



Ashton College Update 02/04/2020 & FAQ

Ashton College understands this is a very challenging and uncertain time for everyone, particularly for those who are far from home and away from their loved ones. We are committed to supporting our students and will continue to do so as the COVID-19 situation evolves.

There are currently no confirmed cases of COVID-19 at Ashton College.

Please read carefully all the FAQ's in this update and in previous updates on our website as you may find answer to your query here.

Is Ashton College still open?

Ashton College is currently closed for term break. We are not running any face to face classes during this time.

Ashton College's Admin, Marketing and Support staff are still working.

Students can still contact our support staff via phone at 9349 2344 or either by sending email to support@ashtoncollege.edu.au.

Are catchup classes offered in the term break?

In order to maintain a work environment that is without risk to health and safety for staff in carrying out their work, we have made a decision that:

- No catch-up classes will be done in term break
- No students are allowed to come to our campuses in term break

Students can contact our support staff via phone at 9349 2344 or either by sending email to support@ashtoncollege.edu.au.

My course is finishing by 20th of April 2020. What should I do?

Students whose course is finishing by 20th of April 2020 should contact admin@ashtoncollege.edu.au. Students will be given the option to complete the course before their eCOE end date. If it is not possible to complete your course before eCOE end date, Ashton College will extend your eCOE.

Will there be a reduction in tuition fees, because the classes are now online instead of face-to-face?

At this point Ashton College is not able to offer a reduction in tuition fees. We are implementing a new Learning Management System (LMS) to provide training online and utilising Google Classroom and Google Meets to assist you with your training needs. There are huge costs involved to implement these new platforms and to train



our existing staff as well. We are doing our best to continue to assist all students so that you can finish your studies as per your scheduled eCOE.

Can I obtain an extension on my fees?

Ashton College is already providing support to students so that tuition fee payments can be made in monthly instalments rather than paying for the whole term in advance.

Ashton College will arrange further payment extensions for those students that have been directly impacted by the Covid-19. If you are not able to make payments, please contact finance@ashtoncollege.edu.au.

Note: One of the requirements for your student visa was that, the primary applicant has sufficient funds available to meet the following costs and expenses of the primary applicant:

- (i) travel expenses; and
- (ii) the following living costs and expenses:
 - (A) if the primary applicant intends to stay in Australia for a period of 12 months or more – AUD21,041 (annual living costs); and
 - (B) if the primary applicant intends to stay in Australia for a period of less than 12 months – the pro rata equivalent of annual living costs, calculated as specified in section 11; and
- (iii) the following course fees, minus any amount already paid:
 - (A) if the duration, or the remainder, of the primary applicant's period of study in Australia is less than 12 months – the fees for the course of study or the remaining components of the course of study; or
 - (B) If the duration, or the remainder, of the primary applicant's period of study in Australia is more than 12 months – course fees for the first 12 months of the period study in Australia.

Further information can be found at

<https://www.legislation.gov.au/Details/F2019L01366>.

I cannot pay my tuition fees. Can I defer my course?

As an Ashton College student, you're expected to pay your fees by the due date. Ashton College will arrange further payment extensions for those students that have been directly impacted by the Covid-19. If you are not able to make payments, please contact finance@ashtoncollege.edu.au.



Deferment can only be offered in compassionate or compelling circumstances. Unfortunately, the tuition fee clause doesn't fall under compassionate or compelling circumstances. For further information, read the above FAQ - **Can I obtain an extension on my fees?**

Also, visit Ashton College website <https://www.ashtoncollege.edu.au/forms-and-policies/> and read [Defer, Suspend or Cancel an Enrolment Policy & Procedure](#).

Where do I go for Support?

Please contact the relevant Ashton College departments for any further enquiries:

- Student Support: support@ashtoncollege.edu.au
- Admin Support: admin@ashtoncollege.edu.au
- Finance Department: finance@ashtoncollege.edu.au
- Enrolment Enquiry: marketing@ashtoncollege.edu.au
- Course Support: contact your trainer via email.

Alternatively, you can call us Monday to Friday 9am to 5pm on 03 9349 2344, 9349 2488.

Please Note – We are being overwhelmed with student email enquiries at present, however we will endeavour to respond to all enquiries as soon as possible.

Thank you for your patience.

Ashton Team