

Australian School of Accounting

Student Handbook



Student Handbook

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Welcome

Welcome to the *Australian School of Accounting*.

We are partners in your journey through your studies. Our vision and mission have been developed to assist you. We are here to help you to achieve your goals.

Dr. Chivonne Algeo
Principal, Australian School of Accounting

Our vision

Our vision is to be the innovative leader in accounting and business technology education to equip career-ready graduates and professionals.

Our mission

Our mission is to develop innovative, industry and future-focused courses so that our graduates are ready to step into leadership roles in a challenging, technologically advanced and disruptive business world. Our flexible and innovative approach to learning and development, which aligns with future directions and industry needs, will equip graduates with the professional knowledge and skills required to ensure they are the preferred choice of employers.

Professional recognition

The course aligns with the Australian Qualifications Framework (Level 7), Higher Education Standards Framework, and the competencies required for accreditation and approval by the Chartered Accountants Australia and New Zealand (CAANZ) and CPA Australia (CPA).

Getting started

The general format for your continuing academic calendar is located on your course page on the learning management system (LMS) and is also available on the ASA website via the [Study Hours](#) link.

Key dates

Applications closing date

2022 Academic Year	
Quadmester	Closing date for applications
1	Monday, 10 January 2022
2	Wednesday, 6 April 2022
3	Monday, 27 June 2022

4	Monday, 12 September 2022
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Academic calendar

2022 Academic Year	
Date*	Calendar Item
	<i>Quadmester 1, 2022</i>
24 January 2022	Orientation
31 January 2022	Learning sessions commence
15 February 2022	Census Date
	<i>Quadmester 2, 2022</i>
19 April 2022	Orientation
26 April 2022	Learning sessions commence
10 May 2022	Census Date
	<i>Quadmester 3, 2022</i>
12 July 2022	Orientation
18 July 2022	Learning sessions commence
1 August 2022	Census Date
	<i>Quadmester 4, 2022</i>
4 October	Orientation
10 October 2022	Learning sessions commence
25 October 2022	Census Date
Further dates will be advised once confirmed	

Public holidays

Public Holidays	Date
New Year's Day	Monday, 3 January 2022
Australia Day	Wednesday, 26 January 2022
Good Friday	Friday, 15 April 2022
Easter Monday	Monday, 18 April 2022
ANZAC Day	Monday, 25 April 2022
Queen's Birthday	Monday, 13 June 2022

Labour Day	Monday, 3 October 2022
Christmas Day	Sunday 25 December 2022
Boxing Day	Monday, 26 December 2022

Key contacts

Contact	Email	Telephone/Mobile
Principal	principal@asahe.edu.au	1300 672 076
Academic Dean	dean@asahe.edu.au	1300 672 076
Executive Assistant	admin@asahe.edu.au	1300 672 076
Student Support	info@asahe.edu.au	1300 672 076
Student Counselling	info@asahe.edu.au	1300 672 076
Student Administration	info@asahe.edu.au	1300 672 076
Student Enrolment Services	admissions@asahe.edu.au	1 300 672 076
IT support	servicedesk@asahe.edu.au	1300 672 076
Chair, ASA Board of Directors	directors@asahe.edu.au	1300 672 076
Chair, ASA Academic Board	academicboard@asahe.edu.au	1300 672 076
Student Grievance Handling and Resolution Committee	support@asahe.edu.au	1300 672 076

Emergency contact: If you are in immediate danger, require an ambulance or there is a fire please call 000 (Triple Zero)

Orientation

ASA will support you to achieve your learning goals and to achieve satisfactory progress towards meeting learning outcomes and, if you are an international student, to adjust to study and life in Australia.

An orientation session will be held one week before Quadmester starts and it is compulsory for you to attend. The Orientation session will cover academic requirements of your course as well as covering important information such as:

- student support services available to students in the transition to life and study in a new environment;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;
- any student visa condition relating to course progress as appropriate; and
- services students can access for information on their employment rights and conditions, and how to resolve workplace issues such as through the Fair Work Ombudsman.

Enrolment and course registration

You must be correctly enrolled in each unit of study before the deadline for enrolment. It is your responsibility to ensure you are enrolled in the correct units of study.

Overseas Students: Enrolment is an essential step in maintaining your Australian Student Visa. If you fail to complete your enrolment by the deadline you are at risk of contravening your visa conditions.

Please refer to the important deadlines which are listed on our website:

<https://asahe.edu.au/future-students/key-dates/>

Pathways and recognition of prior learning

Pathways link the course you have already obtained or are in the process of obtaining with approved courses at ASA. For more information on pathways please speak with the Academic Dean.

Recognition of Prior Learning (RPL) is an assessment process that applies to individuals who may have prior study or other relevant experience, but who do not have access to credit transfer arrangements for the chosen course. You are encouraged to discuss possible applications with your enrolment officer at enrolment and may be required to provide the syllabus details of your qualification. More details can be found in the *Recognition of Prior Learning Policy*.

Course duration and course structure

Details of the length of courses can be located [on our website](#). Overseas students are required by law to be enrolled in a full-time study to complete their course within the expected duration outlined in their electronic Confirmation of Enrolment (CoE).

All qualifications are designed and accredited to enable graduates to demonstrate the learning outcomes expressed as knowledge, skills and the application of knowledge and skills specified in the relevant AQF Level Criteria and the respective specification. For more information about course structure, refer to the *ASA Course Structure Policy*.

Course planners

Our expectation is that you will review the course planners provided by ASA and use them to inform your planning and study patterns.

Graduate Award	AQF Level
Bachelor of Professional Accounting	AQF Level 7
Bachelor of Business (Technology Management)	AQF Level 7
Associate Degree in Business and Technology	AQF Level 6
Diploma of Business and Technology	AQF Level 5

Changes to your enrolment

If you wish to vary any part of your enrolment, you will need to contact your Course Coordinator.

ASA has a legal responsibility to report any changes to your enrolment to the [Department of Home Affairs \(DHA\)](#). This includes changes in your study load and when you are no longer a student with ASA. If your enrolment at ASA is reported to DHA, you will need to contact DHA directly to discuss your student visa options.

Non-commencement and withdrawal

Your student enrolment details must be finalised for each Quadmester by the census date. If you withdraw from your course after this date, you will have to pay fees and there will be academic penalties.

Deferral, suspension or cancellation

Domestic student's

The grounds on which your enrolment may be deferred, suspended, or cancelled are governed by a number of ASA policies, including the following:

Deferral, Suspension and Cancellation Policy
Student Progression and Exclusion Policy
Student Progression and Exclusion Procedure

You should make yourself aware of these grounds and if there is anything in these documents that you do not understand you should ask a staff member at ASA.

Overseas student's

Deferral

If a student gives written notice prior to the census date of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to that intake. A place may be deferred for up to twelve (12) months. If a student has deferred and subsequently gives written notice that they do not intend to take their deferred place, a refund will be processed following the timeframes and conditions relevant to the original deferral.

Obtaining permanent residency

An international student who is granted Permanent Resident status in Australia is eligible to pay Domestic Student fees. Permanent Resident status is recognised from the date stamped on the student's passport. A student must show proof of stamped passport details before the commencement date in order to be eligible to pay domestic fees. If the student has already paid the tuition fees applying to international students for the semester, the difference in fees will be credited back to the student account.

If the student has obtained residency after the commencement date, the student must pay the relevant international student fees and will be classified as an international student for the remainder of that Quadmester

Fees and Charges

As a student of ASA, you are required to pay fees for your course of study. Fees and charges vary depending on your course. When you enrol or re-enrol you will receive an invoice from ASA detailing all fees and charges and the due date for payment. All fees are listed in Australian dollars (\$AUD), are indicative and may be subject to change. Payment options are listed on your invoice.

ASA reserves the right to annually adjust course fees to consider increases in ASA and course delivery costs. Course tuition fees are invoiced per Quadmester based on the enrolment for that particular Quadmester. If your fees are not paid by the due date, your enrolment may be cancelled.

For overseas students, this will affect your student visa. ASA is required to report any student who is no longer enrolled to the Department of Home Affairs (DHA). If your cancellation of enrolment is reported to DHA by ASA, you will need to contact DHA directly to discuss your student visa options.

Details about paying your tuition fees and refunds are provided in your letter of offer and are also available on the ASA website.

Tuition protection service

The ESOS legislation protects the tuition fees paid by international students by placing placement and refund obligations on providers in different default situations and through the Tuition Protection Service. The ESOS legislation also helps to ensure students meet their student visa conditions of making satisfactory progress in their studies while in Australia. For additional information on the ESOS legislative framework visit the [ESOS legislative framework](#).

Provider's default

In the unlikely event that ASA is unable to deliver the course for which you have been accepted or deliver the course in full to you; ASA will offer you a place in an alternative offer to you at no cost. If you decide to accept this offer of enrolment in a course, ASA will ask you to accept this offer in writing. If you do not accept an offer of enrolment into an alternative course, ASA will refund you any unspent pre-paid course fees received by ASA. If ASA does not refund to you the unspent pre-paid course fees received for the course or obtain your written acceptance of enrolment into an alternative course within the provider notification and obligation period of the course not being delivered, or not delivered in full to you, ASA will notify the Tuition Protection Service (TPS) Director within 7 days. The Director will facilitate the online course placement service to enable you to identify and enrol on a suitable alternative course.

Academic information

The Bachelor of Professional Accounting, Bachelor of Business (Technology Management), Associate Degree in Technology Management and Diploma of Business and Technology

The Bachelor of Professional Accounting degree, the Bachelor of Business (Technology Management), the Associate Degree in Technology Management and the Diploma of Business and Technology from ASA are designed to develop you as a confident, competent, innovative, and work-ready graduate with the analytical, conceptual and technical skills to contribute to accounting and business success, in a professional working environment. If at any point in your studies, you think that development is not happening, or is not the case, please do not hesitate to contact your course coordinator.

Mode of delivery

Canvas is our Learning Management System. Access to Canvas is by email invitation, prior to commencement and training will be given during the orientation. The mode of delivery is hybrid which is predominantly face-to-face and online via our Learning Management System (Canvas)/Zoom with recordings available for later viewing?

Course learning outcomes

To assist in your planning, we provide you with Course Learning Outcomes. Amongst the expectations, we have of you as motivated, professional and active learners is that you will actively review your progress against these outcomes as you navigate your learning at ASA. We will help you with this process as best we can.

Online learning community/learning community

Research (Moran, 2017) shows that study groups are effective in helping you learn and so we encourage you to:

- Form a social media or another online group;
- Collaborate and work with each other where it is appropriate to do so; and
- Develop a plan for your success.

Please note: No ASA student or staff member may contribute to, or utilise, essay/assignment writing services. These services are what is called, “contract cheating” and using such services contravenes academic integrity principles.

Moran, R. F., C.F.P. (2017). NexGen planners: Find success with a study group. *Journal of Financial Planning*, 30(8), 26-27.

Assessment

You should review the following documentation and familiarise yourself with ASA [policies and procedures](#), which inform decision making about assessment:

1. *Student Assessment Policy*
2. *Student Assessment Procedure*
3. *Student Assessment Appeals Policy*
4. *Student Assessment Appeals Procedure*

Unit outlines provide you with detailed information about the assessment for that unit and this material is available on Canvas. The Unit outline will specify the following:

- the weight of each task in contributing to the overall mark;
- the rules used to determine the overall mark;
- minimum standards that are applied to specific assessment tasks, and the consequences if such standards are not met (including failure to submit tasks);
- required referencing conventions;
- rules regarding penalties applied to late submissions;
- penalties for breaches of academic conduct; and
- precise details of what is expected in terms of presentation of work for assessment.

Submission of assessments

You are required to submit assessment items in the form, and at the time and date specified in the Unit outline. Assessment items submitted after the due date will be subject to a penalty unless a written prior approval of extension of time has been obtained, or if mitigating circumstances apply.

Late submission

Penalties apply to any assessment item submitted after the assessment due date, unless prior approval for an extension of time has been obtained, or mitigating circumstances apply (see Special Consideration).

Special consideration

An application for Special Consideration may be made in cases where your ability to submit an assessment item and/or satisfy attendance requirements has been adversely affected by sickness, misadventure or other circumstances beyond your control.

Students must formally apply in writing to the Course Coordinator for Special Consideration within three (3) days of the due date of the assessment item or exam, or as soon as possible after the circumstances are known.

Supplementary examination

In some cases, you may be offered the option of sitting a supplementary exam. If you pass this exam, you will be deemed to have passed the unit. Please refer to the *Student Assessment Policy*.

Feedback

As far as possible, ASA will provide you with feedback that enables you to understand the reason for your results. One or more assessment tasks will be set, attempted, marked and returned to you by the mid-point of a unit to enable you to make a judgement about your progress. All assessed work will be returned to you within two (2) weeks of submission.

Grades

Detailed marking guides, or rubrics, will be used to delineate the various levels of your performance as well as the corresponding grade that will be awarded according to the Grading Schedule.

Standards used in guides and rubrics will be sufficiently detailed so that you can see how you might improve the quality of your performance.

Overall student performance in individual units shall be graded in accordance with the Grading Schedule (see Appendix A of the *Student Assessment Policy*).

Post-examination

If your grade is SX (Supplementary Examination Approved), you should contact Student Administration in the first instance and if you intend to sit the supplementary examination:

- Confirm the time, date and location of the supplementary examination;
- Confirm with Student Administration that you accept the offer of a Supplementary Examination; and then
- Contact the Unit Coordinator to ascertain when you might view your examination script and/or examination paper;
- Review your script/examination paper as part of your preparation for the supplementary examination.

If the grade you receive is “GP” (result unavailable) you should immediately:

- Contact Student Administration and ascertain the reason for your grade (if unknown to you);
- Follow-up as required.

Attendance, absences, extensions and examinations

Attendance and absences

Regular attendance at course meetings and related events is expected of all students. You should report all absences that may have a significant effect on your status to your unit coordinator. For the duration of the COVID-19 pandemic, course attendance will be via Canvas and Zoom.

Extensions and examinations

If you encounter unexpected difficulties in completing your work, immediately contact your unit coordinator.

Extensions of time up to the end of the Examination Period may be granted by the unit coordinator. Ordinarily, you must have received the consent of the unit coordinator before the final examination (or before the final meeting of a course in which there is no final examination). No instructor may accept work from a student in any term after the end of the Examination Period without the express authorization of the Academic Dean.

An extension of time beyond the end of the Examination Period can be granted only by approval of the Academic Dean and only in exceptional circumstances.

Course Progress

All students are required to meet minimum academic standards in order to make satisfactory course progression. Students will be deemed to have failed to meet minimum academic standards in a course if they:

1. Fail a particular unit of study more than once; or
2. Fail more than 50% of the units of study attempted in a study period; or
3. Fail to enrol after an approved study break.

The Academic Dean monitors the academic performance of students against the minimum academic standards at the conclusion of each study period which is at the end of each Quadmester.

Students at risk

ASA has developed strategies to identify students who have unsatisfactory progression, display a pattern of failure or non-completion of assignments and assessments or who are generally struggling academically and who need additional support. Much of the information needed to monitor students is through our Canvas platform. Additional support for “at risk students” may include, but is not limited to:

- referral for academic study skills, counselling or welfare services;

- attending additional classes;
- attending further meetings with the Academic Dean to review progress;
- receiving mentoring from an academic teaching staff member or student;
- attending English language support sessions; and /or
- reducing course load.

Leave of Absence

Students are only permitted a leave of absence during a program through a formal agreement with ASA on the grounds of compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student is unable to attend classes). Leave of absence will normally only be granted for a maximum of two Quadesters.

Satisfactory Progress and Graduation

Students who have made satisfactory progress and successfully completed all course requirements will be recommended as eligible for conferral of the award of a prescribed qualification. The Academic Board has the authority for final approval of students who are eligible to graduate.

Student services

There are a variety of programs and services available for all students:

- Orientation program
- Computer and learning space
- Student email
- Canvas (Learning Management System)
- Turnitin Module
- Academic Integrity Module
- Academic support and study skills
- Student welfare services
- Student grievances and appeals
- Social events and activities

For more information, please visit the ASA website: www.asahe.edu.au

Student support

ASA is committed to fully supporting all students with academic and non-academic matters. Our student support will be outlined in detail during the Orientation, and it includes the following.

Safety and Wellbeing

ASA strives to provide a safe and inclusive learning environment for all students that is accessible and supportive of their individual needs.

In some cases, a student may require confidential assistance if their studies are impacted by:

- a mental health condition;
- a medical condition;
- disability; and/or
- carer responsibilities.

If students are experiencing personal difficulties that are affecting their safety and wellbeing, ASA will refer you to a confidential counselling service. The referral will be at no cost to you. The following services may also help

Emergency contacts

- Police/fire/ambulance: 000
- Police attendance (except VIC): 131 444
 - From mobile phones: 112
 - Text-based service for hearing or speech impaired: 106
- SES assistance in floods and storms: 132 500
- International incident emergency helpline: 1300 555 135

Crisis lines

- Lifeline (24/7): 13 11 14 <https://www.lifeline.org.au/>
- NSW Rape Crisis: 800 424 017 <http://www.nswrapecrisis.com.au/>
- National Sexual Assault Support: 1800 737 732 1800respect.org.au
- Suicide call back Service: 1300 659 467
<https://www.suicidecallbackservice.org.au/>
- Beyond Blue: 1300 22 46 36 <https://www.beyondblue.org.au/>
- Mental Health Line (NSW): Ph: 1800 011 511 for a 24-hour/ 7 days a week telephone service.

General services

The links below provide online resources for counselling and mental health issues. Some are self-help, and others are to be used in conjunction with guidance from a mental health professional.

- Mental Health Online: <https://www.mentalhealthonline.org.au/>
- The Desk (support for Australian Tertiary Students):
<https://www.thedesk.org.au>
- Butterfly Foundation for Eating Disorders:
<https://www.thebutterflyfoundation.org.au/>
- LGBTQI Support Services: <https://au.reachout.com/articles/lgbtqi-support-services>
- Q Life: <https://qlife.org.au/>
- Family Planning Alliance Australia:
<http://familyplanningallianceaustralia.org.au/services/>
- Head to Health: <https://headtohealth.gov.au/>
- Headspace: <https://headspace.org.au/>

Canvas

ASA provides all learning materials, subject outlines, assessment materials, timetable etc. using Canvas. To access Canvas, you can either click the Canvas Log in tab on the ASA website or go directly to asahe.instructure.com/login/canvas. Your login details to Canvas will be sent to you via email before the Orientation Day. We suggest you change your password on your first login – you should keep your password secure to avoid the possibility of anyone else accessing your Canvas account.

If you notice any inconsistency between the subjects on your individual timetable and the subjects listed in Canvas, please contact info@asahe.edu.au.

Learning and study skills

The study skills program comprises three elements: English language, Learning support and academic integrity.

1. English language support

It is recorded in every unit statement that for those students requiring additional English language support, at least one hour per student per week is allocated. Appointments can be made for either a group session or an individual session.

2. Learning support

Throughout every unit outline there is mention of study and learning support for all students to ensure acceptable levels of academic literacy.

At least one hour per week is available to first year students with 30 minutes available per week for second- and third-year students.

3. Academic integrity

Every student is expected to complete ASA's *Academic Integrity Module* at the beginning of their studies that is accessed through Canvas and is referred to during the Orientation Program. The Orientation program is recorded for those who missed the Zoom meeting to meet and greet the students. They will be expected to complete this module under the assistance of a Learning Support Officer within the first couple of weeks.

If students are referred to the Learning Support Officer throughout their studies, they may be advised to revisit the *Academic Integrity Module* to ensure they understand the basics of academic writing.

Work Integrated Learning (WIL)

ASA has a Work Integrated learning Unit as an elective at the 300 level. In this unit, students are introduced to the realities of work in a business or accounting discipline. Students undertaking this unit will spend a minimum of 80 work-integrated placement hours and 15 assessment hours during the Quadmester.

Further information is available and can be discussed as any time through our student support officer.

Careers and employment

ASA's courses are designed to produce 'work-ready graduates' who have acquired knowledge and experience of all aspects of contemporary practice. A key element in achieving this is ASA's model of work-integrated learning which integrates professional experience into all courses through embedded work-oriented activities which for example could be guest speakers, expert panels, case studies, mentoring, simulations and role plays. In some courses there is the opportunity for a work placement. This multifaceted approach enables insights into authentic contexts and professional life thus exposing students to up-to-date industry knowledge in Australia and beyond. Information about work-integrated learning activities is available in subject outlines.

In addition, all staff at ASA can provide general advice on matters relating to building a career.

Help us to help you

Your feedback is critical to the ongoing development and improvement of ASA. Help us to help you by sharing with us your concerns, with things that don't quite work, with things that do work well for you and with any questions you have.

IT Services

IT Services at ASA provides assistance to students who might experience any problems accessing Canvas, ASA email, Turnitin, Virtual Library, or any other online service ASA offers to students and staff.

To contact our IT team please send an email to servicedesk@asahe.edu.au.

ASA also offers free and unlimited Wi-Fi internet connection to all students within ASA for use with personal mobiles and computers, and on the computer provided in the campus. ASA has 30 laptop computers which can be borrowed for use on campus but cannot be taken home. These computers are to be used for research and writing assessments. If you use these computers to type your assignments, it is important that you only save your work to your USB or other storage device and take it with you when you have finished working.

Cyber Security

It is important that internet users protect themselves from becoming a victim of online criminals. ASA IT team operates a firewall and anti-virus software on each campus to minimise the risks for staff and students. Stay Smart Online <https://www.staysmartonline.gov.au/> also provides advice on how to protect yourself online as well as giving current information on the latest online threats and how to respond.

Professional expectations (Accountants)

If you are studying Accounting from the day you begin as a student you are expected to abide by the [International Code of Ethics for Professional Accountants \(including International Independence Standards\)](#). As a beginning professional accountant, there are clear expectations and standards which you should use to guide your behaviour including your interactions with your peers, with staff and your approach to learning and assessment. These expectations are set out in various locations including our policies page and the *Standards and Guidance* section of the website of the [Accounting Professional & Ethical Standards Board](#) (APESB). Our expectation is that you are aware of these expectations and standards and that you embrace them.

[APESB app on the App Store](#)

[APESB app on Google Play](#)

Discrimination based on race, colour, gender, sexual orientation, gender identity, religion, age, national or ethnic origin, political beliefs, or disability unrelated to course requirements is inconsistent with the goals of ASA and with the law.

Preventing Sexual assault and sexual harassment

Sexual harassment may be defined as: “unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated where that reaction is reasonable in the circumstances.”

Sexual assault and sexual harassment are against the law in Australia. ASA is committed to ensuring all policies and actions in this arena comply with the [Australian Human Rights Commission \(AHRC\) Code of Practice: Effectively Preventing and Responding to Sexual Harassment](#).

Sexual assault is a legal term used to describe a range of sexual offences, from showing indecent images to another person, to kissing or touching them, as well as penetration of the person’s body with a body part or object.

[Women’s Legal Service, NSW](#)

You are urged to read and understand the following quote from the Women’s Legal Service, NSW:

If someone does something to make you feel that you have been assaulted, you can seek help from health and counselling services, including sexual assault services. This applies even when you don’t want to report to police, or if you have reported to the police, but they do not believe that a crime has been committed.

If you are not sure whether you have been sexually assaulted or not, you can contact a sexual assault service or legal service. There are specially trained people who can help you understand what has happened to you and what your options are.

<https://www.wlsnsw.org.au/resources/sexual-assault/what-is-sexual-assault/> accessed 21 December 2019.

Bullying, Discrimination and Harassment

Bullying, discrimination and harassment are not tolerated at ASA. Bullying is when people repeatedly and intentionally use words or actions against someone or a group of people to cause distress and risk to their wellbeing. Bullying includes behaviours that could intimidate, offend, degrade, humiliate, undermine, or threaten. This can be done physically or psychologically. Discrimination happens when a person, or a group of people, is treated less favourably than another person or group because of their background or certain personal characteristics, such as their race, religion or sex, whereas bullying is not based on the person or group's characteristics. Harassment includes any act of physical or verbal abuse, bullying, improper influence and/or intimidation

committed by a student upon others. Students can report these issues via support@asahe.edu.au and all student's concerns will be kept private and confidential.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:

- Orientation and access to support services to help you study and adjust to life in Australia;
- Who the contact officer or officers are for overseas students;
- If you can apply for credit transfer and/or recognition of prior learning;
- When your enrolment can be deferred, suspended, or cancelled;
- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well;
- If attendance will be monitored for your course, and a complaints and appeals process;
- Not allowing another education provider to enrol a student who wants to transfer to another course and has not completed six months of the final course of study planned to undertake in Australia. If the student wants to transfer beforehand the student needs the provider's permission.

Complaints and appeals handling process

- ASA will respond to any complaint or appeal that you make regarding your dealings with ASA, including our education agents or any other related party we have an arrangement with to deliver your course or related services.
- Wherever possible you are encouraged to try and resolve concerns or dissatisfaction informally with the person or officer involved in the first instance. However, ASA recognises that this may not always be an appropriate or preferred course of action; and that it may be necessary to proceed directly to the Formal Grievance process.
- If you wish to make a formal complaint or appeal this must be lodged in writing to

the office of the Student Administration Manager as soon as possible together with all/any supporting documentation as prescribed in the appeals process outlined in the Student Grievance Handling and Resolution Policy and Student Grievance Handling and Resolution Procedure.

- The assessment of your complaint or appeal will begin within 10 working days and the outcome will be finalised as soon as practicable.
- If mediation is required, you will be given the opportunity to formally present your case at no cost and be accompanied and assisted by a support person at any relevant meetings.
- If mediation is unsuccessful, you will have the opportunity for a formal review and internal appeal of your case.
- You will be provided with a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.
- If you remain dissatisfied with the outcome of the internal appeal you have the right to appeal the decision externally. ASA will advise you within 10 working days of your right to access an external complaints and appeals process.

Overseas students can access an external appeals process through The Office of the Commonwealth Ombudsman:

The Office of the Commonwealth Ombudsman

The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. The Office of the Commonwealth Ombudsman provides support to future, current or former students.

Ph: 1300 362 072 (within Australia), or +61 2 6276 0111 (outside Australia)

Web: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

- If the internal or any external complaints handling or appeal process results in a decision or recommendation in your favour, the School will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise you of that action.
- At all times the assessment of your complaint or appeal will be conducted in a professional, fair and transparent manner.

Policies and procedures

Other than policies on assessment there are a significant number of policies and/or procedures, which inform decision-making about a range of matters that may apply to you. You should review the following as a minimum:

Diversity Equity and Reasonable Adjustments Policy
English Language Proficiency Assessment Policy
Prizes and Scholarship Policy

Student Code of Conduct
Student Consultation and Wellbeing Policy
Student Fees, Charges and Refund Policy

Recognition of Prior Learning Policy

Student Academic Conduct Policy
Student Academic Misconduct Procedure

Student Admissions Policy
Student Admissions Procedure

Student Grievance Handling and Resolution Policy
Student Grievance Handling and Resolution Procedure

Deferral, Suspension and Cancellation Policy

Student Progression and Student at Risk Policy
Student Progression and Student at Risk Procedure
International Student Intervention Policy and Procedure

Abbreviations

eCoE	Electronic Confirmation of Enrolment
IELTS	International English Language Testing System
PRISMS	Provider Registration and International Student Management System

Disclaimer

Ongoing review of academic, financial, and other matters relevant to the operation of ASA leads to changes in the policies, procedures, rules and regulations applicable to students. ASA, therefore, reserves the right to make changes at any time. These changes may affect such matters as tuition and all other fees and courses offered (including the modification or possible elimination of courses), course and other academic requirements, academic policies, rules pertaining to student conduct and discipline and other rules and regulations applicable to students.

We will keep you updated about all changes and urge you to regularly review your bulletin boards on the LMS.

While every effort has been made to ensure that this Student Handbook is accurate and up to date, it may include typographical or other errors. Changes are periodically made to this publication and will be incorporated in new editions.