

ASMI

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

International Agent Handbook 2020-21



TRAINING THE FUTURE

Australian Hospitality Skills Recognition PTY LTD T/A Australian Skills Management
Institute / ABN 23159857084 / ACN 159857084

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 and Welcome!

Founded by Award Winning Chefs in 2009, Australian Skills Management Institute (ASMI) has expanded to include qualifications outside of the Hospitality sector, and has now evolved into a registered training organisation with world-wide exposure. ASMI delivers a broad range of qualifications, from Certificate I through to Advanced Diploma.

Qualifications currently on offer include Business, Early Childhood Education and Care, Leadership and Management, Human Resources, First Aid and others. ASMI is a progressive training organisation based on reputation and quality. We constantly review the qualifications ASMI deliver in consultation with our industry partners to meet the needs of today's employment demands and future markets.

At ASMI we believe in quality products and services. 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 improve our products and services constantly.

ASMI recognises the value of robust quality systems and it is our intent to be fully compliant with the Standards for Registered Training Organisations 2015 and other legislative/regulatory requirements at all times.

If you would like to read further about our obligations to the Learner, and the Learners rights, please refer to our website <http://asmitraining.edu.au/international>



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

 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

 asmtraining.edu.au



Courses at Australian Skills Management Institute

Course Name	Level	Duration
Commercial Cookery and Hospitality		
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
Early Childhood Education and Care		
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
Individual and Ageing Support		
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
Business and Management		
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) - Elementary - Pre-Intermediate - Intermediate	Non AQF Award	30 weeks
IELTS Preparation (CRICOS Course Code: 098413B)	Non AQF Award	10 weeks

Course Packages			Level	Duration
Commercial Cookery and Hospitality				
SIT30816 - Certificate III in Commercial Cookery (CRICOS Course Code: 093592A)	SIT40516 - Certificate IV in Commercial Cookery (CRICOS Course Code: 093593M)	SIT50416 - Diploma of Hospitality Management (CRICOS Course Code: 091076D)	Certificate III/ Certificate IV/ Diploma	104 weeks
Early Childhood Education and Care				
CHC30113 - Certificate III in Early Childhood Education and Care (CRICOS Course Code: 095878D)	CHC50113 - Diploma of Early Childhood Education and Care (CRICOS Course Code: 095440A)		Certificate III/ Diploma	111 weeks
CHC30113 - Certificate III in Early Childhood Education and Care (CRICOS Course Code: 095878D)	CHC50113 - Diploma of Early Childhood Education and Care (CRICOS Course Code: 095440A)	BSB61015 - Advanced Diploma of Leadership and Management (CRICOS Course Code: 099035D)	Certificate III/ Diploma/ Advanced Diploma	169 weeks
Individual and Ageing Support				
CHC33015 - Certificate III in Individual Support (CRICOS Course Code: 0100731)	CHC43015 - Certificate IV in Ageing Support (CRICOS Course Code: 0100734)		Certificate III/ Certificate IV	88 weeks
Business and Management				
BSB30115 - Certificate III in Business (CRICOS Course Code: 095877E)	BSB40215 - Certificate IV in Business (CRICOS Course Code: 095876F)	BSB50215 - Diploma of Business (CRICOS Course Code: 088845E)	Certificate III/ Certificate IV/ Diploma	73 weeks
BSB30115 - Certificate III in Business (CRICOS Course Code: 095877E)	BSB40215 - Certificate IV in Business (CRICOS Course Code: 095876F)	BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 098832E)	Certificate III/ Certificate IV/ Diploma	99 weeks
BSB50215 - Diploma of Business (CRICOS Course Code: 088845E)	BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 098832E)		Diploma	78 weeks
BSB51918 - Diploma of Leadership and Management (CRICOS Course Code: 098832E)	BSB61015 - Advanced Diploma of Leadership and Management (CRICOS Course Code: 099035D)		Diploma/ Advance Diploma	110 weeks

Graduate Studies					
BSB80515 - Graduate Certificate in Management (Learning) (CRICOS Course Code: 0101317)		BSB80515 - Graduate Certificate in Management (Learning) (CRICOS Course Code: 0101317)		Graduate Certificate/ Graduate Diploma	87 weeks
BSB61015 - Advanced Diploma of Leadership and Management (CRICOS Course Code: 099035D)	BSB80515 - Graduate Certificate in Management (Learning) (CRICOS Course Code: 0101317)	BSB80515 - Graduate Certificate in Management (Learning) (CRICOS Course Code: 0101317)		Advance Diploma/ Graduate Certificate/ Graduate Diploma	145 weeks

ASMI Intakes 2019 - 2020

Program	2020								
	JAN	MAR	APR	MAY	JUN	JUL	AUG	OCT	NOV
Cookery	28/01	23/03	20/04	18/05	08/06	13/07	17/08	06/10	02/11
Childcare	28/01	23/03	20/04	18/05	08/06	13/07	17/08	06/10	02/11
Business & Management	28/01	23/03	20/04	18/05	08/06	13/07	17/08	06/10	02/11
Individual & Ageing Support	n/a	n/a	20/04	18/05	08/06	13/07	17/08	06/10	02/11
Graduate Studies	28/01	23/03	20/04	18/05	08/06	13/07	17/08	06/10	02/11
ELICOS	Every Monday								

Student Enrolment Process

All students* are required to submit:

- A. Completed F07 – International Student Application
- B. Attested copies of:
 - ✓ Passport
 - ✓ Academic Certificates & Transcripts
 - ✓ English Language Test Results (IELTS, TOEFL, Pearson, Cambridge English)
 - ✓ Release letter (*only if student is transferring from another provider*)

*(*Students must be over the age of 18 years.)*

Once the application is received, ASMI will issue a conditional offer letter

Offshore students may be interviewed on Skype/WeChat to determine if students satisfy GTE requirements

Offshore students may be asked to submit financial documents from the sponsors, statement of purpose (SOP) and financial sponsorship declaration form.

Once ASMI receives all the relevant documentation and information. ASMI will advise you to deposit the tuition fee

Once ASMI receives the transfer receipt of the tuition fee deposit along with signed acceptance letter. ASMI will issue and forward the eCoE to the agent

International Agent Information

Education agents have a critical role in the recruitment of students to Australia's international education industry. They must interpret the needs of both students and ASMI while operating in ways that comply with a multitude of laws and regulations.

This manual is aimed at providing beneficial advice and tips on how to effectively promote ASMI to students while remaining compliant with ASMI's policies and procedures and relevant legislation.

The following responsibilities are the benchmark the ASMI uses in:

- i) Processing applications for new International Education Agent Agreements
- ii) Reviewing International Education Agent Agreements
- iii) Annual Audits of advertised International Education Agent
- iv) Renewing International Education Agent Agreements

1. Applying to be an Agent for ASMI

Prospective agents must complete and submit a F41 – Education Agent Reference Check to : intasst@asmitraining.edu.au (Brisbane Campus, QLD) / adminnsw@asmitraining.edu.au (Burwood Campus, NSW)

1.1 Responsibilities of the Agent:

- i. Promote the ASMI's courses with integrity, accuracy and recruit students in an honest, ethical and responsible manner; all promotional activities will be at the agents expense unless agreed upon in writing by ASMI's Director of Operations.
- ii. Inform prospective students accurately about the requirements of Programs. This can only be done by reference to the material provided by the ASMI.
- iii. Inform students' who come to Australia on a student visa must have a primary purpose of studying, must study on a full time basis and must complete their studies within the expected duration of study
- iv. Uphold the high reputation of ASMI and of the Australian international education sector
- v. Ensure that relevant fees as per the Offer Letter and Offer Acceptance Letter are deposited directly into ASMI's International Account to be held as per the Tuition Protection Scheme, when the Offer Acceptance Letter is signed by the student.
- vi. Advise the student that they are required to provide to ASMI with contact address's (other than ASMI representative's address)
 1. Permanent address in Home Country
 2. Home address in Australia
 3. If a student does not yet have an Australian address at time of application:
 - ✓ ASMI will hold physical mail for OSHC only, until the arrival of the student.
 - ✓ Students required to hold 'Working With Children's Checks' (WWC) can only apply for WWC with an 'Australian Home Address'.

- vii. If a student's visa application is refused, advise the student that ASMI will refund the student's tuition fees upon presentation of official documentation from the Department of Immigration and Border Protection (DIBP) in accordance with the ASMI's refund policy.
- viii. Make sure that all necessary evidence and documents accompany a student's application or acceptance of offer are correctly completed, certified (as necessary) and dispatched
- ix. Provide any offer and acceptance documents received from ASMI to the student within 3 working days of receiving these documents.
- x. Only undertake promotional and marketing activities connected to or making reference to the ASMI that are expressly authorised by ASMI's Director of Operations.
- xi. Receive prior written permission from ASMI before using any registered or unregistered logo of ASMI.
- xii. At all times comply with the requirements of Standard 4.3 of the National Code under the ESOS Framework.
- xiii. Remain aware of all legislation relating to students under the Australian Government's Department of Immigration and Border Protection (DIBP). This information must be passed onto prospective students.
- xiv. Ensure that all student applications sent to ASMI contain all of the required documentation to qualify for the Programs according to the entrance requirements of ASMI – as listed in course brochures.

1.2 Agents must not:

- i. Receive, hold or bank *any* fees and charges payable to ASMI by a prospective student *or* deduct any amount from such fees and charges.
- ii. Engage in any dishonest practices, including suggesting to prospective students that they can come to Australia on a student visa with a primary purpose other than study.
- iii. Facilitate applications for students who do not comply with visa requirements.
- iv. Discount fees to students in any way – this will result in automatic termination of this agreement.
- v. Make any representations or offer any guarantees to students about whether they will be granted a student visa or not.
- vi. Engage in false or misleading recruitment practices.
- vii. Make any false or misleading comparisons with any other education provider or their Programs.
- viii. Make any inaccurate claims of association with ASMI or any other education provider.
- ix. Give inaccurate information to a prospective student about acceptance into a course for which they have applied or into any other course.
- x. Undertake any advertising or promotional activity about a course or ASMI without written permission from the Director, Marketing.
- xi. Engage in false or misleading advertising, including use of non authorised ASMI material, logos or branding.
- xii. Give inaccurate information to a prospective student about the fees and charges payable to ASMI.
- xiii. Charge any additional fees to a prospective student other than those fees stated in the offer and acceptance letters.
- xiv. Give false or misleading information or advice in relation to the employment outcomes associated with a course.
- xv. Engage in dishonest practices including deliberately attempting to recruit a student who has been studying their principal course at another provider for less than six months. This will result in automatic termination of this agreement.
- xvi. Commit ASMI to accept any prospective student into a Program.
- xvii. Use or access PRISMS on ASMI's behalf.
- xviii. Use any registered or unregistered Mark or trademark of ASMI without the prior written consent of ASMI.

2. ESOS/National Code 2018

The ESOS Act governs the provision of Education Services to Overseas Students – The National Code is an associated part of this Act that most clearly spells out what each participant, may do, must do and may not do in relation to engaging with Australia’s education services.

Further information about students’ rights and obligations under the ESOS Framework can be found on Department of Education Skills and Employment website online at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

International Student Information

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 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 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	Varies per program – refer individual program brochures Covers the cost of program delivery. Onshore students will be required to pay the program tuition fee from their first term upfront in addition to any fees incurred above. Offshore students will be required to pay the program tuition fees from their first two terms upfront in addition to any fees incurred above.

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 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 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 the International Business Development 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 you 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 an 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 or 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.