

# ASMI

[RTO NO: 32217 CRICOS PROVIDER NO: 03442E]

## **International Student Handbook 2020-21**

**(BRISBANE CAMPUS)**



**TRAINING THE FUTURE**

*To ensure you maximise the benefits of your training and understand your responsibilities as well as those of others in this strong and diverse environment, there are a number of rules you are required to follow.*

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## CEO WELCOME



Hello Students,

It's my pleasure to welcome you to Australian Skills Management Institute (ASMI). As an ASMI student you have started on your pathway to a successful future.

ASMI has a well-qualified team of experienced teaching staff who have strong industry relationships and are experts at passing their practical knowledge on to you.

At ASMI you'll learn hands-on skills coupled with the theoretical knowledge you need to excel in your training.

You've made a great choice choosing ASMI as your training provider we are very happy to have you with us on your qualification pathway.

I wish you all the best in the journey you are about to take in your chosen field of study.

Kind regards

A handwritten signature in black ink, appearing to read 'Robert Claridge'. The signature is stylized and cursive.

Robert Claridge, Chief Executive Officer

## OUR CULTURE

Our philosophy is one of constant improvement and emphasising quality at the source mentality. Innovation and independent thinking are encouraged, resulting in enhancements to process, service, and product quality.

We believe learning is absolute engagement with the student. Therefore, we utilise a range of blended educational options which includes; online learning, workshops, face to face delivery and assessment, Recognition of Prior Learning (RPL) and workplace delivery.

At ASMI quality products and services are paramount. We strive to ensure these products and services meet or exceed our client requirements at competitive prices.

As individuals, we follow company policies and procedures to ensure we do it right the first time, every time. As a team, we strive to wisely improve our products and services for the future.

Please refer to our website for additional opportunities and programs of study and support.

## QUALITY ASSURANCE

ASMI recognises and takes responsibility for the quality of all training and assessment services offered and the issuance of certification documentation under the scope of our registration.

ASMI takes into consideration and adheres legislative and regulatory directives when providing training, making assessment judgements and issuing certification documentation.


ASMI accepts responsibility for advising learners of their rights including:

- details of, and how to access our Grievances, Complaints and Appeals processes
- details of our Awards Issuance Policy and Procedure
- details of the Support Services we offer and how to access them
- what your rights are if ASMI or a third party delivering training and assessment on our behalf ceases to deliver any part of the training product

ASMI recognises the value of robust quality systems and it is our intent to be fully compliant with all legislative and regulatory requirements.

# Campus Location

## BRISBANE CAMPUS:


 Australian Skills Management Institute Level 5, 269 Wickham Street, Fortitude Valley, 4006, QLD.

 1300 400 269

 [admin@asmtraining.edu.au](mailto:admin@asmtraining.edu.au)

 [asmtraining.edu.au](http://asmtraining.edu.au)

## SYDNEY CAMPUS:

 Australian Skills Management Institute (NSW) Shop 11 Level 1 GM Tower 11-15 Deane Street Burwood NSW 2134

 1300 352 705

 [adminnsw@asmtraining.edu.au](mailto:adminnsw@asmtraining.edu.au)

 [asmtraining.edu.au](http://asmtraining.edu.au)



## Courses at Australian Skills Management Institute

Course Name	Level	Duration
<b>Commercial Cookery and Hospitality</b>		
SIT30816 - Certificate III in Commercial Cookery (CRICOS Course Code: 093592A)	Certificate III	52 weeks
SIT40516 - Certificate IV in Commercial Cookery (CRICOS Course Code: 093593M)	Certificate IV	78 weeks
SIT50416 - Diploma of Hospitality Management (CRICOS Course Code: 091076D)	Diploma	52 weeks
<b>Early Childhood Education and Care</b>		
CHC30113 - Certificate III in Early Childhood Education and Care (CRICOS Course Code: 095878D)	Certificate III	38 weeks
CHC50113 - Diploma of Early Childhood Education and Care (CRICOS Course Code: 095440A)	Diploma	75 weeks
<b>Individual and Ageing Support</b>		
CHC33015 - Certificate III in Individual Support (CRICOS Course Code: 0100731)	Certificate III	45 weeks
CHC43015 - Certificate IV in Ageing Support (CRICOS Course Code: 0100734)	Certificate IV	43 weeks
<b>Business and Management</b>		
BSB30115 - Certificate III in Business (CRICOS Course Code: 095877E)	Certificate III	23 weeks
BSB40215 - Certificate IV in Business (CRICOS Course Code: 095876F)	Certificate IV	24 weeks
BSB50215 - Diploma of Business (CRICOS Course Code: 088845E)	Diploma	26 weeks
BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 098832E)	Diploma	52 weeks
BSB51415 - Diploma of Project Management (CRICOS Course Code: 0101312)	Diploma	58 weeks
BSB61015 - Advanced Diploma of Leadership and Management (CRICOS Course Code: 099035D)	Advanced Diploma	58 weeks
BSB61218 - Advanced Diploma of Program Management (CRICOS Course Code: 0101313)	Advanced Diploma	58 weeks
BSB80315 - Graduate Certificate in Leadership Diversity (CRICOS Course Code: 0101315)	Graduate Certificate	30 weeks
BSB80515 - Graduate Certificate in Management (Learning) (CRICOS Course Code: 0101317)	Graduate Certificate	30 weeks
BSB80615 - Graduate Diploma of Management (Learning) (CRICOS Course Code: 0101318)	Graduate Diploma	57 weeks
BSB80415 - Graduate Diploma of Portfolio Management (CRICOS Course Code: 0101316)	Graduate Diploma	57 weeks
BSB80215 - Graduate Diploma of Strategic Leadership (CRICOS Course Code: 0101314)	Graduate Diploma	57 weeks

**ELICOS**

General English (CRICOS Course Code: 098412C) <ul style="list-style-type: none"><li>- Elementary</li><li>- Pre-Intermediate</li><li>- Intermediate</li></ul>	Non AQF Award	30 weeks
IELTS Preparation (CRICOS Course Code: 098413B)	Non AQF Award	10 weeks



## About Brisbane

Brisbane is the capital of and the most populated city in the Australian state of Queensland, and the third most populous city in Australia. Brisbane's metropolitan area has a population of approximately 2.5 million, and the South East Queensland metropolitan region, centred on Brisbane, encompasses a population of more than 3.6 million.

The Brisbane central business district stands on the historic European settlement and is situated inside a peninsula of the Brisbane River, about 15 kilometres (9 miles) from its mouth at Moreton Bay, a bay of the Coral Sea. The metropolitan area extends in all directions along the hilly floodplain of the Brisbane River Valley between Moreton Bay and the Taylor and D'Aguilar mountain ranges. It sprawls across several of Australia's most populous local government areas (LGAs)—most centrally the City of Brisbane, which is by far the most populous LGA in the nation. The demonym of Brisbane is "Brisbanite", whilst common nicknames include "Brissy", "River City" and "Brisvegas".

A transportation hub, Brisbane is served by a large suburban rail network, popular bus and ferry networks as well as Australia's third-busiest airport and seaport.

Several large cultural, international and sporting events have been held at Brisbane, including the 1982 Commonwealth Games, World Expo '88, the final Goodwill Games in 2001, and the 2014 G-20 summit.

Brisbane is a popular tourist destination, serving as a gateway to the state of Queensland, particularly to the Gold Coast and the Sunshine Coast, which are home to numerous popular surf beaches, located immediately south and north of Brisbane respectively.

Major landmarks and attractions include:

- ✓ South Bank Parklands
- ✓ The Queensland Cultural Centre including the Queensland Museum, Queensland Art Gallery and Gallery of Modern Art,
- ✓ City Hall and King George Square,
- ✓ The Story Bridge
- ✓ The City Botanic Gardens and Parliament of Queensland
- ✓ ANZAC Square
- ✓ Howard Smith Wharves
- ✓ Fortitude Valley
- ✓ West End
- ✓ Teneriffe woolstores precinct
- ✓ Roma Street Parkland
- ✓ New Farm Park and the Brisbane Powerhouse
- ✓ St John's Cathedral
- ✓ Mount Coot-tha with its Botanic Gardens and planetarium
- ✓ Mount Coot-tha view point.
- ✓ Redcliffe and Wynnum on Moreton Bay
- ✓ Moreton, North Stradbroke and Bribie islands.
- ✓ Gold Coast Theme Parks

## **A. Living in Brisbane Information**

### **1. Electrical Appliances**

In Australia, our electrical appliances use 3 pin plugs which take 230-250 volts, so you may need an adaptor socket or a transformer if you are bringing your own personal electrical items like 110 volt hairdryers.

### **2. Post Office**

The Fortitude Valley post office is opposite to the ASMI Brisbane Campus and is located at 306 Wickham St, Fortitude Valley QLD 4006 . the opening hours are from 9.00 am- 5pm Monday to Friday. The cost to send a standard letter in Australia is \$1. The cost of mailing a standard letter or a postcard to anywhere in Australia is about 70 cents. Letters to most destinations are usually \$2.75. Other overseas mail is charged according to weight and the cost can also depend on the destination.

### **3. Money**

Australian notes come in \$100, \$50, \$20, \$10 and \$5. The notes are different sizes and colours. Australian coins come in \$2, \$1, 50 cents, 20 cents, 10 cents and 5 cents

### **4. Cost of Living**

The cost of living is reasonable in Brisbane. For example, a liter of milk costs about \$2.00 Australian; a kilo of rice costs about \$2.50 and a loaf of bread also costs about \$3.00. The Australian dollar is about 30% lower than the American dollar. Brisbane is more affordable than many big international cities.

### **5. Accommodation**

If you need help, ASMI can assist you in finding rental or share accommodation in Brisbane.

Rental accommodation in Brisbane can be quite reasonable, with small apartments renting a room from as low as \$150 per week. You will still have to pay for your telephone, electricity and gas bills. There are no bills for water. Of course, you usually have to pay a rental bond of 4 weeks in advance. This money however is returned to you when you leave the apartment or house. Share accommodation can be even cheaper.

### **6. School Age Dependents**

If you have any school age children travelling with you while you study with us for longer periods of time outside of normal school holiday breaks, they will need to be enrolled in a government or non-government school. Those schools charge full fees to overseas students.

### **7. Mobile Phones**

The easiest way to stay in touch in Australia. There are lots of companies that sell pre-paid mobile phone SIM cards, such as Optus, Telstra, Vodafone and many more. There are also some companies that specialise in overseas calling as well – such as Lebara and Amaysim – that you can buy from newsagents.

### **8. Public Transport**

*gocard* is TransLink's electronic ticket that lets you travel on TransLink's bus, train and ferry network. Electronic tickets are cheaper than paper tickets, are easily topped up, offer great travel benefits and you can register your card to protect your travel balance if it is lost or stolen. You can buy or top-up a go card at many locations, including some Queensland Rail and busway stations, selected newsagents and 7-Eleven stores.

The go card can be used on all Queensland public transport buses, trains, ferries and trams. There is also an electric rail link to the Gold Coast and Brisbane International Airport. Timetables and full details are on the web – go to [www.translink.com.au](http://www.translink.com.au)

A 50% concession fare is available for tertiary and post-secondary students on all TransLink public transport services, regional [qconnect](#) bus services and approved regional ferry services. ASMI can also arrange discount cards for all their international students.

Students in South East Queensland can now apply online for tertiary concession fares on their go card. Students in regional Queensland (outside the go card network) can now apply for a tertiary concession sticker on their student ID.

Note: Concession fares are not available on Airtrain services.

To register for your concessional fare please visit [www.translink.com.au/tertiary](http://www.translink.com.au/tertiary)

***Please note that English Language Intensive Courses for Overseas Students (ELICOS) students are not eligible to receive concession.***

## **9. Shopping**

Most supermarkets, Shopping Centres and Department Stores in Brisbane are open 7 days a week and some smaller stores and food outlets are open 24 hours a day. Suburban Supermarkets are usually open 8am to 9pm weekdays and Saturdays, and 9pm – 6pm Sundays. You will find a wide variety of fresh meat, fish, fruit and vegetables at reasonable prices. The main chains in Australia are Woolworths and Coles, but you can sometimes buy lower prices at Aldi. New supermarket chains are also on the way to Australia.

Big W and Kmart stock most items you could want, and OfficeWorks is good place for your stationary needs.

## **10. Clothing**

People normally wear casual clothes in Brisbane. Restaurants do not usually require people to wear jackets and ties.

In summer, lightweight clothes, sandals or runners are sufficient. In winter, heavier clothing, including woollen jumper/sweater, winter coat or waterproof jacket, is recommended. A warm pair of shoes or boots is recommended. In spring and autumn, jeans with a lightweight jacket or jumper should be sufficient.

Generally, the cost of clothing and footwear in Australia is comparable to western countries but more expensive than Asian countries. However, it is possible to find bargains during sales in the larger stores.

Don't forget to bring your sunscreen, sportswear, swimwear and a hat for summer!

## **11. Legal Services in Australia**

In Australia all people are equal and should be treated equally under Commonwealth anti-discrimination law. Everyone has the right to be respected and treated in a fair manner. No person should be treated differently because of their gender, race, country of origin, marital status, pregnancy, political and religious beliefs, disability or sexual preference

A student who believes that he or she is being discriminated against should contact the International Student Coordinator for assistance

Legal Aid specialises in criminal, family and civil law. They offer legal help information, advice and representation across all areas. Their information and advice services are free

- Legal Aid Queensland
- 1300 65 11 88

## **12. Driving**

Australians drive on the left side of the road with the steering wheel located on the right side of the vehicle. Australia has many road rules please see the link below for more information of driving in Australia.

All occupants of a motor vehicle must wear a seatbelt while moving and approved helmets are required for rider and passengers on all bikes and scooters

<https://www.qld.gov.au/transport/licensing/driver-licensing/overseas/driving>

Things to remember:

- a) Distances in Australia are very big, so always plan your journey to take breaks so that you don't get too tired.
- b) If you are caught using your mobile phone while driving, you will receive a fine of \$1000.00 and demerit points which may result to losing your drivers licence.

Try this link to help you plan your journey [http://www.racq.com.au/travel/drive\\_travel/trip\\_planner](http://www.racq.com.au/travel/drive_travel/trip_planner)

## **13. Climate**

The average temperature in Brisbane in the winter (June to August) is between 15-22 C, and in the summer (Dec- February) is 28-32C.

It's a sunny, subtropical climate and people go to the beaches all year round! Be sure to wear a hat, a shirt and use some sunscreen when swimming at the beach in summer, as the sun can be strong

## **14. Religious Services**

The College does not have dedicated prayer rooms, there are a number of places of worship in Brisbane, you can contact our International Student Coordinator to find the place nearest to your house or ASMI.

## **15. Swimming**

Queensland is famous for its beautiful beaches, but at times a surf beach can be extremely dangerous. Only swim at beaches where SURF LIFESAVERS are present. Make sure you always swim between the flags and only when the flags say it is safe to swim. A RED flag signals DANGER. You should never enter the water when a red flag is flying. Please be careful at all times.

## **16. Holidays**

There are only occasional scheduled holidays during some ASMI VET courses. ASMI is however closed for 4 weeks during the Christmas and New Year period.

Australia may well have different public holidays and observances to what you are accustomed. Shopping and services may be difficult to access during these times. Please plan accordingly.

## **17. Banking**

There are lots of foreign exchange places in Brisbane, and all of them offer roughly the same rate of exchange. Try not to carry too much cash – most Australians pay with EFTPOS – an electronic banking system, using your debit card like you would a credit card.

In order to open a bank account, you will need to present your passport at the Bank. You don't need a large amount of money to open a bank account in Australia. Most banks are open from 9.30am to 4pm Mondays to Thursdays and 9.30am to 5.30pm on Friday. The main banks in Australia are the Commonwealth, Westpac, NAB and ANZ.

Automatic Teller Machines (ATM's) are located throughout Brisbane city and suburbs and you can access them 24 hours per day, but check the machine will not charge you a fee (if it isn't your bank).

Credit cards are widely accepted in Australia, but you may not be able to use American Express or Diners Club in some places.

#### BE AWARE!

- ✓ Never let your cards out of your sight.
- ✓ Some ATM have been found to have 'skimming' devices on them, that capture your card details as you use the machine. If something about the machine doesn't look right, don't use it!
- ✓ Do not withdraw large amounts of money from ATMs that are located in areas that may be deemed unsafe.

### 18. Overseas Student Health Cover

Accidents can sometimes happen. Insurance can help you out. Anyway, by law, you will need to be insured for medical expenses while you are studying in Australia. ASMI can arrange this for you and invoice you for this cover. Speak to the international Student Coordinator.

### 19. Emergency Calls

Australia's primary emergency call service number is Triple Zero: 000 for police/fire/ambulance services in Australia and can be called from any fixed or mobile phone and certain VoIP services.

112 is a secondary emergency number that can be dialled from mobile phones in Australia.

If you are unsure of what emergency service you need tell the operator what the emergency is. Think ahead – you'll need to know the important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures.

### 20. 24 Hours Interpreter Services

If you can't make yourself understood, you can call the 24-hour interpreter service for help. Just dial 131 450 and tell them your nationality and what you need to know. A fee will apply for this services.

### 21. Other Contacts

#### **Service Phone Number:**

- i) Department of Immigration and Border Protection 131 881
- ii) Translation & interpreting services 131 450
- iii) Your health 1800 022 222
- iv) Abortion & grief counselling association 1300 363 550 (24 hour)
- v) Alcohol & drug information service 1800 177833
- vi) Lifeline 24 hours 131 114

- vii) Counselling & Wellbeing Centre Qld 3891 2273
- viii) Qld poisons information centre: 13 11 26
- ix) Gay and Lesbian Welfare Association 1800 184 527
- x) Pregnancy help line 1800 882 436 (24 hour)
- xi) Gamblers Anonymous Helpline: 1800 858 858
- xii) Kids Help Line 1800 55 1800
- xiii) Brisbane domestic advocacy service 1800 811 811
- xiv) Maritime Search and Rescue 1800 641 792 (24 hour)
- xv) Department of Child Safety (07) 3224 8045
- xvi) Legal services 1300 65 1188
- xvii) Police (Charlotte St) 3258 2582
- xviii) Police (Roma St) 3364 3011
- xix) Police Link (Non Urgent Contact) 131444

**Transport:**

- i) Taxis – Yellow cabs 13 19 24
- ii) Black and White cabs 13 32 22
- iii) Public transport information [www.translink.com.au](http://www.translink.com.au)

**B. School Information for International Students**

## 1. General Behaviour

When communicating and interacting with Institute staff and other students you have a responsibility to:

- i Treat people with respect and fairness regardless of their background or culture
- ii Show respect for others by not swearing, using obscenities or making offensive remarks
- iii Avoid behaviour that could offend, embarrass or threaten others
- iv Refrain from harassing or disrupting others in the performance of their duties or studies
- v Avoid unacceptable behaviour – including bullying, aggressive, threatening or abusive behaviour
- vi Make only truthful statements in regard to your student status or representation as a student or entitlements as a student

## 2. Student Cards

Student Cards will be process by the International Student Coordinator once the Student has successfully completed his/her orientation at the ASMI Campus.

Whilst on Institute premises all students are required to carry an Institute Student Identification card, and to produce it when requested by an Institute officer.

## 3. Unique Student Identifier (USI)

The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you undertake recognised training with
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

ASMI requires students to complete the F13 - USI Authorisation Form prior to assisting students in creation of a new student USI number or the verification of a lost USI number.

## 4. Fee and Refunds

ASMI will charge the learners a non-refundable enrolment application and administration fee and refundable learning material and minimum course fee – [asmitraining.edu.au](http://asmitraining.edu.au) or as per the T25 – Letter of Offer (offshore and onshore).

ASMI must receive the signed student's Acceptance of Offer prior to or at the same time as the student's payment payment. Payment of the minimum payment due must be made to ASMI within fourteen days (14) of the date of this Letter of Offer.

Program Fees:	
Administration	\$100 Non-Refundable
Material	Varies per program – refer individual program brochures Covers the cost of learning resources
Uniform	Cookery whites – approximately \$165 Non-Refundable
OSHC	Fees will be dependant on the duration of the student visa May be arranged by ASMI if required by the student

Tuition	<p>Varies per program – refer individual program brochures</p> <p>Covers the cost of program delivery.</p> <p>Onshore students will be required to pay the program tuition fee from their first term upfront in addition to any fees incurred above.</p> <p>Offshore students will be required to pay the program tuition fees from their first two terms upfront in addition to any fees incurred above.</p>
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Failure to pay the Minimum Payment Due within the said fourteen (14) day period gives ASMI the right to refuse your inclusion in the course.

All fees, charges and applicable refunds are outlined in the Refund Policy and Procedure located at [asmitraining.edu.au](http://asmitraining.edu.au) and in your Student Handbook. ASMI reserves the right to increase fees and charges. You will be advised in writing of any changes.

Refund applications must be made in writing to ASMI. Approved refunds will be refunded within twenty-eight working days of receipt of a written application and will include a statement explaining how the refund was calculated.

Refund Breakdown (Tuition Fees):	
Visa refused-processing COE fee	100% Refund
Withdrawal notified 28 days or more prior to course commencement	75% Refund
Withdrawal notified less than 28 days prior to course commencement	70% Refund
Withdrawal notified on or after date of course commencement	No Refund

In the unlikely event that ASMI is unable to deliver your course in full, you will be offered a refund of tuition fees paid to that date for any units of competency not completed. The refund will be paid to you within two (2) weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in a suitable alternative course. You have the right to choose whether you would prefer a refund of tuition fees, or to accept a place in another course.

If ASMI is unable to provide a refund or place you in an alternative course the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

You must have read a copy of the ESOS framework before accepting ASMI's offer of a place and forwarding your fees. The ESOS framework is accessible from the Australian Government website at [internationaleducation.gov.au](http://internationaleducation.gov.au) and in hard copy on request. A student [fact sheet](#) is available on the ESOS Framework tab under the information for students section.

#### 4.1 Payment methods

The standard payment methods preferred by ASMI include:

- Visa
- MasterCard
- EFTPOS
- Electronic Bank Transfer (EFT)
- Cash
- Payment plan Pay Way

#### 4.2 Outstanding/Overdue Payments of fees

If you have outstanding/overdue payments to the Institute, you may not be eligible to:



- i Undertake/submit assessment
- ii Continue to study
- iii Enrol into further study with the Institute
- iv Receive your results of assessment
- v Borrow items from the library
- vi Attend the Institute graduation ceremony
- vii Apply for payment plans
- viii Access Institute educational computer network

## **5. Change of Enrolment**

### **5.1 Withdrawal/Drop**

- i To withdraw your enrolment you are required to submit a formal, written application to the International Student Coordinator or Campus Manager.
- ii If you have received an unsuccessful result for an assessment item before withdrawing from the competency, you may receive a "Not Competent" result for the competency
- iii The Possibility of any refund if you withdraw is dependent on the type and stage of the program you are enrolled in when you apply to withdraw

### **5.2 Transfer within Institute**

- i If you are enrolled in government-subsidised training and you receive approval from the person in charge of the course or program, you are required to change competencies or program within the Institute, or to replace the competencies or program with another, provided the transfer application is within 14 days of the start date of the original competencies or program
- ii You are required to submit changes to your enrolment formally
- iii The tuition and student services fees you have paid will be applied to the fees for the new enrolment. Any surplus will be refunded to you, and you will be required to pay any deficit

### **5.3 Program Extensions**

Requests for extension/s to the completion of study date are at the discretion of the delegated Institute officer

## **6 Progress of Study**

- i You are expected to achieve satisfactory progress in your studies. If you are having difficulty maintaining acceptable progress, you should discuss the situation with your teacher and/or the International Student Coordinator as soon as possible
- ii If you fail to meet the 90 per cent attendance and/or 90 per cent academic achievement over all semester units. Your trainers/assessors shall initiate direct intervention by way of informal meeting(s)
- iii After direct intervention, if your attendance falls below 90 per cent and/or the academic achievement is likely to fall below 80 per cent competence over the semester units, the trainer/assessor shall alert the Director of Operations at no less than 85 per cent for both attendance and academic achievement that you may be at risk of breaching the minimum requirements.
- iv You will be notified by the trainer/assessor and asked to make an appointment to see the Director of Operations, who will offer counselling and establish a program of support for the student. Please note that it is the student's responsibility to follow through on that program and to maintain contact with the Director of Operations and/or other nominated staff.

### **Intervention Strategy Stage 1: Monitoring Progress**

You will demonstrate competency in at least 85 per cent of the units undertaken or attend at least 85 to 90 per cent during each study period will be identified as being 'at risk'. They shall be advised in writing and required to meet with the Director of Operations or delegate by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring program shall be implemented, and a formal intervention strategy shall be activated immediately.

As part of the intervention strategy, the student will be provided with an intervention contract that will detail a support program which will include counselling and mentoring and one or more of the following:

- i attending special tutorials and/or coaching;
- ii attending English language classes;
- iii receiving assistance /counselling with personal issues influencing their progress;
- iv being placed in a suitable alternative course;
- v undertaking a reduced course load.

It is your responsibility to follow through on that individual program, and to maintain contact with the Director of Operations or other staff nominated within the intervention contract.

- vi If you do not demonstrate competency in more than 80% of the units undertaken during a study period will also be placed on conditional enrolment.
- vii A record of the intervention measures discussed and implemented will be kept on your student's file within the intervention contract.

### **Intervention Strategy Stage 2: Review of Progress**

If, following the implementation of an intervention strategy, you demonstrates competency through supplementary assessment for units which you had not successfully completed in the previous study period, and as a result you achieve competency in 80 per cent or more of the units attempted in that previous study period and/or over 80 per cent attendance, the Director of Operations will review your academic history and may choose to cancel the intervention contract, amend it or continue it unchanged to the end of the study period.

The Director of Operations will monitor the academic progress of each student with an intervention contract for the remainder of that second study period and review their results at its end. If satisfactory academic progress of 90 per cent or more was made during that second study period and/or the student achieved over 90 per cent attendance, the student will no longer be regarded as being 'at risk' and the intervention contract and, if applicable, conditional enrolment contract will be closed.

### **Intervention Strategy Stage 3: On-Going Support**

If your academic progress demonstrates competency in more than 50 per cent but less than 80 per cent of the units undertaken in that second (consecutive) study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student's needs.

A record of the intervention measures discussed and implemented will be kept on your student file by the Director of Operations and/or other staff nominated within the intervention contract.

### **Unsatisfactory Course Progress**

If, after Stages 1 and 2 of the Intervention Strategy have been completed, and you have again been assessed as not yet competent in 50 per cent or more of the units undertaken in the second (consecutive) study period and/or you have attended less than the required 80 per cent per unit, the DOO will notify you in writing of ASMI's intention to report you for unsatisfactory academic progress.

The written notice of ASMI's intention will inform the student that they are able to lodge an appeal through ASMI's complaints and appeals (refer Complaints and Appeals Policy and Procedure) process and that they have 10 working days from the nominated date in which to do so. All subsequent action taken by ASMI will be in accordance with that procedure.

Evidence shall be retained in your student file of the written notice of intention to report, documentation of the complaints and appeals process, and, where an international student has been reported, a copy of a Section 20 notice of the final reporting, as applicable.

## **7 Attendance**

You should attend class on time and attend as required.

- i It is your responsibility to advise your teachers of any absence/s
- ii If you are an international student, your attendance will be closely monitored and recorded by the Institute. The Institute is required to advise the Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) of any unsatisfactory attendance that does not meet DIMIA requirements
- iii If you are an apprentice or trainee or an International student and absent from the Institute, you are required to:
  - a Provide legitimate proof of absence
  - b Provide a medical certificate if the absence is on account of sickness for any period of more than 3 days
  - c Where (iii)(a) and/or (iii)(b) are not satisfied, the matter will be referred to the Regional Office of the Department of Employment and Training for student disciplinary action
- iv If you are participating in a program of study and are absent from the Institute, no matter the reason. You are then required to:
  - a Provide legitimate proof of absence
  - b Provide a medical certificate if that absence is on account of sickness for any period of more than 3 days
- v If you are receiving disability support services such as sign language interpreting, you must advise Disability Support Services of any absence and if possible, provide at least 48 hours notice

## **8 Cancellation of Qualification or Statement of Attainment**

- i An Institute may cancel your award if it was issued in error or it was found that the award was based on false or misleading representations
- ii If the Institute cancels your award, you will be advised in writing
- iii You must return the cancelled award to the Institute within 21 days of receiving written notice from the Institute. You have the right to appeal this decision through the Institute

Note: Information concerning cancellation of a qualification or Statement of Attainment may be disclosed to other Institutes.

## **9 Replacement of a Qualification or Statement of Attainment**

- i If an award is damaged or lost a student may apply to the institute that issued the original award for a replacement. Other circumstances that might necessitate the re-issue of an award include award not received in mail, change of name, or award stamped for outstanding fees
- ii If the original document is not returned the student is required to provide a Statutory Declaration
- iii Where a student is applying for a replacement award due to a name change, a certified photocopy of the relevant supporting documentation must be supplied.
- iv Fees will apply for the replacement of an award

## **10 Safety**

The Occupational Workplace Health & Safety Act 2011 applies to all staff and students of the Institute. All staff and students have a responsibility to ensure that they work safely, without risk of injury to themselves or people around them.

When on Institute premises or any premises used by the Institute (including sites used for excursions, live work or field work), or work experience, industry or vocational placement, you have the additional responsibility to:

- i Follow any safety practices required, for example, wear approved clothing and protective equipment and follow directions, both written and spoken, given by Institute staff or the employer. You are entitled to challenge, respectfully, directions or decisions if they appear to be unlawful or unreasonable or endanger a person's health and safety
- ii Not enter these premises with illegal drugs, alcohol, weapons or be under the influence of drugs or alcohol

Your teacher will advise you of the safety requirements for your class, all machinery is to be used in accordance with these safety procedures

## **11 Dress Code**

AHSR/ASMI is an adult learning environment that prepares you for business and industry, as well as for further career-related training. As such you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that would be expected in the workplace. There is no desire on the part of AHSR/ASMI to make dress standards too rigid. However, within the Institute and while on placement if applicable to your program, you should wear clothes appropriate to the vocation and in particular:

- i Be adequately clothed in accordance with occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the program. You are responsible for wearing appropriate clothing which minimises risk to yourself.
- ii Wear appropriate footwear at all times. It is not permitted for anyone to enter Institute grounds or buildings with bare feet
- iii Not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness or because of slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others
- iv Not wear motorcycle helmets in Institute buildings

## **12 Confidentiality**

As an enrolled student of AHSR/ASMI you may be required to attend practical work placements as part of your studies, during these placements, you may become familiar with information that is confidential to that workplace. You must not divulge any information that you may become aware of during a placement. Breaches of confidentiality are considered to be acts of misconduct.

## **13 Campus Environment and Resources**

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- i Reporting breakage and/or faults with equipment to the teacher, or the Institute administration
- ii Leaving classrooms, workshops and laboratories neat and tidy after classes and tutorials and ensuring equipment and tools are cleaned and correctly stored
- iii Not using or installing unlicensed software on Institute computers
- iv Checking all peripheral devices such as USB drives, CDs, DVDs, and other mass storage devices for viruses before use on Institute computers

## **14 Children on Institute Premises**

In particular circumstances, to maintain access to Institute programs, provision may be made for a student who is the parent/guardian of a young child to allow the child to accompany the parent to class or to use Institute facilities for

study purposes. Particularly those individuals partaking of the Early Childhood Education and Care. In the event of a child suffering from a contagious or severe illness, the child shall not accompany the parent to a class nor be permitted to accompany the parent on Institute premises.

## **15 Compliance with Legislation and Policies**

As a student of AHSR/ASMI, you are required to abide by State and Commonwealth legislation as well as AHSR/ASMI policies and rules.

### **15.1 Alcohol on Institute Premises**

You are not allowed on Institute premises or to use Institute facilities when under the influence of alcohol. Consumption of alcohol on Institute premises, including sites used for excursions, field trips and live work, is prohibited, except at an authorised function on licensed premises. No person under the age of 18 may consume alcohol on Institute premises.

### **15.2 Drugs on Institute Premises**

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on Institute premises is against the law and will be reported to the police. If you are taking prescription medication it is your responsibility to ensure that it does not affect your safety or the safety of others, for example in operations machinery.

### **15.3 Weapons on Institute Premises**

You are not to bring knives or other weapons to Institute premises. It is an offence under the Weapons Act 1990 to be in possession of a knife or other weapon in a public place or an educational facility unless the weapon is to be used for educational purposes, for example, possession of a knife for butchery or cooking training. It is not a reasonable excuse to possess a weapon for self-defence purposes. Any threats to staff, students, animals or property will be reported to police immediately.

### **15.4 Smoking**

The Tobacco and Other Smoking Products Act 1998 prohibits you from smoking in or around buildings or in Queensland Government motor vehicles. It is an offence to smoke within 4 metres of any part of the entrance to a building.

### **15.5 Copyright**

You may only copy materials in accordance with the Copyright Act 1968. The Act applies to information published on the internet. For study and research purposes, students are allowed to copy 10% or one chapter of a book, whichever is the greater, or one article per issue of a journal. More extensive reproduction may be possible. Check with library staff. You must comply with licences for the use of intellectual property, including software. All software loaded onto Institute computers or provided by the Institute is licensed and there is no permission to copy software unless permitted by the licence.

If you need further information about your copyright obligations, refer to the Australian Copyright Council website.

### **15.6 Anti-discrimination**

Discrimination occurs when a person is treated less favourably than another person because of perceived attributes such as race, pregnancy, gender or disability. Discrimination whether direct or indirect is unlawful under the Queensland Anti-Discrimination ACT 1991 and Disability Services Act 1992.

### **15.7 Blue Card for Child-Related Employment**

Students required to undertake work placement in a child-related industry as part of their studies will be required to apply for and receive a Blue Card for Child-Related employment before commencing the placement. Refer Commission for Children and Young People and Child Guardian Act 2000.

### **15.8 Mobile phones and sound and photographic equipment**

Use of mobile phones is not permitted in classrooms. Use of mobile phones and sound or photographic equipment including MP3 players etc must be in a manner which does not contravene Section 18.2 below.

## 16 Appropriate Use of Computing and Electronic Resources

AHSR/ASMI recognises that computing and electronic resources are a valuable source of learning and information relevant to educational programs. These resources include video conferencing, internet and intranet services provided by AHSR/ASMI such as email, email lists, web browsing, website publication, chat and newsgroups (forums). You are encouraged to make use of these resources for purposes relating to study being undertaken through AHSR/ASMI, however, AHSR/ASMI computing and electronic resources **are not to be used for purposes other than for program/course requirements** unless otherwise specified within Institute procedures.

Note:

1. Any misuse of computing or electronic resources is considered to be an act of misconduct and will be addressed as such. This may mean the withdrawal of access to the resources, suspension or expulsion
2. Unlawful use of computing and/or electronic resources will lead to legal action being taken

AHSR/ASMI reserves the right to:

- i Moderate access to Internet and Intranet services, including the filtering of websites
- ii Monitor and record all usage of its computer networks, including its Intranet and Internet services
- iii Access a student email account where it is considered that there may have been misuse of the email system
- iv Take disciplinary action when breaches of expected behaviour occur

### 16.1 Criminal Offences – Electronic Resources

Commonwealth and State laws relating to written communications apply equally to email messages and the Internet. These include laws relating to:

- i Downloading, uploading, copying, storing or distributing child pornography
- ii Downloading, uploading, copying, storing, or distributing software applications or other material with content that is illegal
- iii Breaching copyright such as unlicensed copying of a computer program
- iv Intercepting, attempting to steal or alter data (hacking), unlawfully accessing, altering, or falsifying electronic documents or programs
- v Using communication and information devices for defamation, illegal gambling, fraudulent misrepresentation and unauthorised recording.

### 16.2 Unlawful Use – Violations of State or Federal law – Electronic Resources

Unlawful use relates to:

- i Unauthorised use of documentation that would normally require payment of a fee for use
- ii Accessing or downloading website materials or files or transmitting material that is defamatory
- iii Accessing, displaying, disseminating or storing obscene or offensive material including abusive, pornographic, profane or sexually oriented material
- iv Using Internet technologies to access or disseminate the use of illegal drugs, dangerous materials or other illegal activity; or material that promotes hatred or discrimination based on age, race, religion, gender or sexual preference. Threatening letters or unsolicited advertising, false or defamatory statements must not be posted or published on the internet
- v Using electronic resources to stalk or harass anyone

## 17 Training and Assessment

Your training will depend on your study mode and whether you are class based, external or service based or a trainee/apprentice. ASMI training modes include:

- **Classroom:** This requires students to attend a class either part time or full time. The Trainer Assessor leads students through the course or unit. Students wanting to complete some units only through classroom study should contact ASMI. Classes are subject to timetables and availability.
- **External:** Students receive a Learning Guide which includes readings, activities and assessment. Students are able to study at a time and place convenient to them. All external students have a Trainer Assessor who provides regular support, on the job training and assessment.
- **Traineeship/Apprenticeship:** Traineeships and apprenticeships offer the ability to 'learn and earn' from day one. They combine training and paid employment. Training will be provided at the centre or facility where the trainee is employed. Our Trainer Assessor visits the trainee or apprentice on a monthly basis and providing individualised training in a quiet, uninterrupted area as well as providing on the job training. Under a traineeship or apprenticeship, your employer **MUST** provide non-contact time with ASMI for training and assessment according to the requirements of the Training Plan.
- **Recognition of Prior Learning (RPL):** ASMI recognises prior experience and learning. Students work through a booklet which allows them to demonstrate their knowledge and skills without completing additional learning. Students are assessed on these skills and knowledge through the Recognition process. RPL is an assessment process, where the student collates evidence of work skills and knowledge of industry. The Trainer Assessor will assess the evidence provided by the student to make a judgement

## 17.1 Assessment

It is your responsibility to abide by the following:

- i You should submit assessment items by the due date, unless an extension has been granted. Breach of the above will result in an unsuccessful result being recorded for that assessment item
- ii Extensions will only be granted due to personal illness, or for other extenuating circumstances. Formal requests for extensions should be submitted to your teacher in writing 48 hours prior to the advertised deadline where possible
  - a Length of extension is at the discretion of the teacher and is not re-negotiable.
  - b A doctor's certificate must be produced to verify illness (or other documentary evidence, where applicable)
- iii You are responsible for:
  - a Complying with the procedures for assessment item submission and collection
  - b Requesting feedback and negotiating resubmission of the assessment item (if required)
  - c Retaining any returned assessment items for a minimum period of 14 days after you receive your result unless an appeal is being lodged, In this case the items should be retained until the appeal is finalised
  - d Keeping a copy of any submitted item where possible until assessment is returned, and abiding by Institute procedures for submission of assessment, including keeping a copy of any receipt
- iv If you have submitted our assessment item by the due date, and it is assessed as requiring additional work you may request and opportunity to resubmit the item. Only one resubmission attempt will be granted for each assessment item. Except in the case of apprentices and trainees, resubmissions will only be granted if the teacher considers that you have made a genuine attempt at the first assessment
- v If you do not resubmit your assessment item by the due date, you will be given the result of Not Competent for that competency. If you do resubmit the assessment item and it is again assessed as requiring additional work, you will be assessed as Not Competent for the competency
- vi All assessment tasks and examinations must be done honestly, without any form of cheating. To avoid plagiarism you must properly acknowledge all information sources

## 17.2 Alternative Assessment

If you consider you will be disadvantaged, due to a disability or unusual circumstance, you may request an alternative assessment. These requests:

- i Should be submitted directly to the assessor
- ii May come directly from you or through Student Services as advocate for you
- iii Will be verified with specialist staff

## 17.3 Deferred Assessment

- i You may apply to the Institute Director (or delegated officer) in writing for a deferred assessment giving the reason for the request
- ii The application is to be made at least 7 days prior to the due date of the assessment, except:
  - a In emergency circumstances
  - b In cases of serious illness or injury where you will need to provide a medical certificate. If the assessment date has passed, the application must be made within three working days of the concluding date on the medical certificate
- iii If the Institute Director (or delegated officer) is satisfied that you were unable by reason of illness or other exceptional circumstances to complete an assessment task, they may allow a deferred assessment

## 17.4 Re-evaluation of Assessment Item

- i If you are dissatisfied with the result of an assessment item, you may submit a written application for re-evaluation of the result to the Institute Director or delegated officer. You must lodge your application, together with the scheduled charge, within 14 days of notification of the result
  - a If the re-evaluation of assessment takes in excess of one hour, the delegated officer may vary the amount of the scheduled charge to be at actual cost
  - b If the result is upgraded to successful, you will be refunded the scheduled charge
- ii Where possible an assessor other than the original assessor will undertake the re-evaluation
- iii If you are dissatisfied with the re-evaluation outcome, you have a further right to appeal to the Institute Academic Appeals Committee

## 18 Academic appeals

This process is for appeals by student in relation to academic decisions or procedural matters. For appeals against specific assessment decisions, you should first refer to the re-evaluation of assessment. If you are dissatisfied with the outcome of the re-evaluation process, you have a right to appeal to the Institute Academic Appeals Committee:

- i The notice of appeal should be in writing addressed to the Institute Director of Operations for referral to the the Academic Appeals Committee and submitted within seven days of notification of the outcome of the re-evaluation process
- ii If the appeal is not lodged in the specified time, the result will stand
- iii If through emergency circumstances, such as in cases of serious illness on injury, you need to defer an appeal, you must forward a medical certificate in support of this. The notice to defer the appeal must be made within three working days of the concluding date shown on the medical certificate

### 18.1 Academic Appeals Committee

The Academic Appeals Committee is convened by the Institute Director of Operations. You may nominate an Institute counsellor (optional) and two other members to the Committee – both non-counsellor members must have relevant academic content knowledge. These nominations must be in writing to the Institute Director of Operations. The Academic Appeals Committee shall:



- i Provide you with written notice of the time and place of the hearing, not less than five days before the date of the hearing
  - ii Review the circumstances of your dispute or question relating to the academic processes adopted in reaching an academic decision and will make a determination in the matter
  - iii Immediately after reaching its decision, communicate that decision to the Institute Director and the student
- The decision of the Academic Appeals Committee is final.

Note: if a student is excluded from the Institute while in the compulsory schooling phase or the compulsory participation phase, the school (if any) and the Executive Director, Schools (Education Qld) for the region will be informed for the purposes of ensuring the student is provided with appropriate support and advice

## 19. Misconduct

Student misconduct includes both academic misconduct and behavioural misconduct.

### 19.1 Academic Misconduct – Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** – including supporting others in cheating, **plagiarism, collusion** – including working groups where not approved by the teacher, electronic plagiarism, and **falsifying** information.

### 19.2 Behavioural Misconduct

Behavioural misconduct is broadly defined as actions that breach these Student Rules or Institute policies. This includes but is not limited to:

- i Breaches of commonwealth or state law which impinge on SBIT operations
- ii Behaviour that impairs the reasonable freedom of other persons to pursue their studies and participate in the activities of the Institute
- iii Refusing or failing to identify yourself truthfully
- iv Any act or failure to act that endangers the safety or health of any other person
- v Actions that impair any person’s participation in a legitimate Institute activity or, by act or omission disrupts the peace or good order of the Institute
- vi Acting in a way that causes student or staff or other persons within the Institute to fear for their personal safety
- vii Acting in a way that causes damage to Institute property

### 19.3 Immediate Consequences of Misconduct

- i Where State or commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority
- ii If a teacher or examination supervisor believes you are involved in academic misconduct during assessment:
  - a You will be instantly informed of such but if in the process of an examination/assessment item will be allowed to finish
  - b The teacher or examination supervisor will prepare a written report on the alleged academic misconduct and attach the report to your examination/assessment item
  - c The matter will be referred to the Institute Director (or delegated officer) for appropriate action, as outlined in Formal Disciplinary Process
- iii A member of the teaching staff or any senior staff member may, in respect to any misconduct by you committed in a class, laboratory, library, facility or premises under their management or control, immediately suspend you from attendance at such class or from use of such laboratory, library, facility or premises for a period not exceeding 24 hours in the first instance

- iv If a suspension action is taken, that staff member shall advise the delegated Institute officer immediately and provide them with a written statement, which details the circumstances of the suspension
- v Serious misconduct or repeated instances of misconduct, may incur a longer period of suspension
- vi If you are an apprentice or trainee, any disciplinary action or recommendations will be made with due regard to the provisions of the Vocational Education, Training and Employment Act 2000
- vii If you are under 18, your parent/guardian may be notified, unless you are an independent person with a Centrelink account, or estranged from your parent/guardian

#### **19.4 Attendance of Parent/Guardian at Interviews of Students Under 18 Years of Age**

- i In the event of serious or repeated misconduct which may lead to suspension or exclusion, your parent/guardian will be notified (see 17.3 vii) and invited to attend any subsequent interviews in the disciplinary and appeal process
- ii Any student may invite their parents or guardian to interviews during a disciplinary and appeal process
- iii The disciplinary and appeal process will continue whether or not parents/guardians choose to attend the interview/s

#### **19.5 Formal Disciplinary Process**

Following receipt of advice of an act of misconduct, the Institute Director or delegated Institute officer will advise you in writing of the alleged incident of misconduct and commence the following formal disciplinary process:

- i You have five working days to make oral or written representations regarding the alleged incident of misconduct
- ii Within 5 days after this period, the designated Institute officer may modify or dismiss the charge or submit a report to the Institute Director recommending one or a combination of the following penalties:
  - a In the case of misconduct related to assessment, you may fail the assessment or be marked as Not Competent for all the competency; a supplementary assessment may be provided at the discretion of the Institute
  - b Reprimand and warn you against repetition of the breach of discipline
  - c Suspend you from attending classes for a period not exceeding 14 days which shall include any period of suspension already imposed
  - d Suspend you from using all or some facilities and/or services, including library borrowing and computer access rights
  - e Exclude you
- iii The Institute Director will review the report and may approve or alter the penalty
- iv Within five working days of the report being submitted to the Institute Director, the delegated Institute officer must provide you with a written statement detailing the decision, including information on your right to appeal the decision

Note: where you have been found guilty of misconduct, information relevant to the case may be shared with other Institutes

#### **19.6 Misconduct Appeals**

If you have been found guilty of misconduct, you may appeal the decision or the decision process in writing to the Institute Director. The Institute Director will refer your appeal to Misconduct Review Panel.

- i A date for the Misconduct Review Panel meeting will be set as quickly as possible and you will be notified of time, date and venue in writing
- ii If required, the Institute will provide an interpreter to assist you during the meeting

- iii You have the right to be accompanied by a representative and you may call witnesses, or you may provide a written submission instead of attending the meeting. You may ask the Institute Counsellor to support you through this process
- iv The panel will advise you in writing of the decision within two working days of the date of the decision
- v The decision of the Misconduct Review Panel is final (subject to the provisions of the Judicial Review Act)
- vi Based on the level of severity Australian Skills Management Institute will be obligated to report this to PRISMS.