



**AUSTRALIAN  
SCHOOL OF  
MANAGEMENT**

# ASM Student Handbook 2016



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## **OUR MISSION**

*To provide every student with practical, industry-relevant learning experiences to get them job-ready so they can achieve their career goals.*

## **ASM STUDENT CHARTER – YOUR RIGHTS AND RESPONSIBILITIES**

The purpose of the ASM Student Charter is to inform and guide ASM students and staff in understanding the expectations they have of each other as partners in learning and knowledge sharing.

This policy is consistent with ASM values and ASM's quality assurance framework in upholding the rights and responsibilities of students, staff and the Institution.

The Institution aims to provide an environment conducive to stimulating learning, intellectual independence and freedom of inquiry through a combination of quality learning and teaching and scholarly activity.

### **ASM's Responsibilities**

The Student Charter's guiding principles are founded on ASM values: student-centredness, integrity, respect, passion, collaboration, accountability, pursuit of excellence and fairness.

#### **Student-Centred and Respectful**

- Respects individual student learning needs and abilities;
- Respects student privacy and confidentiality; and
- Recognises and celebrates diversity.

#### **Accountability, Integrity and Fairness**

- Provides an honest, fair and transparent treatment of grievances and appeals;
- Recognises the legal rights of students;
- Provides a clear statement of academic integrity;
- Provides up-to-date and useful information to students via Learning Management System (LMS), email communication, etc.;
- Maintains a professional outlook in terms of attire and behaviour; and
- As far as possible, eliminates course disruptions; however, where these are inevitable, communicates any course disruptions to students in a timely manner.

#### **Passion, Pursuit of Excellence, Fairness and Integrity**

- Provides a safe and learning environment in which students can freely pursue learning and knowledge sharing;
- Provides support services to meet students' learning requirements to fulfil their ultimate academic goals;
- Maintains high quality learning experiences aligning with best practice in learning and teaching;

- Provides timely, honest and constructive feedback on assessments as part of best practice in learning and teaching; and
- Provides access to appropriate facilities, equipment, library resources to support student learning.

## **Collaboration**

- Ensures education meets societal and workplace employment needs by collaborating, engaging and consulting with respective industry and community leaders; and
- Encourages student representation on appropriate committees to provide feedback on curriculum, unit quality, teaching performance and resources to support learning

## **Students' Responsibilities**

To be successful in their studies and enjoy their time at ASM, students should be:

### **Student-Centred and Respectful**

- Exercise mutual respect in dealing with peers, faculty and support staff members;
- Recognise and celebrate diversity; and
- Respect the appropriate use of intellectual property and physical fixtures, equipment, learning resources, etc.

### **Accountability, Integrity and Fairness**

- Acquaint and familiarise themselves with all relevant laws and ASM policies and procedures relevant to their course of study;
- Commit a minimum of three hours of study time per week to each unit of study in addition to lecture and tutorial times;
- Maintain regular and proper class attendance in order to meet appropriate academic progression;
- Take ownership of their learning to develop an inquiring mind;
- Strictly adhere to assessment submission dates as indicated in the unit outlines;
- Acquire prescribed text books and learning resources to meet learning requirements in a timely manner and refer to these throughout the course of study;
- Obey the copyright laws for the use and printing of material;
- Maintain a professional outlook in terms of attire and behaviour;
- Check ASM email and all other student communication channels regularly; and
- Report to the Dean or Compliance and Student Services Manager any inappropriate behaviour such as harassment, etc.

- Practice good academic referencing protocol in order to avoid plagiarism; and
- Volunteer in knowledge sharing and mentoring of fellow students.

## **Collaboration**

- Participate actively and constructively in classroom learning activities;
- Collaborate with fellow students in teams for group projects and assessments as part of unit requirements;
- Support activities organised by the Student Guild to promote social and cultural understanding and interactions; and
- Volunteer for in-house activities and community projects

## **ASM CODE OF CONDUCT (REFER TO STUDENT CHARTER)**

### **ASM Code of Practice**

The Australian School of Management's (ASM) prime objective is to provide a high quality education and training product and service to local and international students and corporate clients, whilst embracing a lifelong learning philosophy.

- **Access and Participation**  
ASM identifies the learning needs of diverse clients from identified equity groups and plans/implements appropriate learning strategies required for successful course completion.
- **Admissions Processes**  
Recruitment of students is conducted in an ethical and responsible manner at all times and ensures that student selection decisions are fair and comply with equal opportunity legislation.
- **Credentials**  
ASM provides accurate, relevant and up-to-date information prior to course commencement regarding qualifications to be issued to the student on completion or partial completion of the course.
- **Delivery and Assessment**  
ASM operates in accordance with the national protocol for the marketing of education services which is undertaken with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other education provider or course.
- **Equal Opportunity**  
ASM ensures that no employee, student or future student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status.
- **Fees, Charges and Refunds**  
ASM provides written information to students about all fees, charges and refunds prior to enrolment.
- **Grievance and Appeal Process**  
ASM has a fair and equitable process for dealing with student grievances and appeals. In the event that a grievance cannot be resolved internally,

ASM advises students on how they can appeal to an independent or external body.

- **International Students**

ASM offers courses to international students and is bound by the Education Services for Overseas Students Act 2000 (ESOS) and the Western Australian Education Service Providers (Full Fee Overseas Students) Registration Act (ESPRA) 1991. ASM is committed to the welfare and equity of all international students and to providing support services required to add to their Australian experience.

- **Learning Environment**

ASM maintains a learning environment that is conducive to the overall success of students. The school ensures it has the capacity to deliver all education services, provide adequate facilities and use current methods and materials

- **Marketing**

ASM ensures all marketing is undertaken with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other education provider or course.

- **Student Welfare and Guidance Services**

ASM provides students with accurate, relevant and up to date information on student support services prior to commencement and during their studies.

## **ASM Values**

### **Student centred**

Students are our first priority and we work hard to ensure a positive and knowledge-centric environment is provided at all times.

### **Integrity**

We aim to do what is right - we are honest and ethical in everything we do. We are open, transparent and fair towards everyone.

### **Respect**

We value every voice - we treat everyone and each other with respect and dignity and we build trusted relationships with our staff, students and stakeholders.

### **Passion**

We are passionate about everything we do - we aim to instil this sense within our students, staff and stakeholders in their pursuit of training, education and personal or professional development.

### **Collaboration**

We work together as one - we work as one institution across all schools and we actively share ideas and information across the institution for the benefit of all students, staff and stakeholders. We always foster and encourage open dialogue.

### **Accountability**



We are accountable for our actions - as individuals, we each take responsibility for the way we, our staff, students and stakeholders experience our institution and we each make decisions in keeping with our registration, accreditation, social, environmental and ethical responsibilities.

### Excellence

We aim to be the very best we can and take pride in everything we do.

## GENERAL INFORMATION

### Location

#### Perth Campus

641 Wellington Street, Perth WA 6000

#### Melbourne Campus

196 Flinders Street, Melbourne VIC 3000

### Communication

Telephone Number:	(+61) 1300 000 276
Telephone No (Perth):	(+61) 08 9211 3222
Telephone No (Melbourne):	(+61) 03 8373 7500
Fax No:	(+61) 08 9321 3698
Email:	<a href="mailto:info@asm.edu.au">info@asm.edu.au</a>
Website:	<a href="http://www.asm.edu.au">www.asm.edu.au</a>

### Key Contact

Dr Eunice Liu, Dean and Director of Business and Leadership (+61) 08 9211 3250

### ASM Institutional facilities:

The school offers extensive facilities and personnel to support your education, ensuring you have a successful and enjoyable education experience.

- Lecture and tutorial rooms with audio-visual equipment
- University standard IT and online student learning management system
- Teaching labs - rooms division & hotel reception with industry standard software
- Reference library and online library database
- College café
- Wi-Fi connection in all areas
- Wireless printing and complimentary annual printing allowance

## Calender

Important Dates 2016

Please note: All dates are subject to change without notice

Important dates are published on the ASM website:

<http://asm.edu.au/about/important-dates/>

## **INDEX (A-Z)**

### **Academic Standards and Course Progression**

The Requirements to attain minimum academic standards are:

You are required to attain the following minimum academic standards in order to be deemed to be maintaining satisfactory academic progress in a course:

- No more than one failure in a particular unit of study; and
- Not fail 50% or more of the units attempted in a semester of study.

#### **Monitoring of Academic Standards**

The Dean monitors your academic performance against the minimum academic standards at the end of each semester. Where a student has failed to meet the minimum academic standards, the Dean will deem that student as being 'at risk'.

#### **Students deemed 'At Risk'**

At risk students will be contacted and an appointment arranged for an academic counselling session. Students will also be advised of the possibility that conditions may be placed on their enrolment.

During the academic counselling session, the counsellor and student will determine what additional support will be provided and an intervention strategy will be put in place. This may include, but is not limited to, the student:

- attending academic skills programs;
- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are impeding progress;
- receiving mentoring; or
- a combination of the above and a reduction in course load.

A record of the academic counselling session will be signed by the counsellor and the student and placed on file.

#### **Students who continue to fail to meet minimum academic standards**

If students continue to fail to meet minimum academic standards after an intervention strategy has been put in place, the Dean will request that they provide a written statement within twenty (20) working days outlining reasons why they should be permitted to continue enrolment in the course.

A student who does not submit a written statement by the due date shall have his or her enrolment terminated. The Dean shall consider the written statement and may:

- terminate the student's enrolment; or
- permit the student to continue with or without specific conditions.

The Dean will provide a written statement to the student within twenty working days outlining the decision and informing the student of his/her right to appeal the decision.

Students who are permitted to continue their studies, but with conditions imposed, will have their enrolments terminated due to unsatisfactory academic progress should they fail to attain the minimum academic standards or breach the conditions imposed

### Consequences of termination of enrolment

Students whose enrolments are terminated due to unsatisfactory academic progress or exceeding the maximum period of candidature and who wish to undertake further study will need to apply to the Institution for re-admission in line with the *Student Selection and Admissions Policy and Procedure*.

Refer to [www.asm.edu.au/about/policies-and-procedures/](http://www.asm.edu.au/about/policies-and-procedures/)

## Academic Integrity and Honesty

Refer to the *Academic Integrity and Honesty Policy and Procedure* available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Academic Transcripts

For completed units of study where the Academic Board has approved results, you are provided access to the ASM Learning Management System (LMS or Moodle). Moodle allows you to print, or create an electronic pdf of your progressive academic transcript at any time.

Upon graduation, you are provided with one final Academic Transcript free of charge as part of your graduation package.

A fee of \$ \$30 (subject to change) will be charged for all replacement transcripts. The academic transcript will only be produced after receipt of written request and appropriate payment to Student Services.

Students who have an outstanding debt to the Institution shall not be permitted to graduate until such debts have been paid.

## Access and Equity

The school has a role in and responsibility towards contributing to Australia as a democratic and fair society. Educational equity relates to providing fair access to educational opportunities with a reasonable expectation of success for all students.

Educational equity involves engaging in inclusive action to provide opportunities for access to all groups in society and equitable opportunities for their success.

The school seeks to ensure that the principles of equity and fairness are present in all employment policies and practices and discrimination and harassment of any nature will not be tolerated

## Assessments

Please refer to the *Student Assessment Policy and Procedure* published at <http://www.asm.edu.au/about/policies-and-procedures/>

## Authorisation to Disclose Information

ASM follows the Privacy Principles prescribed by the Australian Privacy Principles (APP). As information collection, usage and disclosure processes are always transparent; students should note that the information they provide to the Institution may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

Students who wish to authorise a third person to receive information on their behalf need to inform the Institution of the details of this person in writing by completing the form “Authorisation to Disclose Information”. The authorised person will be provided with a letter stating the authorization that has been granted to them.

Students are provided access to their personal and academic records on written request.

Refer to the *Privacy and Personal Information Policy and Procedure* available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Change of Address

It is a requirement that you provide ASM with your current address and telephone number within seven (7) days of the change occurring. This information is kept confidential and is only available to those staff members who need to contact you about your studies or enrolment. Whenever you change your address, you must notify the Student Services Department in writing. Please use the Change of Address form available for download online at Forms A-Z or the online update function on Moodle.

International students should note that it is a condition of your student visa that ASM always has your current address and telephone/mobile number.

## Communication

All student communication with ASM, both verbal and written, must be in English. Documents in other languages cannot be accepted and must be translated and certified prior to submission. Please use Moodle rather than your personal email address to contact ASM.

## Complaints and Appeals

Please refer to Grievances and Appeals: <http://www.asm.edu.au/about/policies-and-procedures/>

## Computer Access and Computer Usage

At the Perth and Melbourne campuses, computers are available in the library for students who want to study on campus outside of scheduled class times. In class times, we make use of a dedicated computer lab for teaching purposes.

## **Internet access for students**

You will be prompted to change your password to one that you personally select. This new password will then become the account master password. **DO NOT** forget this password and **DO NOT** give your password to anybody else. All details regarding your account are confidential.

Once you activate your account according to the instructions above, you will be prompted to change your password to one that you personally select. This new password will then become your account master password. **DO NOT** forget this password and **DO NOT** give your password to anybody else. Your account is for your personal use only and is always attached to your user name or account name. The User Name cannot be changed. All details regarding your account are confidential. You are requested not to view inappropriate web sites, download unauthorized materials or in any way compromise the integrity of the IT environment.

**Serious breaches of the above may lead to disciplinary/legal action being initiated against the student concerned.**

## **Computer and Internet Services**

The ASM portal (Moodle) is a student's point of entry to a range of services and resources that are available online to support study and student life at ASM. The services and resources include online learning sites and access to a broad range of student support services and forms available online.

ASM Moodle is your 'doorway' to subject materials, the student handbook, important information A-Z, forms A-Z, staff contact details, online activities etc.

ASM Moodle is available from anywhere and at any time through your web browser. You are able to login through our webpage. You must take all reasonable precaution to prevent anyone else using your login. The initial page displays the latest news at a glance.

You will be provided training on how to use the portal at both orientation and within your classes. If you experience any problems accessing email, Moodle, IT access or printing, please inform Student Services without delay.

## **Computer and Internet Services – ASM Webmail**

All students are provided with their individual ASM email account. The ASM email account is provided strictly for your own use, and you must take all reasonable precaution to prevent anyone else using it for any purpose.

The email account serves as a **primary communication tool for all students and staff of ASM.**

Each student has an ASM email address through which all lecturers and staff of ASM communicate with you. It is important to regularly access your email so you are kept informed of changes, reminders and information sent. ASM Webmail is available from anywhere in the world through a standard web browser. You are able to read and send messages, sort and store your emails, use the address book to organise your contacts and manage a calendar facility.

## **Counselling / Student Services**

ASM provides counselling and pastoral care services that are available to all students.

Counselling focuses on student needs and will assist students in solving problems, developing new skills in personal and educational contexts and resolving issues. Counselling can also assist with interpersonal relationships and family and social problems.

- Confidential student counselling is available from the Student Services team and includes:
- loneliness, homesickness
- personal relationships
- accommodation difficulties
- personal trauma, including harassment and discrimination
- concerns regarding friends and families
- personal health
- legal difficulties

If unable to assist personally, the Student Services team will refer students to external professionals who may be better equipped to assist and guide with respect to particular problems.

## **Academic Counselling**

The ASM Dean and lecturers are available to support students who require or who are identified as requiring academic support counselling. The Dean is available for academic counselling by appointment.

During the academic counselling session, the counsellor and student will determine what additional support will be provided to the student and an intervention strategy will be put in place. This may include, but is not limited to, the student:

- attending academic skills programs;
- attending tutorial or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring; or
- a combination of the above; or
- a reduction in course load.

A record of the academic counselling session will be signed by the counsellor and the student and placed on the student's file.

## Credit for Prior Learning

Granting credit for prior learning ensures that students commence study at a level that appropriately recognises their prior learning experiences and are not required to repeat equivalent learning successfully undertaken in another context.

An application for credit for prior learning should be made on the appropriate form at the time of application for admission to a course. The application should be accompanied by sufficient documentary evidence to support the application. Please contact Admissions and refer to the Advanced Standing Application form for further information.

## Critical Incident

A Critical Incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury to students at ASM.

ASM has developed a Critical Incident Plan to ensure the provision of all necessary support services in the event of a critical incident. The Critical Incident Plan outlines ASM and its staff responsibilities and actions to take in the event of a critical incident.

A Critical Incident can include but is not limited to;

- Natural disaster
- Drug and Alcohol abuse
- Domestic violence
- Racial motivated abuse
- Missing Student
- Student assault
- Student suicide attempt
- Student hold-up or robbery
- Acute illness (physical or mental)
- Student death
- Students in legal difficulties
- Chemical, radiation or bio-hazard spillage
- Fire, explosion, bomb threat

## Course Variation

The institution reserves the right to the following variations:

- To vary class timetables
- To vary a course contract
- To vary the curriculum
- To vary the assessment types/criteria
- To amend semester commencement/term dates
- To vary the advertised lecturing personnel
- To cancel a course



## **Deferral, Suspension or Cancellation of a Course (Non Student Visa Holders)**

Refer to the Deferral, Suspension or Cancellation Policy and Procedure available at <http://www.asm.edu.au/about/policies-and-procedures/>

## **Electronic Dictionaries**

Electronic dictionaries may only be used throughout lecture and tutorial sessions. No electronic dictionary usage is permitted during examinations.

## **Disabled Access**

ASM makes all of its facilities accessible to all students. Each campus has elevators that enable disabled students access to all floors, staff and services. Campuses provide disabled toilets and an accessible Student Cafe are located on the ground floor.

## **Discrimination**

The school seeks to ensure that the principles of equity and fairness are present in all employment policies and practices and discrimination and harassment of any nature will not be tolerated.

ASM will ensure that no employee, student or potential student is unlawfully discriminated against on the grounds of sex, marital status, age, pregnancy, race, religious or political conviction, disability, family responsibility or family status and that all persons are treated with fairness, respect and dignity. The school will also ensure that no complainant is victimised.

Under the provisions of the Equal Opportunity Act 1984, discrimination or harassment is unlawful. If you experience any problems relating to discrimination or harassment, please see the Student Services team.

## **Financial Hardship**

Students finding themselves in financial hardship and who anticipate that they may not be able to meet their tuition fee obligations have the option of applying for a payment instalment plan. A Hardship Assessment Panel that meets twice a year will assess the request for a payment plan.

There are **strict deadlines for submission of applications** for a payment instalment plan as follows:

### **February Semester:**

Students are to submit requests by no later than the last week of the preceding semester and no later than the third (3) week of December.

### **August Semester:**

Students are to submit their requests by the last week of the preceding semester and no later than the second (2) week in June.

ASM will only consider applications that are submitted within the required timeframes using the proper Payment Plan Request forms that are obtainable from Student Services. Applications need to be complete with full supporting documentation attached.

A non- refundable administration fee must be paid at the time of submitting the payment plan request.

The panel may consider granting a payment plan to a student if the student can demonstrate exceptional circumstances beyond his or her control that have created a hardship in meeting tuition expenses. Examples of such circumstances include, but are not limited to:

- Illness of student or close family member
- Exceptional personal circumstances, for example, bereavement, divorce
- Loss of job (local students)
- Loss of income source due to difficulties in/collapse of family business
- Loss of income source due to illness or death of sponsor

The panel will not consider cases based on poor management of finances nor cases where an International student has lost his or her job in Australia as such is not considered a primary income source.

All decisions of the panel are final and will be conveyed to the student in writing.

Where a decision is made to grant a payment plan to a student, the terms and conditions of the plan are as outlined on the Payment Plan Request Form and may not be altered.

## **Fees and Finances**

### **Fees**

All course and other related fees are payable by semester and **must be paid 14 days before semester start**.

The institution reserves the right to refuse entry to any student whose fees are unpaid prior to semester commencement.

Academic transcripts and testamurs will not be issued until all outstanding fees are paid and all Institution loan items have been returned.

### **Bank and Credit Card Fees**

International Student Fees may be forwarded by International Bank Draft or Telegraphic transfer in Australian Dollars (AUD) to ASM.

Students are responsible for paying all bank and credit card charges associated with payment by Bank Draft or Credit Card. The college bank details are listed on your invoice.

### **Late Fees**

The school reserves the right to charge a late fee on any overdue fees. Fees not paid by due dates will be referred to the Institution Debt Collection Agency and any additional charges incurred for collection are also payable by the student.

### **Deferral, Suspension or Cancellation**

Students who wish to defer, suspend or cancel their enrolment are liable to pay any outstanding fees associated with their enrolment. Please refer to the ASM Terms and Conditions on the Student Agreement.

## **Fire and Emergency Procedures**

The school treats the safety and security of its employees and students as a high priority. Your lecturers will go through details of Fire and Emergency Procedures with you within the first week of your course. This will include such things as where the fire exits are located in the building and where our Emergency Assembly Area is.

All students should be aware of the Building Emergency System which includes different emergency tones and announcements made over the Public Address (PA) system.

## **General Requests**

Students requesting any form of correspondence, including general copies of letters, copies of COEs, are required to give five (5) working days' notice to Student Services.

## **Grievances and Appeals**

ASM is committed to maintaining an effective, timely, fair and equitable complaints and appeals handling process that is easily understandable and accessible to all complainants. The Institution aims to ensure all grievances of both an academic and non-academic nature assist us to:

- View grievances as an opportunity to improve ASM and how it works;
- Set in place a grievance handling that is client focussed and helps ASM to prevent grievances from recurring;
- Ensure that any grievances are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not neither discriminated against nor victimised;
- Ensure that there is a consistent response to grievances.

Refer to the Academic and Non-Academic Grievance Handling Policy and Procedure: <http://www.asm.edu.au/about/policies-and-procedures/>

## Grades

ASM uses the following grading system for marking students' assessments and examinations:

Grade	Definition
High Distinction (outstanding performance) Code: HD Mark range: (80-100%)	Complete and comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the unit.
Distinction (very high level of performance) Code: D Mark range: (70-79%)	Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the unit.
<b>Credit</b> (high level of performance) Code: C Mark range: (60-69%)	High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not fully achieved.
<b>Pass</b> (competent level of performance) Code: P Mark range: 50-59%	Adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not achieved.
<b>Non-graded Pass</b> Code: NGP	Successful completion of a unit assessed on a pass/fail basis, indicating satisfactory understanding of unit content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major objectives of the unit.

Grade	Definition
<b>Fail (outright)</b> (attempted all assessments but did not achieve 50%) Code: FO Mark range: below 50%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the unit.
<b>Fail (non-submission)</b> (did not attempt all assessments and did not achieve 50%) Code: FN Mark range: below 50%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the unit.
<b>Withdraw With Failure</b> Code: WF	Withdrew from the unit after the census date.
<b>Withdraw Without Failure</b> Code: WO	Withdrew from the unit before census date or after the census date with special circumstances.

<b>Credit Granted</b> Code: CPL	Credit has been granted for the unit of study following an application and its approval.
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## Graduate attributes

By completing units of study, ASM students will make progress in attaining the following attributes:

1. Become technically competent and professionally able
  - to apply learning effectively in service management practices
2. Become reflective and critical analytical practitioners
  - the ability to engage in independent and reflective learning
3. Become decision makers and problem solvers
  - have well developed problem solving skills and implement sound decisions
4. Develop strong intrapersonal and interpersonal skills
  - the ability to communicate and interact perceptively and effectively with other
5. Be flexible and creative
  - display creativity and able to respond to workplace changes
6. Be entrepreneurial
  - have the capacity for enterprise, initiative and innovation
7. Display cultural intelligence
  - a knowledge of cultural diversity and knowledge of other cultures
8. Having High ethical and moral standards
  - an understanding of social and civic responsibility

## Graduation

Graduation is the ceremony in which you, as a graduand, receive your testamur and become a graduate. After graduation, you are entitled to use the title (post nominal) of your degree after your name. Graduation ceremonies are held twice each year.

Students will be advised in writing of their eligibility to graduate. Students will be given an opportunity to nominate whether they will attend a graduation ceremony or graduate in absentia.

**Important:** You must return your Graduation Ceremony Invitation indicating your intention to attend the graduation in order that you are included in the Order of

Proceedings. If you fail to return the invitation you will not be eligible to attend the graduation.

If you choose to graduate in absentia due to being overseas at the time of graduation please ensure you provide your forwarding address to Student Services in order to receive your testamur by mail. Students who remain in Perth should collect and sign for their documents in person.

Students who have an outstanding debt to the Institution shall not be permitted to graduate until such debts have been paid.

Refer to the *Student Progression, Exclusion and Graduation Policy* and Procedure available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Health

Your health is important and ASM and we encourage you to speak with any one of our staff if you are experiencing health difficulties at any time, especially if; you are having difficulties breathing, experiencing chest pain and discomfort, unexplained shortness of breath, experiencing nausea or vomiting, anxiety, indigestion or unexplained fatigue. If you are experiencing any one or more of the above symptoms inform one of our staff immediately or call the emergency phone number (000).

For any other health related difficulties and for all situations that are not considered an emergency please consult with your General Practitioner (GP), or if you do not have a GP, check the ASM website for a list of recommended health service providers for your campus.

## Internship Program

The Institution understands the importance of integrating students' study with real world experience and places a high value on the work integrated learning experience for its courses.

Students undertaking a Bachelor degree with ASM must complete 600 hours of work integrated learning throughout Internships INT301 and INT302.

Internship placements are conducted throughout all areas of the industry, including commercial businesses, hospitality services, tourism operations, sales and marketing, human resources, finance and accounting practices. You will be consulted regarding possible Internship opportunities prior to the commencement of the Internship program.

The Internship program is managed through the office of the Dean.

## Legal Services

The service is targeted at those people in the community in genuine need of legal assistance who are unable to afford the usual rates charged and are unable to obtain Legal Aid.

Please refer to <https://www.lawsocietywa.asn.au/>

## Library

Each campus has a library resource centre managed by a librarian. The library is available to all students and provides access to up to date texts, journals, industry magazines, videos, on-line Internet access and CDs. The materials are provided for research and study support.

The library maintains some basic rules of use as follows:

- No food or drinks are to be taken into the library
- No person shall mark, deface or damage any book or resource in the library. The fine imposed for such conduct shall be the amount that the Managing Director may see as reasonably fit to make good the loss, damage or any other expense to ASM caused by that person.
- Talking shall be kept to a minimum and at a low level within the designated times, showing respect for other users of the library.
- Students must leave all personal items such as bags, in the area provided outside the library.

### Important Note:

All materials in the library contain an embedded security chip and an alarm will sound if any person attempts to leave the area with one of these items. It will be considered a serious breach of academic behaviour if any student removes or attempts to remove any item from the library. Any student found to be in possession of a library item outside of the resource centre may have his or her enrolment at ASM immediately cancelled.

## Lockers

At the Perth campus, lockers are provided for students. All care is taken for the safety of personal items; however, ASM takes no responsibility for any loss or damage to the contents of any lockers. Students are instructed not to store valuables in lockers at any time. Lockers can be requested with a Locker Request Form from Student Services.

### Conditions of Use:

**Duration:** Lockers are assigned on a first come first serve basis and a locker request can only be processed by ASM if a locker is available. A locker will be assigned for a maximum duration of one semester. After this time, the locker must be cleared and a new Locker Request form completed should a student require a locker in any subsequent semester.

**Fee:** A fee of \$20.00 must be paid prior to being assigned a locker.

**Care and Responsibility:** All care and responsibility must be taken in the use of the assigned locker and the student is responsible for maintaining the locker in good order and in a clean and hygienic condition at all times.

**Storage of Goods:** Any dangerous, flammable, toxic goods, foodstuffs or reading materials which contravene school policy may not be stored in the locker at any time. Any student that does not abide by this condition will be immediately banned from using a locker and from any future request to do so.

**Key Replacement:** Students must provide their own pad lock key for their assigned locker. If the key is lost or stolen, students must accept full responsibility for the costs incurred in having it removed.

**Clearing the locker:** All contents of a locker must be cleared out by no later than the close of business on the date of completion of the assigned period.

**Right of the college to remove contents:** Failure to clear the contents of an assigned locker by the designated date will render a student ineligible to apply for a locker in future semesters.

If contents are not removed, ASM will dispose of those contents in any manner it deems appropriate.

**No claim against the college:** Students shall under no circumstances hold ASM, its agents or employees, liable for any lost, stolen, or damaged property incurred as a result of storage in the locker.

## Lost or Stolen Property

Although ASM takes precautions to protect student property through the installation of CCTV, ASM does not take responsibility nor assume liability for damage to, or loss of, personal property. Students are reminded to take all precautions to protect their personal property and not to bring items of value to ASM nor leave bags unattended at any time.

## Mobile/Cellular Phones

Students must ensure that their phones are turned off at all times during class as a courtesy to the lecturer and fellow students. Students who fail to adhere to this regulation may face exclusion from class.

## Orientation (Quickstart)

Student Orientation is compulsory for all new students and enrolled students. The orientation is planned as an informative activity providing you with an introduction to ASM facilities, listen to invited expert speakers in your area of study, be introduced to your lecturing staff, meet support staff and collect your student ID and course materials.

Orientation is scheduled for all students the week prior to your course commencement - Week 0. Actual dates are published on the ASM website.

## Photocopying and Printing

Students are required to use their Student ID card to authorise print and copy jobs. Printers are available on in the library and computer labs.

Each student is supplied with a free copy allocation for printing and copying. Unused printing allocations will accumulate over the duration of the enrolment. Any copies required above the free copy allocation are payable at 10c per copy (black and white) and 25c per copy (colour).

Documents can be printed directly from school computers or “wirelessly” from laptops, phones & tablets by sending an email to [printme@acae.edu.au](mailto:printme@acae.edu.au), setting



the email “subject” to your student number and attaching the document(s) you wish to print.

Any copies required over and above the free copy allocation amount would require additional credit loaded onto your card via a Money Loader machine.

#### To load credits:

1. Go to the money loader machine located near the printer
2. Swipe your card through the reader
3. Insert notes up to the correct value required
4. Press button to confirm and the amount will be added to your card balance
5. Remove your receipt once it has printed

#### Important Note:

Keep your Student ID card secure at all times. Treat it like money. There is a cost of \$20.00 for replacement cards. Make sure that you keep your receipts for reloads as proof of purchase. The loader machine will **only take notes**. Coins are not accepted and no change is given.

All queries regarding printing should be directed to Student Services in the first instance.

## Plagiarism

ASM takes Plagiarism seriously. In order to ensure proper Academic Integrity is practiced at all times please refer to the following:

Refer to the *Academic Integrity and Honesty Policy and Procedure* available at <http://www.asm.edu.au/about/policies-and-procedures/>

For matters relating to Copyright, please refer to:

Refer to the *Code of Conduct Policy and Procedure* available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Referencing

ASM requires students to adopt the Harvard referencing system. In tertiary studies, being able to reference properly is a primary skill.

Referencing must correctly refer to (either in the form of a quote or an indirect in-text reference) the textbook, the book of readings, journal articles, web page and any other source document. A list of these references must always be added to the end of an assignment according to correct Harvard style.

A *Harvard Referencing Guide* is available for students to access at <http://moodle.asm.edu.au:1315/ASMHarvard.pdf>

For students who seek to use the on-line support, all computers at the Institution have Zotero (on-line referencing tool) installed.

Please refer to the on-line help link at

[http://www.zotero.org/support/screencast\\_tutorials](http://www.zotero.org/support/screencast_tutorials)

## Refund Policy

There are two distinct refund Policies published for the two primary ASM student groups.

Broadly defined these are:

**Domestic Students** (all students who are not studying on a Student Visa), refer to *Domestic Student Refund Policies and Procedure* available at:

<http://www.asm.edu.au/about/policies-and-procedures/>

**International Students** (students who are studying on a Student Visa) refer to *International Student Refund Policies and Procedure* available at:

<http://www.asm.edu.au/about/policies-and-procedures/>

## Results Publication

All grades must be reviewed and formally approved by the Review Committee, appointed by the Learning and Teaching Committee (LTC) prior to their publication.

Once approved, student grades or results are published in SMART for students to access.

## Student Guild

The ASM Student Guild represents the body of students studying for their courses. Students enrolled at ASM are encouraged to participate in the extensive social program organized by the Student Guild. Students who have any issues or concerns can talk to the Student Guild EXCO members.

The Student Guild seeks to meet the needs of the students through social programs and social group support. Social events are organized annually to connect students with other students through social and charity events. For their personal development, students are encouraged to actively participate in social events to support the Institution and the broader society.

## Student Identification Card

Each student is issued with a Student ID card. Digital photographs will be taken during orientation. Your ID card will then be printed and handed out either at orientation or in class by your lecturer. Your ID card must be kept with you and presented on request and at assessments and re-assessments.

Your identification card is also your swipe card, enabling you to access your personal printing account and providing you with a complimentary printing allowance as part of your enrolment.

Please look after your Student ID card. If you are required to request a replacement ID card, it will be issued at a cost of \$20.00 (subject to change).

## Student Selection and Admissions

ASM upholds the principle that all applicants seeking to enrol are treated fairly and equitably. To ensure this, the Institution has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students.

Students will be selected on merit based on the published criteria. The Institution will also ensure that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

## Student Services

ASM is committed to provide a high level of service to students. The Student Services Department is the first point of contact for student enquires regarding a broad range of matters including pertaining social, financial, personal, IT and academic well-being of all students.

Should you require any assistance, support or information, in addition to accessing our staff through student services, you are also encouraged to speak with the appropriate department or staff member.

Refer to the Student Support Services Policy available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Study Support

Refer to the Student Progression, Exclusion and Graduation Policy and Procedure available at <http://www.asm.edu.au/about/policies-and-procedures/>

## Timetables

Timetables are available for students to access and print from SMART once they have logged into their account. Timetables are based on the duration of a semester.

## Transport

The ASM Perth and Melbourne campuses are located close to public transport.

The Perth campus is within 5 minutes walking distance to both the Transperth City Bus Depot in Wellington Street. Students are entitled to reduced fares for travel on all Transperth transport. A form for you to be able to register for these discounts is contained in your Orientation welcome pack. Please ask Student Services to stamp the form for you. Refer to [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au) for details on timetables and journey planners.

The Melbourne campus is across the road from both Flinders Street Station and St. Kilda Road/Swanston Street trams. Public Transport Victoria is the best source to timetables and journey planners: <http://ptv.vic.gov.au/>

## Unit Information Guides

A Unit Information Guide is prepared for each unit of your study and is provided to students at the first session by the unit lecturer. The purpose of the Unit Information Guide is to provide students with detailed information about the unit in order to meet unit requirements. The Unit Information Guide specifically provides:

- A detailed understanding of the unit details
- A detailed understanding of the unit aims and objectives
- Understanding the way in which the unit is delivered
- Details about required and recommended reading and reference materials
- Detailed unit assessment criteria
- General information to assist you in preparing and submitting unit work

For further information Refer to the Student Assessment Policy and Procedure available at <http://www.asm.edu.au/about/policies-and-procedures/>

## **INTERNATIONAL STUDENTS**

### **Overseas Student Health Cover (OSHC)**

The Australian Government requires that all international students have medical insurance cover for the entire duration of their visa in Australia.

Students must provide a copy of their Medical Insurance Card to the Student Services Department that will record the details on their personal file. It is a breach of student visa conditions to let medical insurance lapse and this may result in the cancellation of a student visa. Visa conditions may be viewed at [www.immi.gov.au](http://www.immi.gov.au)

### **Working While Studying**

If a student visa was granted before 26 April 2008 and a student has not yet applied for Permission to Work, he or she and his or her family members may only apply for Permission to Work after the course in Australia has been commenced. Note: If the student visa was granted on or after 26 April 2008, the student and his or her dependent family members will already have Permission to Work automatically included with the visa.

For further information, view the website:  
[http://www.immi.gov.au/students/students/working\\_while\\_studying/how-to-apply.htm](http://www.immi.gov.au/students/students/working_while_studying/how-to-apply.htm)

Under no circumstances should work take precedence over ASM timetable. Students are not permitted to be absent from studies in order to work. The maximum work period allowable is 40 hours per fortnight during term time and full time during school holiday breaks.

### **Changing Courses**

If students wish to change to a new course at ASM within the same level qualification, they do not need to apply for a new student visa unless their current visa is about to expire. If the new course is with a different education provider, refer to the information below about changing education providers.

#### **Changing Level of Qualification**

In most cases, if you want to change your level of qualification, you may need to apply for a new student visa if the visa subclass category changes.

#### **Changing Education Provider**

a) If you are intending to change education provider, you must speak to the Student Services Department if you have not completed six (6) months of your principal course of study (the course for which the final student visa has been granted). Refer to the *Deferral, Suspension or Cancellation Policy and Procedure* available at <http://www.asm.edu.au/about/policies-and-procedures/>

## **Students Under 18 Years of Age**

Students under 18 years of age must have written approval to change their accommodation, support and general welfare arrangements. If parents approved the initial accommodation, support and general welfare arrangements, parents' written approval must be obtained to change these arrangements.

If the education provider approved your accommodation, support and general welfare arrangements, an under- aged student must have the education provider's written approval to change these arrangements.

## **Providing an Australian home address and contact details**

It is a condition of the Student Visa that International students must advise ASM of their Australian home address and contact details within seven days of arriving in Australia. If these contact details change at any time, ASM must be notified within seven days of the change.