protection Service (TPS) through the Australian government managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

If a college closes or ceases to trade the TPS ensures that students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

RTOs and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. This happens because PRISMS interfaces with the Department of Home Affairs (DHA) and RTOs notify DHA through PRISMS of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

RTOs also use PRISMS to notify DHA of students who may have breached the terms of their student visa. PRISMS has reduced visa fraud and ensured RTOs keep track of the students in their care.

## **Student rights**

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from an RTO and the RTO's agent
- The requirement to sign a written agreement with the RTO before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money.

A copy of the written agreement is to be kept by the student and the RTO

- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the RTO is unable to teach the course.

The right to know:

- How to use the RTO's student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The RTO's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.

**The student responsibilities** include:

- Satisfy their student visa conditions.
- Maintain Overseas Student Health Cover (OSHC) for the period of their stay.
- Meet the terms of the written agreement with ASMI College.
- Inform ASMI College of any change of address.
- Maintain satisfactory course progress and attend all scheduled classes.

## **The Unique Student Identifier**

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It is free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of the notice to ASMI College. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## Conditions of your visa

All international students applying to enter a training program being offered by ASMI College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements
  - Be a genuine temporary entrant
    - Meet English language test score requirements
    - Demonstrate financial capacity
    - Hold Overseas Student Health Cover (OSHC)
    - Meet the health requirements
    - Be of good character

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to ASMI College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page

All students, regardless of the financial capacity and English language proficiency will need to continue to have met all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

## Permission to work arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

## **Fair Work Ombudsman**

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

### **Complaints**

Those in the national workplace relations system can make a complaint to FWO regarding under-payment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there has not been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## **Course Delivery and Progress**

To ensure that students are attending the right training program before we make an offer we conduct a review of a student's current competencies, skills and experience, including their literacy and numeracy skills, in order to enrol them in the most appropriate course to achieve their intended outcomes.



## **Delivery of Courses**

Students are required to undertake 20 hours' study per week during terms. ASMI College courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

ASMI College adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of satisfactory academic progress.

Students are provided with textbooks, workbooks and access to a library.

## **Attendance Policy**

Students must attend class. Full time study is a visa requirement. ASMI College maintains class rolls as the method by which it monitors your attendance. ASMI College has a duty of care to its students and must know where its students are if they are absent.

To gain the most benefit from the ASMI College learning experience and to be able to complete your assessments you need to come to class and actively participate in the learning activities, and complete your self-study exercises. Joining in with your classmates makes the learning more enjoyable. It is ASMI College's experience that failing to maintain academic progress nearly always involves students who have a poor attendance record. If a student's attendance drops below 80% over the term ASMI College will review their involvement, counsel them, implement an intervention strategy.

## **Course Progress Policy**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

In order to progress satisfactorily, overseas students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency within each term. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

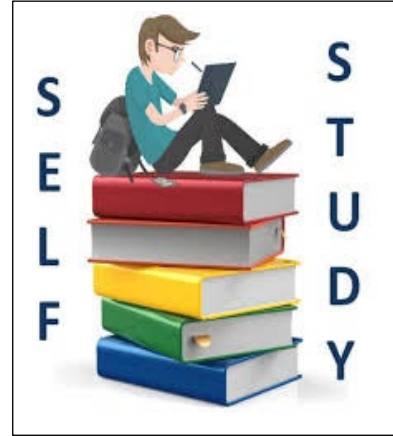
An intervention strategy is an individual student plan developed by the Academic Manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. ASMI College will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, ASMI College will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

## Self-Study

Successful completion of your course will require you to engage in unsupervised out of class self-study.

The purpose of self-study is to complement your formal class based learning by you completing a range of supplementary learning activities. The research says that this improves your marks, understanding and confidence.

Self-study is designed to allow you some time to reflect and to research the unit you are studying at a deeper level and in your own time.



Self-study is a weekly activity, for a specified amount of time, which is in addition to your in-class study and in addition to the assessments. It involves reading books and articles on the topic, watching educational videos and working through practice questions to reinforce skills you have learned.

You are provided with a Self-Study Guide for each unit of competency. The Guide contains weekly learning activities, written exercises, and a guide to reading the text/learner guide by giving the page numbers for a set amount of reading for each week. The Self Study Guide is structured to assist you to:

- review and reinforce the learning content covered in class
- deepen understanding through the completion of learning activities
- undertake research in preparation for assessment completion

The amount of time students need to spend varies with the individual. However, the specified number of hours set for the week is appropriate for satisfactory course progression.

Your trainer will monitor your self-study activity by asking questions and conducting a discussion of the outcomes of the activity at your next training session.

## Assessment Requirements

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency. Assessment activities may include the following

### Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short written answers, case studies, and reports.

### Case Study/Written Report

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

### Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

### Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

## Assessment Submission

Students will receive an assessment summary at the beginning of each unit or cluster of units. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date, without an agreed extension or due to misadventure, will be deemed 'not competent' and recorded as a missed assessment.

## Missed Assessment

In cases where a student has not submitted an assessment, the Academic Manager, or their delegate, will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Academic Manager/delegate will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access ASMI College complaint and appeals process if they are not satisfied with the outcome.

## **Assessment Outcomes**

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student does not agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. The Appeals process is described in this Student Handbook.

## **Assessment Attempts/Re-assessment**

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Re-assessments are organised by Student Services and a cost maybe incurred per assessment task (see above.) Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the college's policy. Student Services will advise of the cost of repeating a unit of competency and if there is a cost for re- assessment. Repeating a unit of competency is subject to timetable availability.

## **Recognition of Prior Learning (RPL)**

ASMI College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

ASMI College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

ASMI College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

## What is national recognition? (Credit Transfer)

National recognition is the recognition achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by the College. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

### National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition may only be awarded for whole units of competence.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

## Issuing Qualifications and Statements of Attainment

ASMI College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however, that ASMI College is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to ASMI College have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course.

- A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification based course but the student did not achieve all of the units of competency to receive the full qualification.

## Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with “quotation marks” around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/book/internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

ASMI College has formal procedures in place to check for cheating and plagiarism and action will be taken against any student engaged in plagiarism.

Penalties for plagiarism are serious. A student who is identified as cheating or plagiarising will be graded as “Not Yet Competent” (NYC), pending resubmission of the assessment. They will be given a second chance to resubmit the assessment within a timeframe set by the Trainer and Assessor. Failure to resubmit by this due date will deem your assessment to be "Not Yet Competent". You may appeal if you feel you have been treated unfairly.



Source: dictionary.com

## Policies and Guidelines

Please note detailed information on the topics below can be accessed on the website under the Policies, Forms and Resources tab.

### Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code of Practice, international students enrolled at ASMI College are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

ASMI College may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The College will inform the student of its intent to suspend or cancel their enrolment and advise of them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and ASMI College must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, ASMI College must report the student to DHA via PRISMS, as not complying with visa conditions.

### Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. ASMI College will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for refusal of release. Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the college's complaints and appeals process within 20 working days if they want a review of the decision.

Applications for transfer from ASMI College will be assessed and replied to within 5 working days.



Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Academic Manager to discuss the transfer request
- The Academic Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Academic Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted in the student file with required future actions.
- In all cases, students who have not had their termination request approved may access ASMI College's complaint and appeals process within 20 days
- Evidence will be retained on the student file.

### **Extension of Student Study**

ASMI College will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the student's CoE as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate states that the student was unable to attend classes or where ASMI College has not been able to offer a pre-requisite unit of competency)
- ASMI College is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- ASMI College approved deferment or suspension of studies granted

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, ASMI College records this variation and the reasons on the student file. ASMI College will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.



Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at ASMI College specified in the student CoE will not exceed the CRICOS registered course duration.

## **Reduction of Student Study**

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, ASMI College will notify this early course completion to DET via PRISMS.

## **Holidays**

ASMI College has timetabled in suitable holidays for students undertaking courses so students are not permitted to have additional holidays. ASMI College closes on all official Federal and state Public Holidays.

## **Special Leave**

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime,
  - which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

## **Leave Application Procedure**

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached to set an appointment with the Academic Manager. Depending upon the degree of urgency the leave application will be

processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/workingdays

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

## **Sick leave**

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify ASMI College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, ASMI College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student file.

Students must keep the original medical certificate(s) to provide to DHA if required.

## **Disclosure of Information**

ASMI College and its staff abides by the conditions of the Privacy Act 1988, Australian Privacy Principles (APPs).

The following applies:

Information about a student from the student

- You have the right to access information that ASMI College is retaining that relates to you based upon written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

ASMI College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ASMI College will seek the written permission of the

student for such disclosure. ASMI College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

If you have concerns about how ASMI College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

## Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

ASMI College ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.

## Complaints and Appeals

ASMI College is committed to providing a fair complaints and appeals process.

ASMI College is committed to providing a fair complaints and appeals process. It is our aim to resolve any concerns or issues fairly, transparently, professionally and confidentially and as soon as practicable.

A student may have a complaint regarding their dealings with ASMI College, other students, its' education agents or any related party ASMI College has an arrangement with to deliver the course or related services.

ASMI College recognises that in some instances a student may not agree with certain decisions, including an assessment decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

ASMI College encourages students to seek to address any complaint or appeal they may have informally by speaking to their trainer, Student Services Officer or Academic Manager, as appropriate. However, should the matter be unresolved there is a formal process in place. An outline of the formal process is as follows.

Step 1: A complaint/appeal can be lodged in writing by letter or by email or in person. A student can lodge their complaint/appeal with any member of staff but should preferably lodge their initial complaint with the Academic Manager. Receipt of the complaint/appeal will be acknowledged in writing within five working days and a written record of the complaint/appeal will be kept including the outcome and the reasons for the outcome. All reasonable measures will be taken to address the issue and to finalise the process as soon as practicable.

The following principles apply to ASMI College's complaints and appeals handling:

- a. A student may be accompanied and assisted by a support person at any relevant meeting.
- b. The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- c. ASMI College will maintain the student's enrolment while the complaint and appeal process is ongoing.
- d. If the internal or any external complaint handling or appeal process results in a decision or recommendation in favour of the overseas student, ASMI College will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.
- e. ASMI College will not report a student for unsatisfactory progress or attendance while the student is accessing the college's internal and external complaint and appeal process. The college will wait for the outcome of the external process with consideration for student welfare, as reporting a student for breaches may have serious consequences for the student's visa and it may result in cancellation.

Step 2: If a complainant is dissatisfied with the outcome of their formal complaint/appeal they may lodge an appeal with the CEO within ten working days of receiving notification of the outcome of their formal complaint. The CEO will implement a formal decision review process.

Step 3: If the complainant is not satisfied with the outcome of their internal appeal then the following avenues for an external appeal are available. Free external assistance is available from

- Overseas Students Ombudsman - investigates complaints about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial  
Overseas Students Ombudsman: GPO Box 442, Canberra ACT 2601, Australia Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia) www.oso.gov.au  
Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: <http://www.oso.gov.au/making-a-complaint>
- Australian Skills Quality Authority (ASQA) - will require the student to have exhausted all avenues through ASMI College's internal appeals handling procedure before contacting it. (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)
- Department of Fair Trading – deals with consumer related issues (<http://www.fairtrading.nsw.gov.au>)

In addition the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Website: <https://www.resolution.institute>

Should the student wish to access the services of the Resolution Institute ASMI College will pay 50% of the costs involved and the student will be also be required to pay 50% of the costs involved.

A full copy of ASMI College's Complaints and Appeals Policy and Procedure and the Student Complaint and Appeal Form may be downloaded from the Policies, Forms and Resources tab on the website.

## Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Chief Executive Officer. The Chief Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 2 re-assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the Chief Executive Officer and the Academic Manager to discuss the assessment process and the assessment outcome.
- If after consultation with the Chief Executive Officer, the student remains unsatisfied with

the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.

- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ASMI College has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team will inform the applicant of any improvement actions identified.

You may access the complete policy and procedure on our website on the policies page.

## Critical Incidents

ASMI College is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

**A Critical Incident:** is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at the College; and
- Information which has the potential to negatively affect the reputation of ASMI College in the media and/or wider community.

ASMI College has a detailed policy and procedure to appropriately address any incident with assigned tasks and responsibilities, which depending on the nature of the critical incident, may involve organising debriefing, counselling and follow-up.

You may access the complete policy and procedure on our website on the policies, forms and resources page on the website.

## Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any ASMI College campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

The College agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.
- 





## Student Support Services & Resources

Students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

To ensure we meet the specific needs of our students, the College will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The College will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and YouTube clips

The College will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the College
- The College will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the College. In these circumstances, individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs incurred will be the responsibility of the student.



All students and staff will be provided with training in the College's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to outline their concerns. The College, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is also in this Student Handbook.

International students will be required to attend an induction at the commencement of their

studies at the College. These inductions give an overview of the College policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

## Library



ASMI College has all its students enrol online with the State Library of NSW so that they can access a full research library, including a range of data bases to support their learning.

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public. It is the oldest library in Australia, being the first established in New South Wales in 1826

Library cards are free of charge. You can sign up for a Library card [online](#) or when you're at the Library.

With a Library card you can:

- use most of the Library's collections
- access eresources in the Library
- use most of the eresources including ebooks from anywhere (NSW residents only)
- request books from other libraries
- print and photocopy
- use library computers
- book a study room.

## General administrative matters

### Change of Address or Contact Details

Students **must** notify ASMI College of changes to their contact details, address, email address (if any), mobile phone number (if any) within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where ASMI College issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on a student's visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

### Student Card

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the ASMI College student card at all times when on ASMI College campus.

The ASMI College student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees.

### Termination

Students wishing to terminate their course earlier than the course completion date must complete a ASMI College termination form stating the reason with attached evidence and attend an interview with the Academic Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc

If a student requests termination of a principal course of study within the first six months, the student must apply for release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform ASMI College that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

### Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

### Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Academic Manager. The only reasons for extension of course duration are:

- Compassionate or compelling circumstances
- Result of intervention
- Suspension of studies

ASMI College is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

## **Educational Agents**

Please note that we may use Educational Agents in the recruitment of international students. Please see the website for a list of educational agents with whom ASMI College has an agreement.

## **Student Request Forms**

Students may request information from Reception. All student forms are available at reception and any required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

## **ASMI College Campus Guidelines**

ASMI College students must adhere to the following:

- Behave and speak to everyone at ASMI College in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access ASMI College complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat ASMI College equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus

Students who bring any of the items below to ASMI College campus will be reported to authorities immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that their student visa will be cancelled by Australian Immigration.

- Non-prescription drugs
- Alcohol
- Weaponry
- Pornography

## **ASMI College Classroom Guidelines**

During theory and practical classes students are required to:

- Turn off mobile phones
- Develop and display group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

## Student Feedback

Students are requested to complete the following at the end of each term:

- Learner Quality Indicator
- ASMI College Student Feedback

Students are requested to complete these feedback forms honestly to assist ASMI College to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at the College, this information can be provided directly to the trainer or Academic Manager at anytime.

## Course Requirements and Payments

The following applies:

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, ASMI College will honour that agent until the completion of the enrolled course
- Students must pay the enrolment fee, first tuition instalment\* and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option ASMI College will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic or non-academic misconduct.

\*unless the student has elected to pay all their tuition fees in advance.

## Terms and Conditions

After the prospective student is offered a place in a course and signs ASMI College Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and the College. The contract is governed by the laws of the Commonwealth of Australia and the **State of New South Wales**.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before term commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to ASMI College.

Students may choose to pay more than 50 per cent of their tuition fees before their course commences. This is not required by the College.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into ASMI College Student Fees Account. When the student commences their course, ASMI College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a ASMI College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise ASMI College reserves the right to defer the student's start date until the next available course intake.

## Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from ASMI College Reception. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

NOTIFICATION PERIOD	REFUND
Visa refused (application fee is non-refundable)	100% refund of tuition fees paid to date
Withdrawal notified in writing and received by the College 28 days or more prior to semester commencement	80% refund of tuition fees paid to date
Withdrawal notified in writing and received by the College less within 28 days prior to semester commencement and before the commencement date	50% refund of tuition fees paid to date
Withdrawals notified in writing and received by the College on the commencement date or after the semester commences	No refund of current semester tuition fees.

ASMI College enrolment and accommodation placement fees are non-refundable in all circumstances.

In the case where a student enrolls through a registered ASMI College agent a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. ASMI College requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa. The Application Fee is non-refundable.

If a student defers their course start date, then the refund policy will apply from the student's original course start date and not the deferred start date.

ASMI College refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

ASMI College reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that ASMI College is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within

2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by the College.

In the unlikely event that ASMI College is unable to provide a refund or place to a student in an alternative course, (provider default) ASMI College will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

ASMI College reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access the College' complaints and appeals processes and to also take further action under Australia's consumer protection laws.

ASMI College reserves the right to deny a student access to the College' premises and to withdraw its other services if their conduct disrupts the normal operation of the college. ASMI College's complaint resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by ASMI College will be made within four weeks of receiving ASMI College Student Request for a Refund Form.

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

**Overseas Students Ombudsman:**

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au) Web: [www.oso.gov.au](http://www.oso.gov.au)



## Statutory Cooling Off Period

Under the Australian Consumer Law, most products and services bought in Australia come with automatic guarantees that it will work and do what you asked for. Businesses must provide these automatic guarantees regardless of any other warranties they give to you or sell you. If a business fails to deliver any of these guarantees, you have consumer rights for:

- repair, replacement or refund
- cancelling a service
- compensation for damages and loss.

See the NSW Fair Trading website for specific information on guarantees, contracts and warranties as it applies in NSW. <https://www.fairtrading.nsw.gov.au/buying-products-and-services/guarantees,-contracts-and-warranties/contracts>

Please also see the information in this Student Handbook on ASMI College's:

- Complaints and appeal policy and procedure.
- Fees and refund policy

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. All students are recommended to refer to the Australian Consumer Law, Sales Practices Guide for further details about a statutory cooling off period and our general obligations for consumer protection during the enrolment process.

It must be noted that ASMI College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not likely to be applicable to our learners who have enrolled into a program. For refund option in other circumstances, learners must refer to the refund policy.

## Legislative and Regulatory Responsibilities

ASMI College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ASMI College has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While ASMI College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety (WHS) Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose

(the secondary purpose) other than the primary purpose of collection unless:

(a) both of the following apply:

- (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
- (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or

(b) the individual has consented to the use or disclosure.

### **Anti-Discrimination Act 1991**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

### **Disability Discrimination Act 1992**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Industrial Relations Act 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia

at the following link: [Click Here](#)

## Life in Australia



### Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to ASMI College from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider office.

Students must make an appointment with the Student Services Support Officer if there are any problems with OSHC.

### Cost of Living

As from 23 October 2019, the 12-month living cost is calculated as \$21,041 AUD per year plus tuition fees and insurance to live in Australia. There is an additional living cost of \$7,362 per year for a student's spouse and a further \$3,152 per year for a child.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in,

but expect fees of around A\$4,000 to A\$17,000 per year, per child.

On a student visa students are permitted to work up to 40 hours per fortnight during study periods.

During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

Go to [www.ato.gov.au](http://www.ato.gov.au) and apply on line

Go to 'For Individuals' and click 'Apply for a Tax File Number'

Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)' Go to 'Apply for Tax File Number'

Scroll to the bottom of the page and click 'next' Follow the instructions until you are finished

Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

**NB: International students will need a passport number and an Australian address.**

## Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs

- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: Public Schools: [education.nsw.gov.au/ public-schools/going-to-a-public-school/our-schools-at-a-glance](http://education.nsw.gov.au/public-schools/going-to-a-public-school/our-schools-at-a-glance) (paste the web address in the browser)

International Student Program: <http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Home Affairs: <https://archive.homeaffairs.gov.au/trav/life>

The Department also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: <https://archive.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

## **Your safety**

ASMI College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and



you run the risk of legal and visa problems as well as health issues if you become involved in their use /dealing.

### On campus

A First Aid kit is located at reception.

Building Alarms OR other Emergencies In the Event of Fire – **dial “000”**. Alert other occupants and evacuate. Do not use the elevator, use the stairs.

### In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the college. Be careful of your personal belongings. Do not leave them unattended. Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

### Beach Safety



### Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- ASMI College Certificate of Enrolment (apply at reception)
- Passport
- Driver’s license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

#### Banking hours:

Monday to Thursday 9:30am to 4:00pm

Friday 9:30am to 5:00pm

## Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to the College, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

## Dentists

Reception can provide a list of nearby dentists in an emergency situation.

## Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

## Transport

Bus Train Ferry Information Line  
PH: 131 500 [www.131500.com.au](http://www.131500.com.au)

To travel around Sydney via public transport, you will need an Opal card.



### What is an Opal card?

Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport. Simply add credit to your Opal card then tap on and tap off to pay your fares on trains, buses, ferries and light rail – anywhere within the Opal network. For more information on Opal and Sydney's public transport system, please visit: <https://www.opal.com.au/en/get-an-opal-card/>

## Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

<b>Emergency - Police / Ambulance /Fire</b>	<b>000</b>
Department of Home Affairs (DHA)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942

<p><b>Redfern Legal Centre</b>  The International Student Legal Service NSW, funded by StudyNSW, gives free, confidential legal advice to international students living in New South Wales.  Address: 73 Pitt Street, Redfern, NSW 2016  Website: <a href="https://rlc.org.au/our-services/international-students">https://rlc.org.au/our-services/international-students</a></p>	(02) 9698 7277
<p><b>NSW International Student Service – Support for International Students</b>  Website: <a href="https://www.service.nsw.gov.au/transaction/support-international-students">https://www.service.nsw.gov.au/transaction/support-international-students</a></p>	13 77 88
<p><b>Lifeline Crisis Support</b>  Free 24-hour telephone help</p>	13 11 14
<p><b>Beyond Blue – anxiety and depression</b>  Free 24 hours a day, 7 days a week</p>	1300 22 4636
<p><b>Lifeline Counselling Service</b> (telephone counselling)  Free 24 hours a day, 7 days a week</p>	131 114
<p><b>Rhodes Medical Centre</b>, Level 8, 1 Rider Boulevard, Rhodes Waterside Centre (next door to ASMI College)  <b>Bulk billing practice</b></p>	(02) 8624 6977
<p><b>Royal North Shore Hospital</b>  Reserve Rd, St Leonards NSW 2065</p>	(02) 9926 7111
<p><b>St Vincent's Hospital Sydney</b>  390 Victoria St Darlinghurst NSW 2010</p>	(02) 8382 1111
<p><b>Westmead Hospital</b>  Hawkesbury Road Westmead NSW 2145  Has a 24 hour emergency department</p>	(02) 8890 5555
<p><b>Concord Hospital</b>  Hospital Road, Concord  Has a 24 hour emergency department</p>	(02) 9767 5000
<p><b>Croydon Community Mental Health Service</b>  Business Hours: 8.30am – 5pm, Monday to Friday  Address: Croydon Health Centre  24 Liverpool Road, Croydon</p>	9378 1100

<b>Sexual Assault counseling service</b> <b>Contact details</b> - <a href="http://www.nswrapecrisis.com.au">http://www.nswrapecrisis.com.au</a> <b>Service details</b> - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counselling services. These provide a free 24 hour, 7 day a week telephone counselling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.	1800 424 017
<b>Domestic Violence support service</b> 1800RESPECT is a 24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732
Translating and Interpreting Service (24 hours)	131 450
Public Transport Information Line	131 500
Taxis Combined	133 300

**Consulates:** To find a country’s consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- 

## What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what’s happening in and around Sydney refer to the following:

### Daily Newspapers

Sydney Morning Herald: Metro guide every Friday [www.smh.com.au](http://www.smh.com.au)

The Daily Telegraph: “7 Days” every Thursday

### Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

*Can be found outside newsagents, in music/video stores & tourist information centres etc*

### Websites

<https://www.sydney.com/events>

<https://www.sydney.com/things-to-do>

<https://www.sydney.com/destinations>

[www.cityofsydney.nsw.gov.au/whats\\_on.as](http://www.cityofsydney.nsw.gov.au/whats_on.as)

[www.timeout.com/sydney](http://www.timeout.com/sydney)

## Entertainment

### Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

Ph: 9266 4800

Website: [www.ticketek.com.au](http://www.ticketek.com.au)

### Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts : [www.hoyts.com.au](http://www.hoyts.com.au)

Village: [www.village.com.au](http://www.village.com.au)

Greater Union [www.greaterunion.com.au](http://www.greaterunion.com.au)

### Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	<a href="http://www.sydneyoperahouse.com.au">www.sydneyoperahouse.com.au</a>
The Rocks	<a href="http://www.therocks.com.au">www.therocks.com.au</a>
Darling Harbour	<a href="http://www.darlingharbour.com">www.darlingharbour.com</a>
Chinatown	<a href="http://www.chinatown.com.au">www.chinatown.com.au</a>
Art Gallery of NSW	<a href="http://www.artgallery.nsw.gov.au">www.artgallery.nsw.gov.au</a>
Queen Victoria Building	<a href="http://www.qvb.com.au">www.qvb.com.au</a>
Sydney Aquarium	<a href="http://www.sydneyaquarium.com.au">www.sydneyaquarium.com.au</a>
Bondi Beach	<a href="http://www.gobondi.com">www.gobondi.com</a>
Taronga Zoo	<a href="http://www.zoo.nsw.gov.au">www.zoo.nsw.gov.au</a>

## ASMI College Services and Facilities

### Reception

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Collect ASMI College student card
- Request information

### Student Engagement Area

ASMI College student area includes:

- Computers
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen