



STUDENT INFORMATION HANDBOOK

2011-2012

**THE ASHMARK INSTITUTE OF AUSTRALIA
287-313, Macaulay Road, North Melbourne, VIC 3051**

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1. Arrival Checklist

Registration and Enrolment

It is compulsory for students to finalise their enrolment by registering at 287-313, Macaulay Road, North Melbourne Office before commencing their course. Students **MUST** bring with them their passport and CoE letter for registration. For students who wish to have credits transferred from previous studies, they will need to bring their original documents to be sighted and photocopied for our records.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, The Ashmark Institute of Australia (thereafter known as AIA or the Institute) is required, by law, to cancel your CoE.

Please note that students are required to complete their address and emergency contact details and to inform the Institute of any changes, as it is a condition of the applicant's study visa to maintain their current address details **AT ALL TIMES**. Failure to do so is a breach of one of the conditions of your student visa and can result in your visa's cancellation.

Class Times and Orientation

Class times at the Institute is from 8am to 5pm, 7 days a week. Students are scheduled to attend classes every week for their course. The class days varies from different courses, please find below for the exact class days for each courses:

Certificate III of Automotive Mechanical Technology [AUR30405](CRICOS Course Code: 062971B) (20 hours)

- The first two (2) days, 8 hours each day
- The third (half) day, 4 hours

Diploma of Management [BSB51107] (CRICOS Course Code: 068447G) (20 hours)

- The first two (2) days, 8 hours each day
- The third (half) day, 4 hours

Diploma of Automotive Management [AUR50105] (CRICOS Course Code: 063977K) (20 hours)

- The first two (2) days, 8 hours each day
- The third (half) day, 4 hours

If there are changes, students will be informed with the changes on their scheduled class days at the time of their enrolment.

Orientation/induction is conducted on the first and second day of commencement. During orientation, new students will be introduced to AIA staff, be fully informed of most aspects of life at the Institute, provided with useful information on Melbourne and be given an opportunity to ask questions.

Should you have any queries concerning your application, please contact

The Head of Administration

The Ashmark Institute of Australia
287-313, Macaulay Road
North Melbourne Victoria 3051
Australia
Phone: +61 3 9348 9002
Fax: +61 3 9329 2454
Email: info@ashmark.edu.au

Administration is open from 9am to 5pm (Australian Eastern Standard time) Monday to Friday except public holiday.

2. Code Of Conduct

The Ashmark Institute of Australia respects the dignity of every individual. Accordingly, students studying at AIA are required to behave with courtesy and respect towards all students and staff.

Equality

Australia is a country that believes in 'a fair go', meaning we believe in equal opportunity for all. Everyone in Australia, whether you are female or male, a professional or a blue collar worker, or have some kind of disability, are entitled to the same rights, services, social status, opportunities, respect and courtesy.

In Australia, a person's profession does not define their social ranking in the community. It is highly unacceptable to treat people in "non-professional" occupations as lesser people than those employed in a "professional job". It is also highly unacceptable to treat someone as their personal servant if they have been paid for a service. For example, when a student pays for their education in Australia it does not entitle the student to treat employees of the educational institution poorly, nor does it give them the privilege to demand special treatment from the employees. Treating everyone with courtesy, respect and equality is a fundamental part of Australia's social culture, and there are laws against discrimination based on someone's:

- Race, colour, national or ethnic origin, nationality;
- Gender, lawful sexual activity, sexual preference, marital status, pregnancy or potential pregnancy, breastfeeding, status as a parent or carer;
- Religious or political belief or activity, industrial activity;
- Age, physical features, disability (past, present or imputed), medical condition/record; and
- Personal association with someone identified by reference to any of the above.

Sexual Harassment

Sexual harassment is illegal and a violation of human rights under the Sex Discrimination Act 1984. Sexual harassment is defined as any unwelcomed conduct of a sexual nature that offends, humiliates or intimidates a person, which can occur in the form of physical, verbal and/or written advances. Sexual harassment does not have to be recurring to be against the law. For example, sexual assault and indecent exposure which may only occur once are classed as sexual harassment and are also a criminal offence.

Students need to be aware that behaviour that may be acceptable in their country could be classified as sexual harassment in Australia. At AIA, we advise our students to be familiar with behaviours that are classed as sexual harassment.

For more information visit the Victorian Equal Opportunity Commission website at: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

What to do if you are being discriminated or sexually harassed?

At AIA, we provide trained staff for students with any discrimination or sexual harassment concerns or issues. We advise students who fall victim to discrimination or sexual harassment to keep a diary documenting the event(s), including the student's action in preventing further discrimination or sexual harassment

3. Classroom Expectations

- You must attend at least 80% of classes, as per The Ashmark Institute of Australia policies
- You are expected to read and familiarize yourself with all student policies available on The Ashmark Institute's of Australia website (<http://www.ashmark.edu.au>)
- You must come to class on time
- Mobile phones are not to be used in class. Students are not to receive phone calls during training hours. Important messages are to be left at reception, which will then be passed onto you.

- If your address and other contact details changed, you must inform The Ashmark Institute of Australia within 7 days of your change of address
- No eating or chewing of gum during class
- You may have drinks such as water, coffee, tea, juices and other non-fizzy drinks. Please take note that fizzy drinks are not permitted in class
- No hats to be worn during class time
- You are expected to behave courteously and respectfully at all times towards staff and fellow students
- All homework set by the trainer must be completed by the due date. If you are unable to complete on time, you must request for an extension beforehand
- You must always ask your trainer for permission to leave the class, no matter what the reason is
- Keep the classroom tidy, including picking up papers off the floor. Place all rubbish in bins and, if rubbish falls on the floor near the bin, pick it up and dispose it off correctly
- If you are in the computer lab doing your work during class time and you have no permission from your trainer to be there, you will be marked as absent for the lesson. Lesson time is not a time for you to be in the computer lab doing your homework or setting your own study agenda

4. Teaching and Learning

It is important that all students maintain a high level of integrity in their studies. For this reason, The Ashmark Institute of Australia requires that students abide by all the rules relating to plagiarism, tests and other matters affecting the integrity of student work. To assist you in understanding what is required of students, please read the information below.

Plagiarism

Plagiarism is the 'stealing' of words and/or ideas (intellectual property) from other writers including other students' work by not acknowledging the source of information through referencing, or the use of quotation marks around the borrowed words. AIA will not tolerate plagiarism, so students need to be cautious in the use of wording, so that is not too similar to the original source.

When an author's idea is expressed succinctly and cannot be rephrased without altering its meaning, students may use the wording as a direct quote but will need to cite the expressed views. Students must be careful not to rely heavily on direct quotes to write up the majority of their essays, as trainer/assessor need to identify whether the student understands the subject matter in his/her own wording, rather than words from a book or articles on the Internet.

Avoid plagiarism

- When note-taking, record key ideas and information from source material in your own words;
- Record the source and page number of the information taken in your notes;
- Distinguish ideas of other writers from general knowledge and your own ideas in your notes;
- When note-taking, identify the author's purpose, evaluate the ideas presented and question these ideas to begin imposing your own understanding on the texts ;
- Develop your own writing style when writing up your essays to avoid copying sentences from the texts; and
- Always follow referencing guidelines and models carefully. If you are unsure on what referencing guidelines to use, please ask your trainer/assessor for assistance.

The Ashmark Institute of Australia recognises that one of the biggest challenges facing international students whose first language isn't English is communicating knowledge in both written and oral English. However, students can improve their English proficiency by immersing themselves into and being conscious of their surroundings. Below are some suggestions on how to improve your English:

- Watch and listen to English programs;
- Participate in local activities or volunteer programs – this way, as people will depend upon you to get tasks done and you will be forced to understand and use English;
- Read Australian newspapers and magazines; and
- Speak English at all times on campus

Student Expectations

- Assignments given may be very short and frequent, but students will be given advance notice to complete them;
- It is the student's responsibility to approach the trainer/assessor when experiencing any difficulties with their studies, as trainer/assessor cannot always be aware of each student's particular needs;
- Students may have to search for relevant material in a library or on the Internet to complete their assignments, as it is academically unacceptable to 'parrot' trainers' ideas;
- Students are not only expected to memorise taught material, ask questions and analyse problems but, also, to think critically and formulate their own opinions on the subject matter to show that they have understood the information;
- Students will have to identify and take notes on the main points in classes and texts;
- Students will need to learn referencing skills (footnotes including references, bibliographies) to avoid plagiarism.

Study Guide

- Study in an environment devoid of distractions;
- Manage your time wisely by establishing a study schedule and planning in advance;
- Avoid delay in completing tasks;
- Establish a good student-trainer relationship with your trainer/assessor;
- Participate in group studies, as peers are often the best place for resource and support;
- Do not be afraid to ask for help;
- Prepare for tests in advance by regularly reviewing taught material; and
- Address the assessment criteria in assignments
- Turn up to classes and tests.

5. Satisfactory Course Progress Policy (v11 12/11)

DEEWR - DIAC Course Progress Policy and Procedure

1. Policy

This policy/procedure supports 'Standard 10 – Monitoring Course Progress' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'

The following procedures will ensure that all student academic course performance is monitored and students are given every opportunity to achieve the required academic course progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one semester – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a semester.

A student who does not achieve this 50% competency rate for two consecutive semesters shall be considered in breach of this academic course progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single semester.
- 1st Warning Letter when falling below the required academic performance for single semester.
- 2nd Warning Letter when close to not achieving the required academic performance for a consecutive semester.

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

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

The Ashmark Institute of Australia ensures that the staff members are made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices.

Students are made aware of the course progress requirements through enrolment processes and throughout the program.

2. Procedure

2.1 Recording Student Academic performance

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

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

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

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

These records are checked regularly by the Head of Department for currency and accuracy.

2.2 Monitoring Student Academic Performance

The Assistant to Head of Department will monitor the student's academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined below, to the Head of Department. This monitoring will occur once a month and will be supported by the Head of Department who will also monitor the student's academic course progress regularly and will be involved in the counselling and reporting process as outlined below.

At a convenient time, once a month the Assistant to Head of Department will review the academic course progress of all students and monitor the following points:

- **Any student falls below 75% academic course progress for a single semester.**
 - Student's shall be sent a Notification Letter indicating that they have fallen below 75% academic performance for the semester to date, and failure to achieve Competency in further units undertaken the current semester may result in failing to achieve academic course progress for the semester. Failing to achieve this academic progression in two consecutive semesters will be a breach of Visa requirements and student will be reported to the **Department of Immigration and Citizenship (DIAC)**. The students are given the opportunity to be counselled in their progress if required. (See Appendix A)
- **When a student's projected academic progress falls below 50% for a completed single semester**

When a student's course progress falls below 50% for a completed single semester the Assistant to Head of Department shall notify the Head of Department and a '1st Warning Letter' shall be sent indicating the student must contact The Ashmark Institute of Australia and make an appointment with the Head of Department to discuss their unsatisfactory course progress and strategies to ensure they stay above the 50% academic course progress requirement for the following Term.
(See Appendix B)

If the student does not respond within 7 days the Head of Department will attempt to contact the student via telephone or email.

- ***Any student who is below 75% academic progress in their current semester after falling below 50% in their previous semester***
 - Student's shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each semester they are enrolled. They are informed they have fallen below 75% course progress in the current semester after falling below the required course progression in the previous semester. They are informed that if they fall below the required course progression in two consecutive semesters they will be reported to the **Department of Immigration and Citizenship (DIAC)**.

Students are also informed that they are required to organise an appointment with the Head of Department to discuss their unsatisfactory course progress and strategies to ensure they stay above the 50% Academic requirement for the semester.

(See Appendix C)

If the student does not respond within 7 days the Head of Department will attempt to contact the student via telephone or email.

- ***When a student's projected academic progress falls below 50% for 2 consecutive semesters***
 - The student shall be sent a 'Notification of Intention to Report Letter' indicating they are going to be reported to DIAC for unsatisfactory course progress in their course of study. They are informed that this has occurred as they have failed in more than 50% for two consecutive semesters. They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (See Appendix D)

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

Intervention Strategies for students at risk for not achieving Satisfactory Course Progress

A student is deemed to be at risk when the student fails to achieve competency in at least 75% of the units being studied in a particular term.

Where a student is deemed to be at risk of not achieving a satisfactory course progress, AIA's intervention strategies shall be implemented to provide the student the opportunity to improve their progress. These intervention steps will include meeting with the student to identify the cause/s that is placing him/her at risk. At this meeting, strategies to assist the student in successfully completing the course within the expected duration of study shall be discussed and implemented as required. These strategies may include, but not limited to:

- Extra tuition and support to be organized
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Opportunity for re-assessment
- Extension in duration of course
- Providing individual student support
- Providing assistance with personal issues which are hindering his/her progress

The Head of Department will meet with students identified as being at risk of not achieving a satisfactory academic progress and decide the intervention strategy most suited to the specific student's situation. The steps involved in implementing the intervention strategy include, amongst others

- Interview with the student
- Development of an appropriate strategy
- Implementation of the strategy
- Monitoring and recording of the student's subsequent progress
- Warning letter if student is not progressing satisfactorily, as per the intervention strategy that is applicable to the student
- Further interview if necessary

AIA may extend the course duration of a student's study for the following reasons:

1. Implementation of AIA's intervention strategy for student's of not making satisfactory course

progress

2. If the student is not going to complete his/her course within the expected duration of study.
3. Compassion of compelling circumstances, which include, but not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents;
 - Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies.
 - Traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - Witnessing or being the victim of a serious crime.
 - AIA was unable to provide or offer pre-requisite unit; or
 - Inability to begin studying on the course commencement date due to delay in receiving a student visa

2.3 Reporting 'Breach of Student Course Progress'

All students who fall below 50% course progress requirement and have no supporting reasons shall be reported via PRISMS to the **Department of Immigration and Citizenship (DIAC)** for a breach of their Visa condition.

Students have 20 working days from the date the 'NIR' letter is issued to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated.

This process of reporting breaches into PRISMS is the responsibility of the Prism Administrator. When a student does not access the complaints and appeals process within 20 working days from the date as stated on the NIR letter, or an appeal is unsuccessful, a S.20 notice will be issued via PRISMS and copy of the same will be sent to the student. Copies of all letters, details of phone calls made or email, and any reports are to be kept in the student files.

****However, at the time of calculating student's Academic Progression for NIR purposes (all AIA courses), Head of Department/s will take into consideration his/her actual Academic Progression from the date when he/she was placed under intervention strategy of AIA for not achieving satisfactory course progress. This will ensure that whether he/she has actually made an Academic Progression in the past and has achieved competency in the unit/s using AIA's Re-assessment Policy.***

If Head of Department/s calculations indicate that the student has achieved satisfactory Academic Progression using AIA's Re-assessment policy by achieving competency in all the units for which the 1st Warning Letter was issued and the average Academic Progress for two consecutive terms/semesters (Course Based) is above 50% than he/she can be revoked from the Institute's Course Progress Policy- Intervention Procedure requirements.

6. Attendance (v10 01/12):

PURPOSE

Ashmark Institute of Australia (thereafter known as AIA) follows the DEEWR-DIAC course progress monitoring policy, so the students are not reported to DEEWR for failing to meet attendance requirements. However following practice has been adapted to record and monitor attendance.

Responsibility

- a) Administration
- b) Attendance Department

Definitions

3.1 **Attendance** is physically attending a training delivery session or class at the time and location as mentioned in the timetable provided to the student in accordance to his/her course and batch.

3.2 **Late** means arriving in the class more than 15 minutes after the scheduled start time of the session as mentioned in the time table. This can lead to the exclusion for the remainder of the session and is decided by the trainer for that session.

3.3 **Non attendance** is being recorded as absent and could be either not being present in the class at all or being excluded from the class for being late and/or any other behavioral misconduct.

Requirements/Process

4.1 Minimum attendance

(I) For all students is 70% of the timetabled sessions.

4.2 Monitoring Attendance

Regular absents from the class will be treated in a formal and strict manner by adhering to the following guidelines:

(a) Attendance will be reviewed monthly by the attendance department to short list the students who are falling below the minimum required attendance level.

(b) International student with the attendance below minimum attendance level at the end of the month will be sent a Low attendance caution letter outlining their level of attendance and offering them counseling with the Student support officer to attempt to help them solve their problems and thus encouraging them to be present in the class.

(C) International students whose attendance has not improved by the 6th week will be sent a Disciplinary Interview – unsatisfactory Attendance letter. This letter will outline the details of their requirement to meet with the course coordinator to discuss their situation.

Recording of attendance

- (a) All students will be marked present/absent by the trainer, at the commencement and completion of each class using the “Student attendance sheet”.
- (b) At the end of each class teachers will submit the “Student attendance sheet” to attendance department.
- (c) The attendance officer will input the data into the attendance calculation system to get the output.
- (d) Once all the information is recorded into the Attendance calculation system, Student attendance sheets are archived. (See AIA’s archiving policy).

7. Fees

Additional Fees and Charges

- **Re-assessment Fee of a Unit**

Reassessment Fees (includes \$25 Administration Fee).
Department of Automotive

Department of Automotive:

The following result codes are associated with the automotive assessments:

<u>Certificate III in Automotive Technology</u>	<u>Diploma of Automotive Management</u>
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NA Not Attended NYC(T) Not Yet Competent (Theory) NYC(T)1 Not Yet Competent (Theory)1 st week NYC(T)2 Not Yet Competent (Theory)2 nd week NYC(W)1 Not Yet Competent(Workshop)1 st week NYC(W)2 Not Yet Competent(Workshop)2 nd week NYC(W) Not Yet Competent (Workshop) NAT Not Attended Theory NAT 1 Not Attended Theory (1 st Week) NAT 2 Not Attended Theory (2 nd week) NAW Not Attended Workshop NAW 1 Not Attended workshop(1 st week) NAW 2 Not Attended Workshop(2 nd week) NYC1 Not Yet Competent (1 st Week) NYC2 Not Yet Competent (2 nd Week)	NA Not Attended NYC(T) Not Yet Competent (Theory) NYC(W) Not Yet Competent (Workshop) NAT 1 Not Attended Theory (1 st Week) NAT 2 Not Attended Theory (2 nd week) NAW1 Not Attended workshop(1 st week) NAW 2 Not Attended Workshop(2 nd week) NYC1 Not Yet Competent (1 st Week) NYC2 Not Yet Competent (2 nd Week) NYC3 Not Yet Competent (3 rd Week) NYC4 Not Yet Competent (4 th Week) NYC5 Not Yet Competent (5 th Week) NYC6 Not Yet Competent (6 th week)
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Department of Management:

The following result codes are associated with the management assessments:

NA	Not Attended
NYC1	Not Yet Competent (1 st Week)
NYC2	Not Yet Competent (2 nd Week)
NYC3	Not Yet Competent (3 rd Week)
NYC4	Not Yet Competent (4 th Week)
NYC5	Not Yet Competent (5 th Week)

There will be a charge for any reassessment as out lined in the signed offer letter and agreement.

Reassessment Charges: (Cost includes \$25 Administration Fee)

Department of Automotive	Department of Management
<i>Certificate III in Automotive Technology</i>	<i>Diploma of Management</i>
NA - \$150 (1 week = 20 hours) NA - \$275 (2 week = 40 hours) NYC (T), NYC (T) 1, NYC (T) 2 = \$100 NYC (W), NYC (W) 1, NYC (W) 2 = \$100 NAT, NAT 1, NAT 2 = \$100 NAW, NAW1,NAW2 \$100 NYC 1, NYC 2 = \$100	NA - \$400 (5 weeks = 100 hours) NA - \$325 (4 weeks = 80 hours) NYC 1, NYC 2, NYC 3, NYC 4, NYC 5= \$100
<i>Diploma of Automotive Management</i>	<i>Condition:</i>

<p>NA - \$ 100 (1 week = 20 hours) NA - \$ 175 (2 week = 40 hours) NA - \$ 325 (4 week = 80 hours) NA - \$ 475 (6 week = 120 hours) NYC (T) - \$100 NYC (W) - \$100 NYC 1, NYC 2, NYC 3, NYC 4, NYC 5, NYC 6 = \$100</p>	<ul style="list-style-type: none"> ▪ A student who has not achieved competency in more than 50% of the total Unit requirement will be recorded as NA and must re-sit the whole unit. (This Applies to all the Courses Delivered by AIA). ▪ If a student is marked NYC1 in Management Studies (Diploma of Management) it means that the student is NYC only in the first week's assessment and will have to be re-assessed only for that one assessment for that particular unit.
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The only exception to the above schedule is as following:

If the student has a **medical certificate**** for the day he has missed his/her actual assessment. If the student's **attendance is more than 90%***, he/she will be given the opportunity for reassessment for **free****. (Please note that the attendance period will be checked when he/she had missed the actual assessment)

(* Attendance will be calculated over a semester period) (* Note: Semester = 2 terms) (** Administration fee applicable)

- **Student ID card**

Initial Enrolment for 2 years or 1 year – No Charge
Replacement card charge - AUD\$20

- **Payment by Installment Fees**

AUD\$50 payable with each of the 2nd and 3rd installment payments

- **Weekend Classes**

Weekend classes are only available now if vacancy in the group occurs

- **Late payment of Fees**

Fine of AUD \$20 per day applies to maximum of 14 days– refer www.ashmark.edu.au
Fine of AUD \$280 – applies at 14 days after initial due date (commencement of semester) refer www.ashmark.edu.au and includes the fee accumulated at the daily rate.

- **Deferment Charges and Conditions**

Deferment for maximum of 6 months
Ashmark accepts no liability for fees while student is absent
Students must still complete Units by end of CoE for study period

- **Re-issuing Certificates or other academic documents**

Statutory Declaration to be tendered
AUD \$50 fee for each document requested

- **Charges for damage or loss of Ashmark property**

Students liable for replacement cost of any AIA property due to misuse or inappropriate activity.

- **Resources Fees**

AUR30405 Certificate III in Automotive Mechanical Technology

First Semester Fee: AUD\$400
Second semester Fee: AUD\$440

BSB51107 Diploma of Management

First Semester Fee: AUD\$220
Second Semester Fee: AUD\$220

AUR30405 Certificate III in Automotive Mechanical Technology and BSB51107 Diploma of Management

First Semester Fee: AUD\$320
Second Semester Fee: AUD\$320
Third Semester Fee: AUD\$320
Fourth Semester Fee: AUD\$320

AUR40205 – Certificate IV in Automotive Mechanical Technology (Light Vehicle)

\$400 for whole course

AUR50105 Diploma of Automotive Management

\$1085 for whole course

Other Issues

Workshop clothing

Students must wear overalls and boots supplied by AIA

8. Fee Payment Policy (v5 08/10)

Fee Payment Policy

1) If not paying in instalments, when are my fees due?

1.1 students must pay tuition fees before the start of a new semester. If not paid by the due date, fines up to a maximum of \$280 will apply (see below for more details).

2) When will Ashmark Institute notify you of fees due?

2.1 Invoices indicating fees due for the next semester will be issued to you no later than 4 weeks before the end of the semester in which you are enrolled. For example, if you are currently studying in Semester 1, at least four weeks before semester 1 ends, you will be issued with an invoice for semester 2. The invoice will also indicate your intake date (that is, in which term you commenced your course).

3) How will invoices be distributed?

3.1 Invoices will be distributed to you by mail.


Please note: If you change your address, it is a part of your student visa conditions to notify the Institute of this change within 7 days.

It is the responsibility of the student to obtain advice regarding the due date.

1.2 If you have not received your invoice, please go to the level 1, 459 Little Collins St Campus reception desks to immediately collect a copy.

4) Penalties for not paying fees:

			ACTION TO BE TAKEN
		Deadline: Last day before new semester begins	
TERM 1	WEEK 1	First day of Semester 1	
		First day of Term 1	
	WEEK 9		
		TERM 1 HOLIDAYS Begin	During Term Break time, Accounts lists all students who have not paid TERM 1 fees in full
TERM 2	WEEK 1	First day of Term 2	FIRST WARNING Accounts Department sends all students who have not paid their Semester 1 fees in full a First Warning Letter indicating that they will be fined \$20 per day for a maximum of 14 days (Total fine: \$280)
	WEEK 2		
	WEEK 3		SECOND WARNING LETTER Accounts Department goes through records and lists all students who have not responded in full to the requirements set out in the First Warning letter ↓ Second Warning Letter issued: Accounts Department sends all students who have not paid their Semester 1 fees in full a Second Warning Letter indicating that they will be fined \$20 per day for a maximum of 14 days (Total fine: \$280)
	WEEK 4		
	WEEK 5		NOTIFICATION OF INTENTION TO CANCEL ENROLMENT Accounts Department goes through records and lists all students who have not responded in full to requirements set out in Second Warning letter. ↓ Notification of Intention to Cancel Enrolment issued: Accounts Department sends all students who have not paid their Semester 1 fees in full a Notification of Intention to Cancel Enrolment. Students have 20 working days within which to appeal.
	WEEK 6		
	WEEK 7		Accounts phone all students who have not contacted AIA about their Notification of Intention to Cancel Enrolment. Students are advised that, if they wish to appeal they can do so in 20 working days from the date of notification letter.
	WEEK 8		After 20 working days have elapsed since issuing of Notification of Intention to Cancel Enrolment, Accounts cancels enrolment of students who have not at least paid first semester fees
	WEEK 9		
		TERM 2 HOLIDAYS	During Break Time, Accounts lists of all students who have not paid Semester 2 fees

		Begins	
SEMESTER 2			
TERM 1	WEEK 1	TERM 1 of Semester Begins	<ul style="list-style-type: none"> Accounts send First Warning Letter to all students who have not paid their previous Semester.
	WEEK 2		
	WEEK 3		The process outlined above for Semester 1 is repeated 
	WEEK 9		
		TERM HOLIDAYS 1 Begins	
TERM 2	WEEK 1		
	WEEK 2		
	WEEK 3		
	WEEK 4		
	WEEK 5		
	WEEK 7		
	WEEK 8		
	WEEK 9		

5) Paying fees in instalments

5.1 If paying in instalments, what should I do?

All applications to be made to the Student Support Officer within 5 working days prior to the start of the semester, after which no instalment application will be accepted.

5.2 How many instalments may I pay?

5.2.1. If you wish to pay in instalments, you must pay an initial deposit and the remainder can be paid in two instalments.

Payments are to be made as follows:

- 1) Deposit: Minimum deposit payable before the start of the semester.
- 2) Instalment 1: to be paid within 4 weeks from the Deposit's due date.
- 3) Instalment 2: to be paid within 4 weeks from 1st Instalment's due date.
- 4) Instalment 3: to be paid within 4 weeks from 2nd Instalment's due date.
- 5) All semester fees must be paid within 4 Instalments only.

5.2.2. Students must pay their entire fees within 8 weeks of their semester start date. This only applies to those students whose application for payment by instalments has been approved.

5.2.3. Once an instalment application has been approved, you will receive a copy of the application for your personal record.

6) Receipts

6.1. Do I receive a receipt indicating how much I have paid?

6.1.1. Each time you pay for your fees, you will receive a receipt indicating how much you have paid to date and how much you are still owing on your semester's fees.

9. Refund Policy (v7.1 11/11)

Policy

This policy contains requirements that apply to all students that are currently studying or formally enrolled with us at The Ashmark Institute of Australia (thereafter known as AIA). The AIA's refund policy observes the principles outlined in the Education Services for Overseas Students Act 2000 (ESOS Act) and The National Code 2007 and applies to all new and re-enrolling students unless otherwise stated. AIA requires all students to be treated fairly and with integrity when applying for refunds and this procedure is intended to ensure that this occurs. Refunds will be made by electronic bank transfer or overseas bank draft. All applications for refund must be made in writing using the Fees Refund Application Form and submitted to the Accounts Department as prescribed in this policy. A refund will be paid directly to the student who entered into the agreement with The Ashmark Institute of Australia (AIA). This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Refund Application and Payment Information

Refunds of fees paid, less deductions provided for in this policy, will be made, if students apply in writing to the Accounts Department, as prescribed in this policy. International students seeking a refund must complete and submit the Application for Refund Form, available from AIA's website. Appropriate supporting documentation needs to be included e.g. visa refusal letter from DIAC, acceptance into another program of study, etc. In order for a refund to be payable, the funds must be available (e.g. cheques are cleared, telegraphic transfers received), and any debts to AIA must be paid in full or the outstanding amounts will be deducted from the refund.

In the case of student defaults, refunds will be made within 28 days of receipt of a written application and will include a Refund letter explaining how the refund was calculated.

In the case of provider default the refund will be paid within 14 days from the date the application was received. AIA reserves the right to retain the amount of any agent fee incurred by AIA in recruiting a student, in addition to any other amount AIA is entitled to.

Institute Defaults

A refund of any pre-paid fees will be provided in the following circumstances:

- The course in which the student is enrolled does not begin on the agreed commencement date; or
- The course ceases to be provided at any time after it commences but before it is completed; or
- The course is not provided fully to the student because a sanction has been imposed on AIA; or
- If there is an Institute Default, the Student can choose to accept either:
 - A refund of the course fees, which will be issued to the Student within 14 Days; or
 - To be placed in an alternative course with the Institute or another provider. If the Student chooses placement in an alternative course, the Student must sign a document to indicate their agreement to the placement.
- If AIA is unable to provide a refund or place the Student in an alternative course the Tuition Assurance Scheme will be responsible in placing the Student in a suitable alternative course at no extra cost.
- If the Student is an International Student and the Tuition Assurance Scheme is unable to place the International Student in a suitable alternative course, the ESOS Assurance Fund Manager will then attempt to place them in a suitable alternative course or, if this is not possible, the International Student will be eligible for a refund as calculated by the Fund Manager.

Other Refunds

- If the student's application for initial student visa is refused such that the student cannot undertake studies in Australia, a Full refund will be given, less or no more than the lesser of AUD\$250 (Administration fee). The student must provide proof of refusal from the Australian Government or else a refund will not be granted; or

- If 10 weeks or more prior to the student's course commencement date, the student indicates to the Institute in writing, that he or she wishes to withdraw from the course, a Full refund of course fees received by the Institute less AUD\$250 Administrative Fee will be granted.

Please note, in all of the above cases, course commencement date is the date indicated on the student's most current and approved e-CoE. There will be no refund of any bank or courier charges.

Student Defaults

No refund will be provided in the following circumstances:

- If the student notifies AIA less than 10 weeks prior to the student's course commencement date that he/she wishes to withdraw from the course; or
- The student does not commence the course on the date specified in the student's CoE and does not notify the Institute.
- No refund will be given to any student after commencement date.

10. Deferment, Suspension or Cancellation a Student's Enrolment (v4 09/10)

Definition of terms:

Deferment – A student can defer their course for a maximum period of one semester (6 months) by applying prior to commencement of studies.

Suspension – A student enrolment can be suspended for a maximum period of one semester (6 months) during the commencement of studies: Note if a student is temporarily suspended for a period of 28 days or longer, the student must return home (unless special circumstances permission given by DIAC)

Cancelling - A student's enrolment means that the student is formally no longer a student of Ashmark Institute. Cancelling a student's enrolment becomes official once DEEWR, via PRISMS, is notified that the student's enrolment with The Ashmark Institute of Australia has been cancelled.

Students may apply for a temporary deferment or suspension of studies. All temporary suspensions, regardless of their duration, must be reported to DEEWR.

It is important to keep in mind that should you apply for a deferment or suspension of studies, this may affect your course completion date which in turn may affect your student visa. Therefore, students planning to **defer, suspend or cancel their enrolment** are advised to contact DIAC on 131 881 for further information.

On what grounds may a student apply for a deferment or suspension of studies?

The prospective students should find this information on the student's handbook, which also can be found on the website. Students wishing to defer or temporarily suspend their studies can only do so when there are genuinely compelling or compassionate circumstances. Compelling or compassionate circumstances include, but are not limited to:

- a) Serious injury or illness where the medical certificate states the student was unable to attend classes – please note, that backdated medical certificates are generally not accepted as evidence.
- b) Bereavement or serious illness of a close family member (where possible, a death certificate needs to be provided)
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- d) A traumatic experience such as being involved in a serious crime or accident. All such cases need to be supported by police or psychologists' reports.
- e) Where AIA was unable to offer a pre-requisite unit
- f) A student did not receive a visa in time to commence studies on the due date.

Please note: Even if medical or other certificates are provided, the student cannot be guaranteed a suspension or deferment of studies. AIA will use its professional judgement to assess each case on its individual merits.

How to apply for a deferment or suspension of studies?

Students must submit the Deferment or Temporary Suspension of Studies Form (available from Reception or from the AIA's website <http://www.ashmark.edu.au> as this form is available for download) at least 10 working days prior to the start of the suspension period for which the student is applying. In exceptional cases, such as the death of a family member, this 10 working days period may be waived.

Together with the application form, the student needs to provide documentary evidence in support of the application. Documents may include, for example:

- A police report
- Medical certificates that clearly indicate the period during which the student is unable to attend classes. Generally, medical certificates without such evidence will not be accepted as proof that the student is unable to attend classes.
- Return air flight tickets to one's home country

AIA will process the application within **10 working days**. Should the application be refused, AIA will provide written reasons for its decision. A copy of AIA's response will be kept in the student's file.

Additional important information:

Students should keep in mind that, unless they have been granted, in writing, a formal approval to suspend studies, airline tickets should not be pre-purchased, as AIA cannot guarantee that the student will be successful in his or her application for a suspension.

On what grounds may AIA initiate a cancellation or suspension of a student's studies?

AIA reserves the right to cancel or temporarily suspend a student's enrolment on the basis of:

1. Student misbehaviour, examples of which include, but are not limited to, behaviour which:
 1. Seriously disrupts a class.
 2. could potentially bring AIA into disrepute
 3. poses a serious threat to the student's, other students' or staff health, safety or welfare
 4. is dishonest, including theft of AIA, staff or student property
 5. shows great disrespect towards staff or students
 6. is academically unethical such as engaging in plagiarism, cheating or other inappropriate behaviour
 7. demonstrates a wilful misuse or damage of AIA property or facilities
2. Compelling reasons relating to the welfare of the student and/or other members of the Institute community. For example, if a student has a contagious disease and refuses to take leave, AIA may be forced to suspend the student's studies, so as to protect the Institute community.

Are there any other grounds on which AIA may initiate a cancellation of a student's studies?

1. Non-payment of fees
2. Unsatisfactory course progress
3. The student is due commence studies but has not arrived in Australia nor contacted the Institute within 2 weeks of the semester's commencement date to explain the reason for his or her non-commencement of studies.
4. The student has not returned from semester break **and** has not paid the next semester's fees **and** has not contacted AIA within **2 weeks** of the semester's commencement date to explain the reason for his or her non-commencement of studies. In this case, Notification of Intention to Cancel or suspend the student's enrolment letter will be issued, as the Institute has assumed that the student, by not paying his or her fees and

not contacting AIA, has indicated “inactively” that he or she will not be continuing with his or her studies.

If The Ashmark Institute of Australia initiates a cancellation or suspension of a student’s studies, what process will the Institute follow?

WARNING LETTER: In cases relating to attendance, course progress, or non-payment of fees, warning letters will be sent to the student’s residential Australian address (please refer to *Attendance Policy*, *Course Progress Policy* and *Fee Payment Policies* for specific details on when and how warning letters are issued).

Warning letters will not be issued in compelling circumstances requiring the immediate removal of the student’s presence from campus (e.g. where the student has a contagious disease that poses a serious threat to other persons).

Notification of Intention to Cancel or Suspend the Student’s Enrolment: Before taking the final step to cancel or suspend a student’s enrolment, the student will be sent a Notification of Intention to Cancel or Suspend the student’s enrolment letter to his or her Australian residence and given 20 working days within which to appeal the Institute’s intention to cancel the student’s enrolment.

A Notification of Intention to cancel or Suspend the Student’s Enrolment letter will not be issued in the circumstances covered by Point 4 above or where there are compelling circumstances requiring the immediate removal of the student from campus. This does not preclude the student’s right to appeal AIA’s decision to suspend/cancel the student’s enrolment. All such appeals must be made within 20 working days of the letter issued to the student indicating that his or her enrolment has been cancelled.

Cancellation/Suspension Due to Misbehaviour

In cases where AIA has decided to cancel/suspend a student’s enrolment due to misbehaviour (as outlined above), AIA will take the following steps:

- Administration will contact the student to discuss the issue and to determine how the issue might be rectified. This meeting will be documented and signed by both parties and included in the student’s file.
- Where the issue or behaviour continues, the student will be given a warning **in writing** and invited to discuss the issue with the Student Support Officer. This meeting will be documented and signed by both parties and included in the student’s file.
- Should the issue or behaviour persist, the student will be issued a final letter indicating AIA’s intention to cancel or temporarily suspend the student’s enrolment. The letter will indicate that the student has 20 working days within which to appeal using AIA’s internal appeals process. A copy of this letter will be kept in the student’s file.

Before cancelling or suspending a student’s enrolment, will The Ashmark Institute of Australia wait for the Appeals Process to be completed?

Unsatisfactory attendance or academic progress

If the student is appealing AIA’s intention to report the student to DIAC for non-payment of fees, unsatisfactory course progress, AIA will maintain the student’s enrolment throughout the appeals process, including the external appeal, should the student choose to access an external arbitrator. AIA will only cancel a student’s enrolment, if the student has not appealed or the appeals process is completed and the decision is in AIA’s favour.

Other reasons

If the student is appealing AIA’s intention to cancel or suspend his or her enrolment for other reasons, including **misbehaviour** (ref. previous section for list), AIA will maintain the student’s enrolment throughout the internal appeals process. AIA is not required, however, to wait for the outcome of an external appeal before notifying DEEWR through PRISMS of the change to the student’s enrolment. Once DEEWR has been notified of the change to the student’s enrolment, the student has 28 days within which to choose one of the following 3 options:

- a. leave Australia

- b. show DIAC a new CoE
- c. Provide DIAC with evidence that he or she has accessed an external arbitrator.

Please note that The Ashmark Institute of Australia may cancel the student's enrolment without waiting for the internal appeals process to run its course, if the Institute fears for the safety and wellbeing of the student and/or people the student may encounter. The student, however, can still appeal from his or her Australian residence or home country.

Attendance Monitoring during suspension or deferment of enrolment

If a student has had his or her studies suspended or deferred, the student's attendance will not be monitored for the period covered by the suspension or deferment.

11. Student visa obligations and other matters

If you are studying in Australia on an international student visa, you are required to comply with the laws that relating to overseas students in Australia. To assist students in understanding these laws and regulations, the Ashmark Institute of Australia has provided the links below. Some useful sites and contacts for this purpose are:

International student visa conditions

International students holding a student visa must acknowledge and comply with the conditions imposed on their student visa. Failure to meet such conditions and obligations can result in visa cancellation. A list of the conditions and how they apply to you as an international student can be found at www.immi.gov.au/students/visa-conditions-students.htm. Remember to always extend your student visa before it expires.

Contacting the Department of Immigration and Citizenship (DIAC)

The Australian Department of Immigration and Citizenship (DIAC) is the Australian government department that handles Student Visa matters for international students who are already in Australia. In Victoria there are two offices, one in the CBD and the other in Dandenong. Should you be required to contact the Department, it is advisable you contact them on 131 881 first to find out what documentation to bring and/or make an appointment before going to either of the offices.

<p><u>Melbourne (CBD) Office</u> Office location: Ground Floor, Casselden Place 2, Lonsdale Street, Melbourne VIC 3000 Postal Address: GPO Box 241 Melbourne VIC 3001 Tel: 131 881 Fax: 03 9235 3300 Operating hours: Mon-Fri 0900-1600</p>	<p><u>Dandenong Office</u> Office location: 51, Princess Highway, Dandenong VIC 3175 Postal Address: Private Mail Bag 5001 Dandenong VIC 3175 Fax: 03 8762 2600 Operating hours: Mon-Fri 0900-1600</p>
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Education Services for Overseas Students (ESOS) - ESOS Act 2000

The Department of Education, Employment and Workplace Relations (DEEWR) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. DEEWR does this through the Education Services for Overseas Students (ESOS) legislative framework. This protects Australia's reputation for delivering quality education services.

You can view the Act at http://aei.gov.au/AEI/ESOS/ESOS_Framework_10_03_2010_pdf.pdf

Should you wish to contact the Department of DEEWR, you can do so on:

- ESOS Helpline: (61) (2) 62405069
esosmailbox@deewr.gov.au

Requirements for working in Australia as an International Student

International students wishing to work in Australia no longer need to apply separately for a 'student visa with permission to work' under Australia's new visa arrangements. Under the new processing arrangements, which came into effect 26th April 2008, all student visas will be granted with work rights attached. This removes the need for you as an international student to make a separate application; thus, enabling you to commence part-time work as soon as the commencement of your course.

Under this new arrangement, students' visa information will be stored electronically for access through the Visa Entitlement Verification Online (VEVO) service, which will allow you to view your visa details online. Employers, government agencies and education providers are also allowed to check your details with your consent.

To access your visa details, you will need to go to http://www.immi.gov.au/e_visa/vevo.htm, and then select 'VEVO for visa holders' link. You will be asked to supply your VEVO password in order to access your visa details. If you have not obtained or wish to reset your VEVO password, you will need to call 131 881 in Australia.

Overseas Student Health Cover (OSHC)

What is OSHC?

In Australia, The Department of Immigration and Citizenship (DIAC) requires international students to have continuous Overseas Student Health Cover (OSHC) for the duration of their stay in Australia as a Student Visa holder. This is a compulsory condition of a student visa, and failure to comply will result in visa cancellation.

OSHC is a private health insurance scheme that allows international students to access appropriate health care in Australia at an affordable rate. There are four Australian health funds registered to provide OSHC. For more information about OSHC with AHM Private, visit their website at www.ahm.com.au/

For detailed information on what is covered by AHM Private OSHC, Ashmark Institute's preferred OSHC provider, visit:

<http://www.ahm.com.au/7402/OSHC-Cover-Options#cshc>

12. COMPLAINTS AND APPEALS Policy (v5 09/10)

A fair and impartial complaints and grievance process is available to all students and each complainant or appellant has an opportunity to formally present their case at no cost to him or herself.

If a student wishes to lodge a complaint about some aspect of our service, they must, where practicable, commence action within 14 days of the incident that is the subject of the complaint.

The student must speak with the person in charge of delivering the service, in the first instance, in an attempt to resolve the problem, after which, if the student still wishes to proceed with the lodgement of a complaint, they should complete a Complaint Form.

The process/procedure for dealing with the complaint will be commenced by The Ashmark Institute of Australia within 10 working days of initial receipt. All complaints and grievances are recorded in writing, and the results will be communicated to the student in writing, including reasons for the decision.

Students may be accompanied and assisted by a support person (However, please note that the support person cannot be a migration agent or lawyer.) at any relevant meetings of the complaints and grievance process in compliance with Standard 8.1(c) of the National Code. The complaints and grievance process does not prevent a student from exercising the student's rights to other legal remedies.

Above all, we want your time at The Ashmark Institute of Australia (AIA) to be a happy one. If you have a grievance concerning any aspect of your life at AIA, the Institute has a complaints and appeals process that you can access to help you solve your problem. The procedure to follow is:

A. RESOLVING YOUR COMPLAINT INFORMALLY

Step 1) Discuss the problem informally with your trainer/staff member.

Step 2) Make an appointment to see the Student Support Officer to discuss the problem. If you are unsure who to see, please contact Reception at 287-313, Macaulay Road, North Melbourne, VIC 3051 Campus and they will direct you to the appropriate Student Support Officer

Step 3) if you are not satisfied with the outcome of Steps 1 and 2; make an appointment to speak with the Head of Department who will endeavour to resolve your problem.

B. LODGING A FORMAL COMPLAINT

Step1: If you wish to lodge a formal complain you must fill out AIA's complaint form which is available at our reception desk on 287-313, Macaulay Road, North Melbourne, VIC 3051 and on our website.

Step2: Post or hand delivers the properly filled complaint form to head of administration.

Step3: AIA will commence working on your formal complain within 10 working days of receiving complain form.

Step4: Outcome of the complain process will be posted to the provided residential address.

Appeals Process

INTERNAL APPEAL

Should you be dissatisfied with the outcomes of Steps 1-3, you may access the Institute's formal *internal* appeals process. To access this process you must:

Put your complaint in writing, including your desired outcomes. You may use the Complaint form available at Reception or, you may write your complaint on a plain sheet of paper and attach it to the form. Please include your date of birth and contact details.

AIA will commence the internal appeals process within 10 working days of receiving your formal written appeal's request.

Preparing for the appeals meeting:

The student may bring a *support person* to any relevant appeal meetings. However, please note that the support person cannot be a migration agent or lawyer.

In addition, the student is advised to bring all supporting evidence, including documents that may assist the student in his or her case. Supporting evidence may include

- All correspondence sent to the student by AIA including letter and emails
- A log of discussions the student has had with staff concerning the issue/complaint under review
- Medical certificate
- Any other documents the student may feel will support his or her case

Notifying student of Appeal Meeting outcome:

You will be given a **written statement of the outcome** of the appeal, including reasons for the decision. If you are successful in your appeal, AIA will immediately implement the outcome of the appeal. Once the statement of the outcome of the appeal has been finalised, AIA will contact you by telephone to ask you to come to AIA to collect the statement. If AIA is unable to contact you by telephone, the statement will be posted to your Australian residence.

EXTERNAL APPEAL

Should you be dissatisfied with the outcome of the Internal Appeal, you may access an *external* body, whereby someone outside AIA will hear your case. AIA will honour the independent arbitrator's decision.

Further, AIA will maintain your enrolment during the appeal process, unless the AIA fears for the safety and wellbeing of the student and/or people the student may encounter, in which case the AIA may cancel the student's enrolment. The student, however, can still appeal from his or her Australian residence or home country.

If you wish to lodge an external appeal or complain, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

If you decide to appeal externally, you have **10 days** from the date that appears at the head of the Internal Appeal's Statement of Outcome within which to lodge an appeal with the external arbitrator. At the same time, you **MUST** notify AIA that you intend to appeal externally. If, within the 10 day period, you have not notified AIA that you have appealed to the external body, AIA will consider that you do not intend to appeal externally and the complaint will be deemed closed.

Finally, students may find out more about their rights and laws governing their stay in Australia by contacting the Department of Education, Employment and Workplace Relations on: <http://aei.gov.au/aei/esos/EnquiryForm.aspx> or ESOS HELPLINE Tel: (02) 6240 5069.

13. Others:

Introduction to Victorian Student Number:

The Ashmark Institute of Australia is working with the Department of Education and Early Childhood Development to allocate a Victorian Student Number (VSN) to each student at our institute as per the Education and Training Reform Amendment Bill 2008.

The VSN is a student identification number that is being assigned to all students in government and non-government schools, and students up to the age of 24 in the Vocational Education and Training providers. The number, which is unique to each student, will be used as a key identifier on a student's records, and will remain with the student throughout his or her education, until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to stable information about the student (name, gender, date of birth).

The introduction of the Victorian Student Number will provide the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria. Schools and institutes currently collect data on such things as student attendance, student achievement, course choices and special needs and report these to the Department. Skills Victoria summarises this information to track improvements made to the education system, to identify areas that require further improvement, and to analyse trends and identify future needs. The VSN will simply improve the accuracy, reliability and completeness of this information, providing a better basis for assessing needs and developing policies to meet them. The improved quality of information will also result in more accurate reporting to taxpayers on the state's education system. You will see the VSN appear on the student results report, enrolment forms and student details confirmation reports. You can also request information from [VET provider administration] that has been notified to the Victorian Student Register and the allocated VSN.

For more information on VSN visit <http://www.education.vic.gov.au/management/governance/vsn/overview.htm>

Student Safety:

The following safety rules have been developed to ensure that students and trainers are not injured whilst at work. All students and trainers are expected to comply with these rules as a strict condition whilst in the workshop. Failure to do so may initiate disciplinary action.

- Enclosed shoes; Steel-capped boots must be worn at all times. Gloves must be worn when instructed by trainer, ear protection must be worn when working in noisy conditions i.e. (Saw, grinder etc), and eye protection must be worn when working with machinery, such as drills, grinders or any other equipment instructed by trainer.
- Report all injuries, accidents near misses and unsafe conditions immediately to the workshop manager.
- All machinery fitted with a guard (e.g. grinders, & drills) must be operated with Guards in place and only be used under supervision.
- All students are responsible for keeping the work area clean and tidy, along With the lunchroom and amenities.
- Aisles, walkways, emergency exits, access to fire extinguishers, fire hose Reels and hydrant points must be kept unobstructed.
- Vehicles are only permitted to be driven within the workshop by teaching staff.
- Do not indulge in horseplay or practical jokes.
- Workplace bullying and harassment will not be tolerated. This includes both Physical and verbal abuse
- Do not use compressed air to clean yourself down
- Always comply with warning signs and workshop safety instructions
- Do not come onto workshop premises under the influence of intoxicating Liquor or drugs
- Do not bring intoxicating liquor or drugs onto company premises
- Do not remove danger tags.
- Safe handling practices must be observed when handling chemicals – Refer to relevant MSDS (Material Safety Data Sheets) or (handling guides).
- Do not operate equipment with a danger tag attached
- Use mechanical aids and or 2 person lifts to carry or handle large or awkward loads.
- Report all problems with machines immediately to the Workshop manager
- Smoking is prohibited within any enclosed structure. This includes the toilets and workshop area.
- Any breach of the above rules will be subject to The Ashmark Institute of Australia's normal discipline and counselling procedures.

Resources Centre:

Student can access AIA Resource Centre at 287-313, Macaulay Road, North Melbourne, VIC 3051 during working hours.

Students will also be provided will Victoria State Library Membership application form on Enrolment. For more information please visit <http://www.slv.vic.gov.au/services/join-library>

Transport System:

Melbourne have train, tram and bus system. For more information visit: www.melbouremlink.com.

Security:

Security services are provided by AI security Services on weekend from 7:30 AM to 5:30 PM

Toilets:

AIA has toilet facilities at North Melbourne Campus. We have disabled toilet; Separate toilets for Male and Female are available.

AIME:

AIA also provides AIME membership when student enrol with Automotive.

Student Culture Card:

Students are provided with culture card Victoria on Enrolment, where students can register their cards and attend cultural events. For more information please visit www.culturecardvictoria.com.au

14. FAQ

Credit transfer/RPL

How do I apply for course credit /RPL?

The Ashmark Institute of Australia offers students course credit and Recognition of Prior Learning (RPL) towards all courses to those who have accredited qualifications in relevant areas. Students wishing to gain course credit must apply on the official application form titled COURSE CREDIT APPLICATION form available at Reception, 287-313, Macaulay Road, North Melbourne, VIC 3051 Campus. If you are wishing to receive course credit on the basis of previous studies, you need to bring your original academic transcripts with unit names, codes and your results clearly indicated. AIA will make a copy of these and return the original to you.

How will credit transfer/RPLs benefit me?

By applying for course credit /RPL, you may be able to complete your course of study earlier and it enables you to formally obtain recognition for previous studies and reduce the cost of your course.

Results

How can I find out my results?

Results are generally published only after all units have been completed during a term. As trainers need time to mark all outstanding assignments, final semester results are, generally, available by the start of the next term.

If you have any queries regarding obtaining results, please see the Assistant at 287-313, Macaulay Road, North Melbourne, VIC 3051.

I have not passed all my units, what shall I do?

- If you are not passing units you are required to apply for re-assessment. Please note that AIA allows students to resit a unit. Please contact Administration Department for more details.
- Appropriate support/intervention strategies will be arranged throughout the semester to assist you in achieving course requirements

How do I apply for my certificate?

You are eligible to receive your course completion certificate, if you have successfully completed your studies. What does this mean?

- You successfully met all the assessment requirements of the course you are enrolled in.
- You have paid all your tuition fees including any re-assessment fees.

Note: The Institute reserves the right to withhold granting the Award attained by the student, if student fees remain outstanding.

To obtain your certificate, and other documentation such as a Completion letter or Statement of Attainment you will need to contact the Assistant at 287-313, Macaulay Road, North Melbourne Victoria 3051

How do I obtain a copy of my CoE?

Please make an appointment with Assistant and they can issue a copy of your current CoE.

How can I suspend my studies?

Deferring or suspending studies means to temporarily delay or postpone studies. A deferment or suspension of studies can be initiated by either AIA or the student. If you wish to suspend or defer your studies, it is advised that you first speak to the Student Support Officer and place your request in writing (also, please go to Student Policies Section: Suspending, deferring or cancelling a student's enrolment)

Students should note that deferring, suspending or cancelling their enrolment may affect their student visas. Students are advised to contact DIAC on 131 881 for further information.

How to apply for a deferment or suspension of studies?

Students must submit a form to the Student Support Officer requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a police report). AIA will process the application within 10 working days. Should the application be refused, AIA will provide written reasons for its decision. A copy of AIA's response will be kept in the student's file.

Part-time work - Do I need a work permit?

Once they have commenced studies, international students wishing to work in Australia no longer need to apply separately for a 'student visa with permission to work' under Australia's new visa arrangements. Under the new processing arrangements, which came into effect 26th April 2008, all student visas will be granted with work rights attached. This removes the need for you as an international student to make a separate application; thus, enabling you to commence part-time work as soon as the commencement of your course.

Under this new arrangement, students' visa information will be stored electronically for access through the Visa Entitlement Verification Online (VEVO) service, which will allow you to view your visa details online. Employers, government agencies and education providers are also allowed to check your details with your consent.

For more information please visit the Department of Immigration and Citizenship (DIAC) website at http://www.immi.gov.au/students/students/working_while_studying/conditions.htm

Do I need to tell the Institute when I change my address?

Yes, Condition 8533 of your student visa, requires you to notify your educational provider of any changes in your residential address within 7 days. Failure to do so is a breach of Condition 8533 and may result in a cancellation of your student visa by DIAC.

What happens if I am sick and am unable to attend class?

Students who are absent should see a registered medical practitioner and obtain a medical certificate. The medical certificate must state that you have a medical condition and the period you will be unfit for class. You will need to provide original medical certificate to the Administration Department.

If I am unable to pay my fees on the due date, what do I do?

Students who are unable to meet their contracted payment schedule must see the Accounts/Finance Department as early as possible before the due date of their scheduled fee payment to negotiate an extension (for more details, please see Student Policies: Fee Payment Policy)

15. Transfer and Release Policy(v6 09/10)

Students must remain with their principal provider for at least six months.

A: Transfer Request and Release Policy

All applications for Release must be made on the 'Request for Release' Form and submitted to a Student Support Officer.

The submission of this 'Request for Release' Form must also include an accompanying Offer Letter from another Provider.

The submission of the Release Letter request will be acknowledged with a written receipt by The Ashmark Institute of Australia.

The consideration and approval, or non approval, of a Letter of Release will be done at no cost to the student.

Students who have completed 6 months of their principal course.

Students who have completed 6 months of their principal course are eligible to apply for a release letter without restriction or reference to meeting any special requirements.

Students who have not completed 6 months of their principal course.

Students who have not completed 6 months of their principal course are able to apply for a release letter and this may be granted, based on factors related to

- i. The ability of the Principal Provider to deliver a course
- ii. The altered academic, social, residential, cultural or other personal circumstances as described by the student, that impact on his/her ability to sustain attendance and academic performance, and which would be more readily delivered at an alternative Provider.

Issuing release letters to students under 18 years of age*

If the student is under 18 years of age and not living with his/her parent or nominated guardian,

- i. The Offer Letter must indicate that the new provider has accepted responsibility for the student's accommodation and general welfare. The new provider will need to consult with the Institute about the exact date on which the new provider will take over responsibility for the care of the student. This date must be indicated clearly on the Offer Letter. If no date is indicated, the Institute will not issue a release letter.
- ii. The Ashmark Institute of Australia must have written confirmation that the student's parents/guardians support the transfer.

*** Note: The Ashmark Institute of Australia does not accept enrolments by students under 18 years of age.**

General Policy Statement

The Ashmark Institute of Australia will consider all requests with due reference to the well-being of the student and the best educational opportunities and outcomes, as the student's situation may indicate. Notably though, AIA will not be involved in short term measures associated with non-compliant responses to attendance or academic short-comings by the student.

Student Support Officers will make a diligent effort to ensure the best outcome for the student requesting a transfer or release letter, and finalize the outcome as quickly as possible.

The Ashmark Institute of Australia will consider the Request for Release application and reply to the student in writing giving all details of the AIA's deliberations and factors taken into consideration, within 10 working days of the receipt of the application.

If the request is refused, the student will be provided with a detailed, written response as to the factors considered and the assessments made of each of these factors. The report will be clear and detailed so as to fully inform the student and assist in the decision to proceed to an appeal via the AIAs process. The student has 20 working days from the Release Request notification to notify AIA of his/her intention to appeal the decision.

If a student transfers to another provider, any refunds of course fees paid to AIA will be in accordance with the AIA's Refund Policy.

Release Letter

The Release Letter will include information on the need to contact DIAC to see whether a new visa is required.

Filing Release Letter Applications

A student's request for a release letter and associated documentation including Offer Letter, and the AIA's response, will be kept in the student's file. The originals will be kept on file at the Institute and copies provided to the student.

Attachments

1. Release Letter Application Form

2. Release Letter
3. Refusal for Release Letter
4. Appeals Form

B: Enrolling Transferring Students

General Policy Statement

The Ashmark Institute of Australia will not enrol any international student already studying in Australia, who has not yet completed at least 6 months with their original Provider's Principal course or does not have a written Release Letter.

Enrollment procedure

A student seeking to transfer to The Ashmark Institute of Australia from another Provider is required to complete an Application for Enrolment Form.

After assessment of the Application, if appropriate, an Offer Letter will be provided to the student.

The student will then, with the provision of a Release Letter from the Principal Provider, complete the Formal Acceptance and Agreement document.

The student will then be issued with a Confirmation of Enrolment (CoE) for The Ashmark Institute of Australia.

Document Management

A copy of the Release Letter provided by the student's initial Provider must be kept in the student's file along with other enrolment documents such as Agreements and Confirmation of Offer Letters.

16. Releasing Documents to Students Reported To DIAC

In the event that a student is reported to DIAC for unsatisfactory attendance, unsatisfactory course progress or other matters, documents such as the student's attendance records will be released to the Department of Immigration and Citizenship or other related government departments such as the Appeals Review Tribunal, only if the government requests such documents.

It is not a part of The Ashmark Institute of Australia's policy to release such documents directly to the student or any person acting on the student's behalf.

Note: Semester = 2 terms

17. MyWise.NET

What is MyWise.NET: It is online services provide to students to view their details and they can edit their details as well. Log in details will be provided to student through their electronic mail. Students can access MyWise.NET via AIA website (I.e. www.ashmark.edu.au)

In MyWise.NET student can find all documents submitted by student, their timetable. All the Policies and procedures



Wise.NET

Log In

User Name:

Password:

[Forgot your password?](#)