



**Ashton College**

# Client Information Handbook

## Table of Contents

	<b>1</b>	ACCESS & EQUITY	20
<b>MESSAGE FROM THE CEO</b>	<b>4</b>	MANAGEMENT	20
<b>ABOUT ASHTON AND MELBOURNE</b>	<b>5</b>	ADMINISTRATION MANAGEMENT	20
AUSTRALIA	5	TRAINING & ASSESSMENT	21
MELBOURNE	5	STAFF	21
LIVING IN MELBOURNE	6	MARKETING AND ENROLMENT	21
ORIENTATION DAY	8	STUDENT SUPPORT SERVICES	22
OUR CAMPUSES AND LOCATIONS	8	STUDENT CODE OF CONDUCT	22
SMOKE FREE ZONES	9	<b>AMENDING YOUR ENROLMENT</b>	<b>23</b>
OUR STAFF	10	STUDENT INITIATED DEFERRAL, SUSPENSION, OR CANCELATION OF ENROLMENT	23
WHOM TO CONTACT	11	COLLEGE INITIATED DEFERRAL, SUSPENSION, OR CANCELATION OF ENROLMENT	23
<b>ENROLMENT INFORMATION</b>	<b>13</b>	TRANSFERRING BETWEEN PROVIDERS	23
LANGUAGE, LITERACY AND NUMERACY (LLN)	13	<b>PRE-ARRIVAL GUIDE</b>	<b>24</b>
ENGLISH REQUIREMENTS	13	COMING TO MELBOURNE	24
ENROLMENT PROCESS	13	PART 1 - VISA COMPLIANCE	24
INDIVIDUAL LEARNING NEEDS	14	PART 2 - PLAN YOUR DEPARTURE	24
RECOGNITION OF PRIOR LEARNING (RPL)	14	PART 3 - MONEY MATTERS	27
CREDIT TRANSFER (CT)	15	PART 4 - RIGHTS OF INTERNATIONAL STUDENTS	28
OVERSEAS STUDENT HEALTH COVER (OSHC)	15	WORKPLACE HEALTH AND SAFETY	29
LEARNING PATHWAYS	15	STUDENT SAFETY	30
EMPLOYMENT SERVICES	15	BEACH SAFETY	31
<b>TRAINING AND ASSESSMENT</b>	<b>16</b>	ATTENDANCE	31
TRAINING GUARANTEE	16	PRIVACY	31
TRAINING AND ASSESSMENT PROCESS	16	ACCESS TO RECORDS	31
ASSESSMENT	16	ACADEMIC MISCONDUCT	32
COURSE PROGRESS - VET COURSES	16	COMPLAINTS AND APPEALS	33
ACADEMIC SUPPORT	17	COMPLETION WITHIN EXPECTED DURATION	34
WELFARE SUPPORT	17	<b>FEES AND REFUNDS OVERVIEW</b>	<b>34</b>
STUDENT FEEDBACK	18	<b>CRITICAL INCIDENTS</b>	<b>34</b>
CERTIFICATES/ STATEMENTS OF ATTAINMENT	18	<b>USEFUL INFORMATION AND CONTACTS</b>	<b>35</b>
COURSE INFORMATION	18	SUPPORT SERVICES	35
<b>ELICOS</b>	<b>19</b>	PUBLIC TRANSPORT INFORMATION	35
COURSES	19	PUBLIC SERVICE AROUND FOOTSCRAY CAMPUS	36
PLACEMENT TEST	19	ADDITIONAL SERVICES	37
20 HOURS OF FACE-TO-FACE STUDY	19	USEFUL SERVICES FOR INTERNATIONAL STUDENTS	38
ATTENDANCE MONITORING - ELICOS PROGRAMS	19		
<b>CODE OF CONDUCT</b>	<b>20</b>		

The purpose of this Client Information Handbook is to introduce you to the services available to you at Ashton College. You will also find this handbook electronically on Ashton College's website: [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)

**Please Note:** All efforts have been made to ensure that the information provided in this handbook is correct at the time of publication. Comments, corrections and amendments are welcome and can be submitted by emailing [info@ashtoncollege.edu.au](mailto:info@ashtoncollege.edu.au)

*Note: An interpreter can assist students in reading this handbook if they require. Please let a member of staff know if you need this service.*

**Ashton College acknowledges the Traditional Owners and pays respects to their Elders - past, present and emerging in each of the communities in which we live, work and study.**

## Message from the CEO

### Welcome to Ashton College

**Y**ou have made the right decision in choosing Ashton College to further your knowledge and professional competency. We warmly welcome you and wish you success in your endeavours.

At Ashton College, we aim to provide high standards of education for our students within an inclusive and supportive environment and provide them with a total learning experience.

Ashton College is committed in assisting students achieve their aspirations, whether they are aiming for higher education, employment or career progression. The College values the students as an invaluable individual and offers an outstanding educational experience leading to instil a desire to become nothing but the best.

The international nature of our college provides students with an opportunity to study with students of diverse cultures and nationalities where lifelong friendships or international business associations may be formed. Our students are given the opportunity to obtain Australian qualifications, which are invaluable in their pursuit of a professional or academic career.

Our friendly staff works hard to assist our students and make every effort to assist students in mixing with the other students, so that they can enjoy their time with the college, and the facilities it has to offer.

Ashton College has a highly dedicated and professional teaching faculty, excellent administrative and support staff and a well-resourced learning environment to equip our students for success in their chosen field.

Ultimately, we aim to provide teaching that is challenging, rewarding and relevant to industry requirements.

We are very conscious about the quality of our services and follow quality assurance standards to continually improve. Ashton College expects that its students also play their part in maintaining high standards of conduct and behaviour that are consistent with our mission. Once again, we extend to you a warm welcome and hope you enjoy your learning experience at Ashton College.

*Kevin Gujral*

CEO  
Ashton College



## About Ashton and Melbourne

### Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 26 million people, with most people living in one of **the 6 major cities**:

- Melbourne
- Sydney
- Adelaide
- Perth
- Brisbane
- Darwin

The country is split into **states** and **territories** which are:

- Victoria
- New South Wales
- Queensland
- Northern Territory
- Australian Capital Territory
- Western Australia
- South Australia
- Tasmania

There are many reasons why students choose to study in Australia. Australia has a high-quality education system, warm weather, great beaches, good lifestyle, sports and strong working industries.

Australia is expected to continue to grow as a top destination for international students to study because of the excellent opportunities and the high standards of living.



### Melbourne

Melbourne is Australia's second largest city and the capital of the state of **Victoria** with a population of approximately 5 million people. It is a very large city spread out around Port Phillip Bay.

Melbourne is one of the most multicultural cities in the world with a lively cosmopolitan atmosphere for students to soak up and enjoy. The Central Business District (CBD) is located in the centre of Melbourne and is surrounded by many parks, gardens, sports arenas, entertainment centres and shopping centres.

The CBD is surrounded by suburbs - all of which have a unique identity and atmosphere to be explored. Melbourne has one of the largest tram networks in the world. The network consists of 493 trams, 25 routes and 1,763 stops across the city and its suburbs making it easy to get around. The Metro Train service also has 16 lines and 207 stations which extend further than the trams.



The CBD and suburbs have a vast range of restaurants serving food from just about every corner of the world.

Melbourne is surrounded by mountains, national parks and beaches that are easily accessible from the city, all of which can be accessed within 1-2 hours' drive from the CBD.

Melbourne and Victoria enjoy distinct seasons and a moderate climate that is in contrast to the searing heat for most of the year in some, more northern, parts of the country. This provides an opportunity to enjoy a variety of different indoor and outdoor activities throughout the year.

For further information about Australia, Victoria and Melbourne please visit:

<http://www.australia.com/> or  
<http://www.visitvictoria.com> or  
<http://www.thatsmelbourne.com.au>

For further information on studying in Australia, Melbourne please visit:

[Study Australia | Study Australia](#) or  
<http://www.studymelbourne.vic.gov.au/>

## Living in Melbourne

**K**nowing the living costs in Australia and



particularly Melbourne is an important part of your financial preparation. As a general guide, here are some of the average costs associated with living and studying in Australia. (All costs are shown in Australian Dollars.)

### Accommodation

- Hostels & Guesthouses: \$90 - \$150 per day
- Shared rental: \$189 - \$400 per week
- On campus: \$140 - \$322 per week
- Homestay: \$260 - \$395 per week
- Rental: \$240 - \$500 per week
- Boarding Schools: \$11,000 - \$22,000 per yr

### Other living costs

- Groceries & eating out: \$140 - \$280 per week
- Gas & electricity: \$30 - \$80 per week
- Phone & Internet: \$25 - \$50 per week
- Public transport: \$15 - \$46 per week
- Car (after purchase): \$150 - \$250 per week
- Entertainment: \$30 - \$150 per week

### Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia.

- You: \$24,505
- Your partner: \$7,362
- Your first child: \$3,152
- Every other child: \$2,790

All costs are per year in Australian dollars. To convert to your own currency, you can visit [www.xe.com](http://www.xe.com).

The Australian Government provides information and guidance on managing your finances. You can read more at <http://www.moneysmart.gov.au>.

If you experience financial difficulty while in Australia, talk to our student support staff for help and advice.

Note that the costs listed on this page are average estimates and can change from time to time.

## Homestay

### What is homestay?

**H**omestay is a program of complete immersion into Australian culture and lifestyle where students are welcomed into the home of a local family to live in while they study. Arranging a homestay gives international students a family support network which is ready to help introduce them into Australian society.

Australian homes come in a variety of shapes and sizes. For example, some families live in an apartment, some in a townhouse and others in a freestanding house which may have a garden.

Households in Australia are very diverse and due to the multicultural society families may come from a range of cultural backgrounds and have different types of family. All homestay families will speak English in the home and their house will be located in an area well linked to the CBD by public transport.

### What is included?

Depending on the family that you stay with, facilities will vary but you are guaranteed to have your own furnished bedroom. Most meals are provided as well as Internet and household cleaning is covered but you will be expected to keep your own room tidy.

Homestay usually costs between \$250.00 and \$390.00 per week depending on the location of the house, the facilities and the number of meals provided.

### How to book homestay

Ashton College works with a homestay provider called 2Stay Accommodation Group (<https://www.2stay.com.au/>). This company has over 10 years' experience in accommodating international students in modern, comfortable and secure accommodation.



They have a range of families registered with them who welcome international students into their homes yearly. If you would like to live with a family

while you study, please contact Ben Yang Cao at Ashton College ([support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au)) and he will assist you in making the necessary arrangements with a family you will feel at ease with.



## Entertainment

**Y**ou are coming to Victoria primarily for quality education but your time here can also be fun and exciting. Your classmates and/or homestay family will want you to share in many enjoyable activities nearby and across Victoria. Your new friends may be interested in a variety of things available such as outdoor activities (bike riding, swimming, hiking), eating out, movies or exploring what the city has to offer.

Victoria is famous for being the "Sporting Capital" of Australia and many of its residents are particularly passionate about Australian Football (AFL) seeing as it is home to the highest number of teams in the country. It is easy to attend a match or choose a team to follow.

You may be invited to play sports, join music or drama groups - the list is endless! If you would like more information on the many activities available to you, please ask a member of the student services team or visit <https://www.visitvictoria.com> for an extensive and in-depth list.

## Time Zone

**M**elbourne is within the Australian Eastern Standard Time GMT+10 (AEST) international time zone. In the warmer months of the year, clocks are moved forward one hour for Daylight Savings. You can compare the time difference with your home country at any time at <https://www.timeanddate.com/worldclock/>.

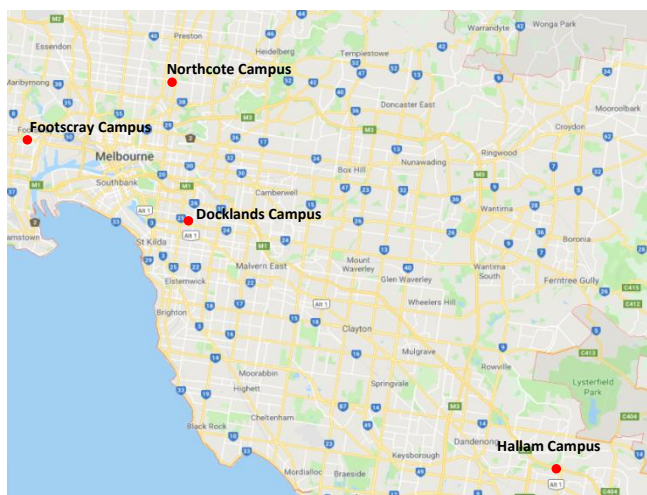
## Orientation Day

**A**shton College runs an Orientation Day for all new students. This is typically held the week before the start of their course and the date is communicated to students in advance via a Welcome Letter emailed to them. Students learn about Ashton College, course structure, undergo LLN test, take tours of the campus, collect their books and timetables and meet some of their future classmates at orientation day.

It is very important that all students attend orientation for many reasons including to learn how to get the most out of their entire study experience.

## Our Campuses and Locations

**A**shton College has **three** campuses located in different suburbs of Melbourne (Footscray, Northcote and Hallam) to give our students options on where to study - making it easy for them to access the college and live in an area they like.



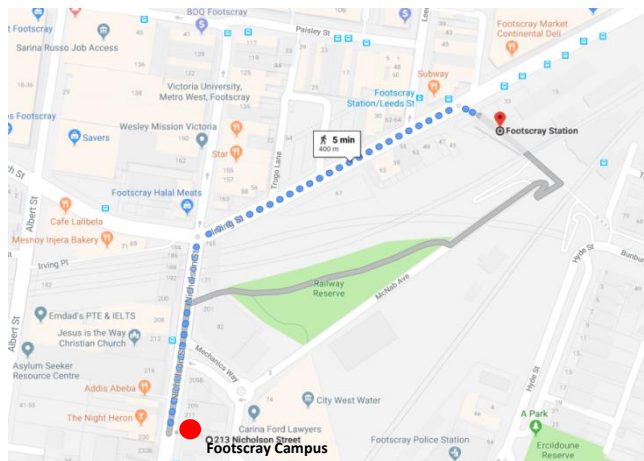
### Footscray Campus- Head Campus

Our Footscray campus is located at:

213 Nicholson Street  
Footscray  
VIC 3011

There are a lot of car parking areas available in the nearby streets.

This campus is also located less than a 5-minute walk from Footscray Train Station. Footscray Train Station is only 3 stops from Melbourne CBD's Flinders Street Station making it easy to get to.



The following train lines go through Footscray Train Station:

- Laverton
- Sunbury
- Werribee
- Williamstown

### Docklands - Commercial Kitchen

108 Newquay promenade  
Docklands  
VIC 3011

The Docklands campus commercial kitchen is situated in the charming waterfront area of Melbourne, offering the added convenience of being within easy walking distance from tram stop.

Take Tram 86 departing from Southern Cross Station to reach Docklands. Alight at the final stop and walk towards the waterfront. You'll find Ashton Docklands Campus on your right.

### Northcote Campus

1/167 Beavers Road  
Northcote  
Melbourne  
VIC 3070

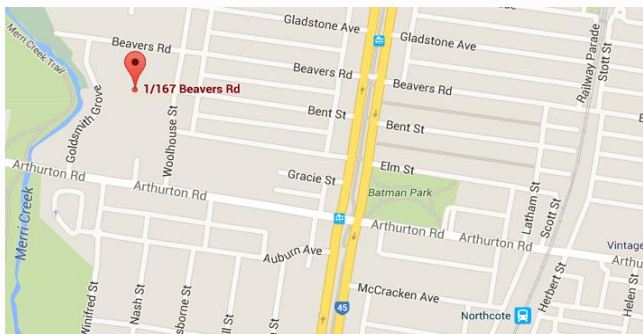
The Northcote Campus (located just North of the CBD) is used mainly for our Automotive courses. It has a large and well-resourced Automotive Workshop located at the above address.

Tram number 112 stops just one street away from this campus (from the city) at stop number 30. You



can also get to this campus by train on the Epping line and get off at Northcote Train Station.

There is also car parking available nearby.

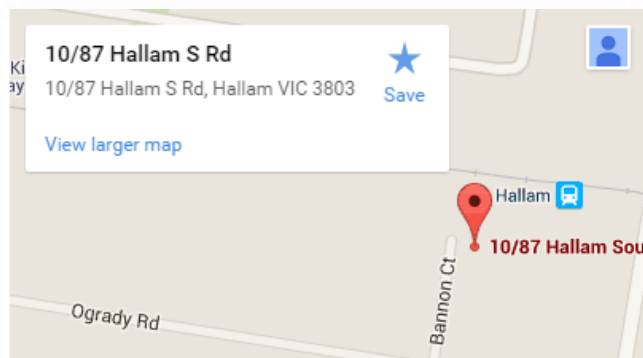


### Hallam Campus

10/87 Hallam South Road  
Hallam  
VIC 3803

The Hallam Campus is our newest campus. This campus has a large automotive workshop and classrooms.

This campus is accessed easily by train on the Pakenham line and is less than a 5-minute walk from Hallam Train Station.



For further information about our campuses, please refer our website <http://www.ashtoncollege.edu.au> or Free Call

03 9349 2344 / 03 9349 2488

## Smoke Free Zones

All Ashton College Campuses are smoke free zones. This means that smoking is prohibited (not allowed) anywhere on campus to promote a healthier environment for all students, staff and visitors.

No Smoking/Smoke Free applies to cigarettes, cigars, pipes, water pipes, vapes, electronic nicotine devices or any implements that emit harmful smoke for the purpose of inhaling. These areas include indoors, outdoors and in the immediate areas surrounding the campus.

Drugs and alcohol are also prohibited on all Ashton College campuses.



## Our Staff

The staff at Ashton College are accessible to you. The following are some key staff members that you should be aware of.

Staff can be contacted between 9.00am and 5.30pm Monday – Friday.



POSITION	NAME	PHONE	EMAIL
CEO	<b>Kevin Gujral</b>	+61 39349 2344 EXT - 207	<a href="mailto:kevin@ashtoncollege.edu.au">kevin@ashtoncollege.edu.au</a>
ELICOS Head of Studies	<b>Katherine Fox</b>	+61 39349 2344	<a href="mailto:english@ashtoncollege.edu.au">english@ashtoncollege.edu.au</a>
Administration Manager	<b>Swati Swati</b>	+61 39349 2344 EXT – 701	<a href="mailto:admin@ashtoncollege.edu.au">admin@ashtoncollege.edu.au</a>
Finance Manager	<b>Jan Gujral</b>	+61 39349 2344 EXT - 216	<a href="mailto:finance@ashtoncollege.edu.au">finance@ashtoncollege.edu.au</a>
Marketing Officer	<b>Jay Hew</b>	+61 39349 2344 EXt - 205	<a href="mailto:international@ashtoncollege.edu.au">international@ashtoncollege.edu.au</a>
Marketing/Student Support Manager	<b>Ben Yang Cao</b>	+61 39349 2344 EXT - 206	<a href="mailto:ben@ashtoncollege.edu.au">ben@ashtoncollege.edu.au</a>

**Ashton College after hours emergency contact: Ben Cao M:0413 061 999**



### Welfare Support

Safe Place Therapy is located at 86 Paisley Street, Footscray Victoria 3011 and provide welfare support services to Ashton College students. Ashton College is liable to pay for first three counselling sessions and students are responsible for payment of all subsequent counselling sessions after the first three counselling sessions. The fee per session will be \$130.00 (for international students a portion of the cost of counselling may be covered by your health insurance provider). Ashton College will inform students of the fees prior to accessing the service.

Contact: +61(0)411 791 089 or email [safelacetherapyspt@gmail.com](mailto:safelacetherapyspt@gmail.com)

to make an appointment or for more information speak to our student Service Officer for assistance ([support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au) +61 3 93492344). <https://www.safeplacetherapy.com.au/>

## Whom to Contact

Use the following guide to assist in identifying who you should contact

Issues	Who to contact	Details	Contact details
<ul style="list-style-type: none"> <li>Course Enquiries</li> </ul>	Marketing Department	<p>Pre-Arrival Information</p> <p>Accommodation Support</p> <p>Airport Pickup</p> <p>Course Information</p> <p>Fees enquiries (future students)</p>	<p>Speak to our Marketing team Ph: 03 9349 2344</p> <p>or</p> <p>Email: <a href="mailto:marketing@ashtoncollege.edu.au">marketing@ashtoncollege.edu.au</a></p>
<ul style="list-style-type: none"> <li>Academic problems</li> <li>Course progress problems</li> <li>Study problems</li> <li>Attendance problems</li> <li>English language problems</li> <li>Assessment problems</li> <li>Homework problems</li> <li>Course Credit/RPL</li> </ul>	<p>Trainer</p> <p>or</p> <p>Administration Staff</p> <p>or</p> <p>Student support officer</p>	<p>Ashton College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem.</p> <p>Ashton College staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem.</p> <p>If the problem/ issue is out with the contact person's skills/ abilities to assist you, they will refer you to either other internal staff member/s or to external support contacts who have the skills and experience to assist you.</p> <p>Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy</p>	<p>Speak to your trainer</p> <p>or</p> <p>Ashton College Administration staff Ph: 03 9349 2344 Email: <a href="mailto:admin@ashtncollege.edu.au">admin@ashtncollege.edu.au</a></p> <p>or</p> <p>Student Support Officer Ph: 03 09349 2488 Email: <a href="mailto:support@ashtoncollege.edu.au">support@ashtoncollege.edu.au</a></p>
<ul style="list-style-type: none"> <li>Student records</li> <li>Attendance records</li> <li>Course progress records</li> </ul>	<p>Trainer</p> <p>or</p> <p>Administration staff</p>	<p>You will be asked to verify your identity</p> <p>You will be given help to understand the content of the records</p> <p>Your records will be made available to you and the details explained</p> <p>Any errors or omissions will be corrected</p>	<p>Speak to your trainer</p> <p>or</p> <p>Ashton College Administration staff Ph: 03 9349 2344 Email: <a href="mailto:admin@ashtncollege.edu.au">admin@ashtncollege.edu.au</a></p>
<ul style="list-style-type: none"> <li>Housing</li> <li>Transport</li> <li>Personal issues</li> <li>Harassment</li> <li>Money problems</li> <li>Loneliness</li> <li>Family problems</li> <li>Orientation program</li> </ul>	Student support officer (SSO)	<p>The SSO will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem.</p> <p>The SSO will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem.</p> <p>If the problem/ issue is out with the SSO's skills/ abilities to assist you they will refer you to either other internal staff member/s or to external support</p>	<p>Student Support Officer Ph: 03 09349 2488 Email: <a href="mailto:support@ashtoncollege.edu.au">support@ashtoncollege.edu.au</a></p> <p>or</p> <p>Ashton College Administration staff Ph: 03 9349 2344 Email: <a href="mailto:admin@ashtncollege.edu.au">admin@ashtncollege.edu.au</a></p>

		<p>contact/ s who have the skills and experience to assist you.</p> <p>The SSO may provide advice and referral to websites and/ or services that can assist you with the issue/ problem.</p>	
<ul style="list-style-type: none"> <li>• Notice of intention to report</li> </ul>	<p>Administration Staff</p> <p>or</p> <p>Student Support Officer</p>	<p>The Course Coordinator will explain the reasons why this has happened and what the process involves including the outcomes to the student.</p> <p>The Course Coordinator will explain the process of reporting and potential outcomes. The Course Coordinator will provide contact details for DHA.</p> <p>Students have the right to access the Complaints and appeals process at any time if they have a grounds to appeal the decision to issue the notification.</p>	<p>Ashton College Administration staff Ph: 03 9349 2344 Email: <a href="mailto:admin@ashtncollege.edu.au">admin@ashtncollege.edu.au</a></p> <p>or</p> <p>Student Support Officer Ph: 03 9349 2488 Email: <a href="mailto:support@ashtoncollege.edu.au">support@ashtoncollege.edu.au</a></p>
<ul style="list-style-type: none"> <li>• Fees and refunds</li> <li>• Access to your own records</li> </ul>	<p>Finance Manager</p> <p>or</p> <p>Administration Staff</p>	<p>Your fee records will be provided and explained</p> <p>Any errors will be corrected</p> <p>Payment plans will be discussed</p> <p>Payment options will be discussed</p> <p>Your records will be made available to you and the details explained</p> <p>Any errors or omissions will be corrected</p>	<p>Finance manager Ph: 03 9349 2488 Email: <a href="mailto:finance@ashtoncollege.edu.au">finance@ashtoncollege.edu.au</a></p> <p>or</p> <p>Ashton College Administration staff Ph: 03 9349 2344 Email: <a href="mailto:admin@ashtncollege.edu.au">admin@ashtncollege.edu.au</a></p>
<ul style="list-style-type: none"> <li>• External complaints and appeals</li> </ul>	<p>Overseas Students Ombudsman</p>	<p>For external Complaint and Appeals Process</p> <p>Please read Complaints and Appeals Policy and Procedure available at Ashton College website <a href="https://www.ashtoncollege.edu.au/">https://www.ashtoncollege.edu.au/</a> before you contact 'Overseas Students Ombudsman'</p>	<p>Student Support Officer Ph: 03 9349 2488 Email: <a href="mailto:support@ashtoncollege.edu.au">support@ashtoncollege.edu.au</a></p> <p>or</p> <p>Overseas Students Ombudsman Website: <a href="https://www.ombudsman.gov.au/How-we-can-help/overseas-students">https://www.ombudsman.gov.au/How-we-can-help/overseas-students</a> Phone: 1300 362 072</p>
<ul style="list-style-type: none"> <li>• For visa matters</li> </ul>	<p>Department of Home Affairs (DHA)</p>	<p>You will receive official government department advice</p>	<p><a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> Phone 131 881 in Australia Contact the DHA office in your country.</p>
<ul style="list-style-type: none"> <li>• For your ESOS rights and responsibilities</li> </ul>	<p>Department of Education (DOE)</p>	<p>You will receive official government department advice</p>	<p><a href="https://www.dese.gov.au/esos-framework">https://www.dese.gov.au/esos-framework</a> Phone 1300 615 262</p>

For further information about Ashton College, please refer our website <https://www.ashtoncollege.edu.au/>

## Enrolment Information

### Language, Literacy and Numeracy (LLN)

All Ashton College courses are conducted in English. It is essential that students possess sufficient language, literacy (including digital literacy), and numeracy (LLN) skills to successfully complete assessments at the Vocational Education and Training (VET) level, as outlined in the Australian Qualifications Framework (AQF) and specified in the relevant Training Package.

Prior to commencing their studies, students must undergo a pre-training assessment to demonstrate appropriate LLN skills for their chosen course on orientation day. If the student achieves a satisfactory result in the LLN assessment, they will fulfill this entry requirement. Otherwise, students will receive additional support to meet the course entry requirements, or they will be advised to enrol in an ELICOS program before starting their VET courses.

### English Requirements

Please refer to Department of Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility> for English entry requirements or contact Ashton staff for further information.

### Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this handbook in full and review all the information on the Ashton College website (e.g. 'Course Information', 'Client Support Policy and Procedure' and 'Fees & Refunds Policy and Procedure').
2. Contact the Ashton staff with any questions and seek clarification on any area relating to your course and enrolment.

3. Complete the enrolment form.
4. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions.
5. Return the Enrolment form, along with supporting documentation to Ashton College at 213 Nicholson Street, Footscray Victoria 3011 Australia or e-mail to [info@ashtoncollege.edu.au](mailto:info@ashtoncollege.edu.au).
6. Ashton College will assess your application and notify you of the outcome within 5 working days.
7. If your application is unsuccessful or incomplete Ashton College will inform you in writing including reasons why the application was unsuccessful or indicate further documentation/ information to be provided.
8. If your application is successful, a Letter of Offer and Enrolment Acceptance agreement will be sent to you.
9. Read the Letter of Offer and Enrolment Acceptance agreement carefully and seek clarification on any area by contacting Ashton College.
10. If you wish to accept the offer and understand all the relevant information provided, complete and sign the Enrolment Acceptance agreement to declare that you understand and accept all of the information provided and agree to the terms and conditions of the offer.
11. Return the Written agreement along with supporting documentation to Ashton College at Ashton College at 213 Nicholson Street, Footscray Victoria 3011 Australia or e-mail to [info@ashtoncollege.edu.au](mailto:info@ashtoncollege.edu.au).
12. Pay the college relevant fees indicated in the Letter of Offer.
13. Once the completed and signed the Enrolment Acceptance agreement and payment of fees have been received by Ashton College a Confirmation of Enrolment (COE) will be forwarded to you along with information on the course start date.
14. Students will use this COE to apply for a student visa.

## Individual Learning Needs

**P**rior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week (e.g. 20 hours) or the duration of time you have to complete a course e.g. 1 year. Please refer to applicable course page on Ashton College website.
- Preferred learning style/s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full and visit Ashton College website for course and applicable

policy information. Particular attention should be paid to the sections that outline how Ashton College and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages on Ashton College website provide details e.g. course aims, course durations and course demands per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook and Client Support Policy and Procedures are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment, students will be asked to identify any individual learning needs that require support during their course. It is recommended that students provide Ashton College full details that will enable us to identify whether we can appropriately address your individual needs and if so, how this can be achieved.

Ashton College encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

## Recognition of Prior Learning (RPL)

**A**ll students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for it

(Recognition of Prior Learning). This experience may have been gained from employment, previous formal training undertaken or life experience. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The CT/RPL application form is available on request from the Admin department.

## Credit Transfer (CT)

**A**shton College recognises qualifications and statements of attainment issued by other Registered Training Organisations in Australia. Students who have successfully completed entire units of competency contained within one of our courses with another provider can apply for credit transfer/s.

Both processes allow the students to reduce the time, study load and cost associated with achieving a qualification.

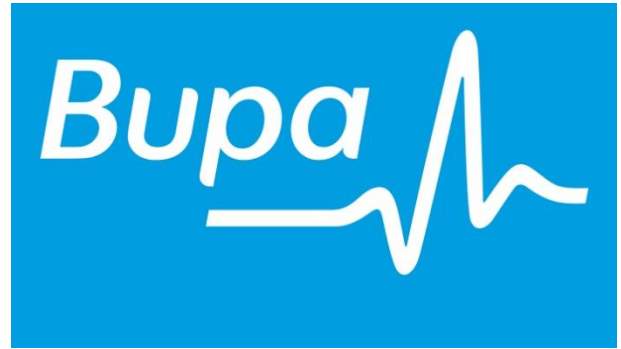
Students may apply for Credit Transfer/s by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the administration team. The CT/RPL application form is available upon request.

Further information on the RPL/ CT process can be accessed by contacting the Admin department.

*Please note that RPL and CT applications can only be considered for whole units of competency.*

## Overseas Student Health Cover (OSHC)

**I**t is a visa requirement that all overseas students possess and maintain OSHC while they are studying at any Australian education provider on a student visa. We can arrange this for you prior to arrival with our partner provider **Bupa Health Insurance**. Fee information can be found in the fees section of the Overseas Student Enrolment Form. For further details or if you wish to arrange your own OSHC you can contact Bupa directly <https://www.bupa.com.au/>.



## Learning Pathways

**T**here are various learning pathways available to help you achieve your goals. The skills and knowledge you gain during your career and education are recognised and can be credited towards future studies and qualifications. If you are ready to move from Certificate Level to Advanced Diploma level you may wish to check what other courses Ashton College offers by calling (03) 9349 2344 / 9349 2488 or checking the Ashton College website: [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)

## Employment Services

**O**ur friendly and helpful staff assist students in securing part time work by holding job club seminars, matching peoples skills to occupations, assistance in preparing CV's and preparing students for interviews. Contact reception at our Footscray Campus or email [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au) for further information or to access this free service.



## Training and Assessment

### Training Guarantee

**A**shton College will take all reasonable steps to ensure we provide the applicable course/s to a student once the enrolment has been confirmed. In the unlikely event of the College being unable to fulfil its commitment to provide a course at the agreed date it will offer the student a full refund or re-schedule the course. Ashton College takes a collaborative approach with students and provides support to facilitate the successful completion of their course within agreed timeframes.

Ashton College implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that students are fully informed of the process and subsequent arrangements.

### Training and assessment process

**T**raining is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required competence and preparing people for assessment against specified competency standards.

All of our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Students are provided the opportunity to undertake full time and sometimes blended delivery modes for most courses. Please refer to course information pages for further details.

Delivery and learning methods are tailored for each particular course to develop student's knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methods may include presentations, individual and group work activities,

case studies, projects and practical demonstrations. Delivery will take place at our campus, training/workshop centre(s) and will involve a mixture of classroom and simulated work-based environments to develop competency.

### Assessment

**S**tudent's performance in vocational courses (award courses) is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping log books or through practical demonstrations of knowledge and skills developed.



Each unit of competency will normally involve two or three assessments which will be individually marked as satisfactory or non-satisfactory. All assessments must be satisfactory for the unit to be marked C – Competent. If the assessments are not satisfactory then the unit will be marked as NYC – Not Yet Competent.

Students are given 2 attempts for re-assessment. If they are still unable to demonstrate competency at this point (NYC) they must re-enrol and undertake the training again. This will incur a re-assessment fee.

The assessment process will be explained at the orientation session and will be available upon request to your assessor.

### Course progress - VET Courses

**A**shton College monitors students course progress and provide assistance if a student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to academic, personal/ welfare and English language supports services is provided to assist



students to successfully complete their course within the scheduled duration. Ashton College may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

Students identified as 'at risk' of not maintaining satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress.

It is a requirement of your student visa to maintain satisfactory course progress. If you do not successfully complete 50% of the scheduled units in your course over two successive terms you will be reported to Department of Home affairs (DHA) which may lead to cancellation of your student visa.

For more information on Ashton College's Client Support Policy and Procedure, please visit our website - [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au).

## Academic Support

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainer is able to provide academic support to facilitate the successful completion of your course. Students who are experiencing language, literacy and numeracy difficulties during the course can access support from our trainer or from our English department (ELICOS).

Ashton College can provide and/ or arrange English language/ academic support including but not limited to:

- Advice and guidance on how to manage the study load,
- Helping students adjust to the learning and assessment process
- Provide guidance and assistance with addressing homework issues
- Reviewing learner materials with the student
- Arranging extra tuition, materials and exercises,
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises to develop understanding
- Arranging access to computers

- Arranging access to modified resources
- Provide opportunities to re-attempt assessments
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Providing guidance with organisation/time management skills
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays
- Providing opportunities to catch up
- Providing guidance with organisation/ time management skills

## Welfare Support

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. The college has a relationship with a professional welfare service (Safe Place Therapy [www.safeplacetherapy.com.au](http://www.safeplacetherapy.com.au)) to ensure that our students are provided with access to services if required. Students who are experiencing issues that require counselling are encouraged to contact their trainer/Student Support Officer or any other member of staff.

Safe Place Therapy is located at 86 Paisley street, Footscray Victoria 3011 and provide welfare support services to Ashton College students. Ashton College is liable to pay for first three counselling sessions and students are responsible for payment of all subsequent counselling sessions after the first three counselling sessions. The fee per session will be \$130.00 (for international students a portion of the cost of counselling may be covered by your health insurance provider). Ashton College will inform students of the fees prior to accessing the service.

Ashton College will support students to attend the counselling service and liaise with students on matters that impact their progress and achievement.



### Examples of issues that will require referral may be:

- If the student is encountering anxiety/ depression or displaying symptoms of mental health issues
- If the student is experiencing significant difficulties with adjusting to Australia and/ or life without their family support network
- If the student has personal issues around relationships, issues with members of their family that are subsequently negatively impacting the student.
- If the student has issues with drugs or alcohol or some other form of dependency.

## Student feedback

To ensure that we continuously improve our training services and facilities, Ashton College routinely encourages students to provide feedback both informally and formally. Please approach any member of staff with informal feedback. At the end of the course, you will be asked to complete the training evaluation form.

If you wish to register a complaint about your training and assessment, please approach a staff member or access the Complaints and Appeals Policy and Procedure available on our web page. Alternatively, you can visit our website and submit feedback using the online platform.

## Certificates/ Statements of Attainment

Students who successfully complete a full qualification will be awarded a certificate and a statement of attainment. Students who successfully complete a unit/s of competency will be awarded a statement of attainment.

Certificates and statements of attainment will be issued within 30 days of course completion/end date. For certificates and/or statements of

attainment to be issued students must have a Unique Student Identifier (USI). This is a student number issued by the Australian government that links all study completed by an individual in Australia. Student services will assist you in creating your USI at orientation or if you already have one you must provide to Ashton College. To create your USI or form more information, please visit [www.usi.gov.au](http://www.usi.gov.au).

## Course information

For further information on courses offered at Ashton College, Please refer to our website <https://www.ashtoncollege.edu.au>

Ashton College's website includes information on course content, length, mode of study, entry requirements, fees and pathway information.



## ELICOS

### Courses

**A**shton College offers General English and English for Academic Purposes (EAP) courses that meet a broad range of language needs and academic goals. For more information about ELICOS programs, please visit our website [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au).

### Placement Test

**A**ll students are tested on the orientation day so that they can be placed in the correct class for their current level of English. You will be required to take reading, writing and listening tests and to have a one-to-one interview with a teacher to see how well you speak.

### 20 Hours of Face-to-Face Study

**E**LICOS courses are full-time. Full time course must consist of a minimum of 20 hours face to face teaching in the classroom. Students are therefore required to attend this minimum of 20 hours per week in face-to-face class time. Other learning activities such as independent learning and Friday social and sporting activities are provided after formal class hours in order to improve student's English conversation, study and social skills.

\*There is no provision of distance or online learning within the 20 hours mandatory face-to-face tuition.

All delivery, assessments and instructions are carried out in **English** unless otherwise stated. There may be the opportunity available for you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require.

### Attendance Monitoring - ELICOS Programs

**A**shton College monitors students attendance and provides assistance if the student is experiencing difficulties and not progressing through their program as per the schedule.

It is very important for students undertaking ELICOS courses to maintain the minimum attendance requirement of over 80% in a given study period. Failure to maintain the required attendance rate can lead to student not complying with their student visa requirements and their enrolment being affected.



For further information please refer ELICOS-Attendance Monitoring Policy and Procedure on our website.

[www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au).

## Code of conduct

**A**shton College practices are directed by our code of conduct. The code of conduct is a guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in a manner that respects their rights.



## Access & Equity

Ashton College ensures that:

- a) all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
  - b) we employ a systematic, fair and equitable approach to enrolling students
  - c) all staff will perform their duties in a fair, equitable and respectful manner
  - d) all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of clientele
  - e) all staff are aware of their responsibilities with respect to equity and access
  - f) staff activities are evaluated for continuous improvement purposes
  - g) staff are culturally aware and sensitive to differing norms, beliefs and values
  - h) systems are employed to receive feedback on its application of this policy
  - i) staff and students are required to comply with access and equity requirements at all times.
- b) all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
  - c) we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
  - d) suitably qualified staff contribute to informed decision making in management, academic and support services
  - e) all staff are aware of their responsibilities to the College and the clientele
  - f) we employ a fair and equitable systematic approach to recruitment, induction and professional development of its staff
  - g) a safe learning environment is provided both on and off site to facilitate student learning
  - h) we maintain appropriate insurances
  - i) we will inform the regulator body of any significant changes to the control, senior management and scope of the College
  - j) it provides the regulator body with the required data in soft and hard copy when requested (free of charge)
  - k) we will fully cooperate with all regulatory bodies during audits
  - l) courses delivered are current and in accordance with training package requirements
  - m) we will implement new training packages/ accredited courses within 12 months of their introduction or as per the transition period.
  - n) we communicate all appropriate information relating to academic and support services to students in a timely manner.

## Management

Ashton College ensures that:

- a) the provision of high-quality training and assessment is its principal purpose

## Administration management

Ashton College ensures that:

- a) all records relating to the delivery of training and assessment to students are stored for a period of a minimum of 6 months from the date of completion of the applicable unit
- b) personal records are treated as confidential and stored on and off site

- c) we maintain appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence
- d) we utilise VETtrak, an AVETMISS compliant student management system
- e) we utilise NovaCore, a compliant document management system
- f) staff and students are to be able to access their own records at no cost
- g) statements of attainment and/or certificates are awarded to students who partially or successfully fully complete courses and have paid all course fees applicable.
- h) statements of attainment and certificates are provided in a timely manner within 30 days of course completion/CoE end date
- i) statements of attainment and certificates contain the required information
- j) we employ unique student identifiers where required.

## Training & assessment

Ashton College ensures that:

- a) all learning and assessment materials are their own or permission obtained from publishers for use
- b) courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses
- c) learning and assessment strategies are employed for each course in accordance with regulatory requirements
- d) suitable learning and support resources are employed to guide staff and students
- e) the opportunity for recognition of prior learning and credit transfer are provided to students
- f) all accredited courses provided are in accordance with its scope of registration
- g) appropriate academic and personal support services are provided to students

- h) language, literacy, numeracy and digital (LLND) needs are assessed and accommodated where appropriate
- i) course delivery is no longer than 8 hours per day
- j) training occurs between 8.00am and 10.00pm
- k) all course learning and assessment material are systematically validated internally and externally
- l) all training and assessment strategies are systematically validated internally and externally
- m) course and college information are provided to students pre enrolment and at orientation
- n) appropriate learning and assessment facilities are provided to facilitate achievement
- o) learning and assessment facilities comply with appropriate legislation.

## Staff

Ashton College ensures that training and assessment staff:

- a) possess relevant current vocational experience for the course/s they deliver
- b) hold appropriate vocational and training qualifications
- c) engage in professional development activities relevant to their teaching
- d) follow College policies and procedures when training and assessing
- e) treat all students in a fair and equitable manner
- f) treat students in a non-discriminatory manner
- g) are fully informed of their roles and responsibilities.



## Marketing and enrolment

Ashton College ensures that it:

- a) provides appropriate pre-enrolment information to students to enable them to make an informed choice of course
- b) does not provide false or misleading information about the College or its courses
- c) performs marketing activities with integrity and accuracy
- d) identifies all AQF accredited and non-accredited courses in all its materials
- e) identifies the College name and number on all its materials
- f) only places students in courses appropriate to their needs
- g) systematically and periodically reviews its marketing materials to ensure currency and accuracy
- h) employs a systematic, fair and equitable approach to enrolling students.

## Student support services

Ashton College ensures that all students will be supplied information pre-enrolment on the following:

- a) course information
- b) enrolment process/ requirements
- c) course fees
- d) assessment arrangements
- e) recognition of prior learning/ credit transfer
- f) qualifications issued
- g) academic support
- h) personal support
- i) literacy and numeracy requirements
- j) staff contacts
- k) facilities and equipment
- l) course withdrawal/ cancellation fees and terms
- m) complaints and appeals policy and procedure.

In addition, students will be provided access to appropriate academic and personal support services during their course.

## Student code of conduct

### *All students have the:*

- a) right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- b) right to learn in an environment free from intimidation and interference from others
- c) right to access all services and facilities as identified in pre-enrolment information
- d) right to suitably qualified and experienced trainers
- e) right to seek academic advice and support from their trainers
- f) right to learn in a safe and clean environment that facilitates achievement
- g) right to access the Complaints and Appeals policy to resolve disputes/ complaints.
- h) how to access and lodge complaints with Consumer Affairs.

### *All students are expected to:*

- a) approach learning and assessment activities in an ethical manner
- b) not engage in cheating, plagiarism, or collusion
- c) submit work when required
- d) meet the terms of enrolment
- e) attend all classes
- f) participate in course learning and assessment activities
- g) follow all College instructions during learning and assessment activities
- h) treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin.

**KNOW THE  
CODE**

## Amending your enrolment

### Student initiated deferral, suspension, or cancelation of enrolment

Students may apply to defer, suspend or cancel their enrolment by submitting an application to the College. Application forms may be obtained and submitted to reception in Ashton College Head Office. The College may also initiate the deferral, suspension, or cancellation a student's enrolment.

*Ashton College defers, suspends, or cancels a student's enrolment in the following exceptional circumstances:*

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a) serious illness or injury, where a medical certificate states that the student was unable to attend classes
- b) bereavement of close family members such as parents or grandparents
- c) major political upheaval or natural disaster in the applicable home country requiring emergency travel when this has impacted on the student's studies
- d) a traumatic experience which could include:
  - 1) involvement in, or witnessing of a serious accident
  - 2) witnessing or being the victim of a serious crime.
- e) where the College was unable to offer a pre-requisite unit
- f) inability to begin studying on the course commencement date due to delay in receiving a student visa
- g) If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the College Deferment, Suspension or Cancellation of enrolment policy and procedure

The above circumstances are only some of examples of what may be considered compassionate or

compelling circumstances. The CEO will use his professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, the College considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

### College initiated deferral, suspension, or cancelation of enrolment

Students may also have their enrolment deferred, suspended or cancelled by Ashton College due to the College being unable to deliver the course on the agreed date of commencement, non-payment of fees, if you fail to achieve satisfactory course progress or academic misconduct/ misbehaviour.

Ashton College's policy and procedure including criteria for College and Student initiated deferrals, suspensions and cancelations can be found on the College website. [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)

### Transferring between providers

Students seeking to transfer between Australian providers must complete 6 months in their principal course of study prior to seeking enrolment in or release from an Ashton College course of study unless specific circumstances apply. The principal course of study is the highest qualification (normally the last course) covered by the student's visa. Standard 7 also applies to all courses of study prior to the student's principal course. 6 months is defined as completion of six calendar months of the principal course of study from the date that the student commences the course.

All applications are processed in compliance with the Overseas Student Transfer policy and procedure. Contact reception at Ashton College Main Campus for further information and application forms. The Transferring Between Providers policy and procedure including grounds for granting and refusing applications to transfer to and from the College can be found on our website. [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)

## Pre-Arrival Guide

### Coming to Melbourne

The idea of moving to a new place can be intimidating but exciting. It may fill you with joy or with nerves! Melbourne is a city filled with opportunities and can be a brand-new world.

The process of settling in may take days, weeks, or months. **Preparation** is a must. **Research** Online. Build up your ideas and **knowledge** of **how things will work** when you move to Melbourne. Collect information on **schools, accommodation, food and entertainment, health services**, travel, etc.

This section contains some tips and items that you can do before you travel to Melbourne which may help you feel at home far sooner.

### Part 1 - Visa Compliance

#### Applying for your student visa

As an international student, you will require a student visa to come to Australia and study at Ashton College. Student visa applications may take a few months to finalise depending on the requirements set out by the Department of Home Affairs (DHA).



#### Visa conditions

Once your student visa application is approved, you will be provided with a Visa Grant Notice Letter by the Department of Home Affairs. This document provides details of terms and conditions of your student visa. A list of visa conditions are provided which you must comply with at all times. It is highly advisable that you read and ensure you understand your visa conditions before coming to Australia.

#### Your address in Melbourne



A very important condition of your student visa is that you must provide Ashton College with your local address in Melbourne within 7 days of arriving. If you need assistance in gaining accommodation, please email [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au). If you change your address, phone number or email address at any time

during your enrolment period with us, you must provide us your new details within 7 days.

#### Work while you study

Most student visas allow you to work up to 40 hours in every 2-week period (20 hours per week) while your course is in session or during a term and unrestricted hours when your course is on a scheduled term break or if it is not in session. Before you begin any paid job, you must make sure that your visa allows you to work and when. If you brought any family members with you, they can work up to 40 hours in a 2 week period provided you have started your course.



#### Study rights of your partner

Your partner/spouse can study for up to 3 months in Australia while you are studying. If your partner/spouse wishes to undertake a course for more than 3 months, they must apply for their own student visa. They can do this onshore in Australia.

#### Length of Stay

Your student visa allows you and your family members to stay in Australia for the duration of your course. However, your family members cannot stay once you have left the country, or your visa has been terminated.

For the detailed list of Student Visa (500) conditions and checking your eligibility, we suggest that you contact the Department of Home Affairs. The contact details may be found from the website [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

### Part 2 - Plan Your Departure

#### Book your flight

Once you have been granted your student visa, it is time to book your flight. Make sure that you check in early at the airport.

If there are any delays with your travel it is important to let us know - please send an email detailing this to [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au).

#### Book your accommodation

Finding the right accommodation at the right price can be a challenge. It is good to do some research online to get some ideas. For example, the website



[www.realestate.com.au/rent](http://www.realestate.com.au/rent) has information and listings.

You may find it helpful to arrange short term accommodation (for approximately 3 to 4 weeks) in a local hotel or serviced apartment before you arrive in Melbourne. There are a few advantages to pre-booking your accommodation, specifically you will know exactly where you will be staying and can plan your journey from the airport before you leave your home country.

Ashton College can help you with booking your accommodation. Please contact student support by emailing [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au). The fee is stated in the "Fees" section of this handbook.

For more information about renting a house/apartment/room, please visit Consumer Affairs Victoria - Housing and Accommodation:

<https://www.consumer.vic.gov.au/housing>

### Bringing your family



Most student visas allow you to bring your family members with you to Australia as your dependants. It is important that you check your individual circumstances with the Department of Home Affairs (DHA). Family Members include your spouse and your dependent children or your spouse's dependent children.

Before you bring your family members to Australia, you will need to prove that you can support them financially. The cost of supporting a family in Australia is high in comparison to other countries. You should take this into consideration before you think about bringing your family members.

#### Things to consider:

- The cost of airfares for your family to and from Australia
- Possible higher rent for a larger home
- Limited employment opportunities for your spouse
- Extra costs for food, clothing, bills etc
- The effect on you and your studies if your family is not happy in Australia
- How your children will adjust to going to school in Australia

- Waiting lists for childcare centres and schools
- Whether you should come alone to Australia first to make arrangements for your family, or should you all come together at the same time

### Child Care

If you are going to bring your family to Australia it will be useful to research childcare facilities and/or schools (depending on the age of your children), as this may also help you determine a residential location. You may have to add your child/children to a childcare waiting list, as they can be very popular. Childcare and associated service fees must be paid by you as the parent.

### Schools

If you are planning to bring your children with you to Australia, you must be aware of the following schooling conditions:

- It is an immigration policy that school-aged dependents of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before April 1st of that calendar year are eligible to start school.
- You will need to provisionally enrol your child in a school before you leave your home country and you may have to pay school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and it's duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State Schools are registered to take International Students. You must pay school fees for your children in State Schools unless:
  - You have received sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS).
  - You hold a higher institution or approved non-government



scholarship. These scholarships must be approved by the State government for the dependents to be exempt from school fees.

- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationary.
- When choosing the most appropriate school for your child/children, it is best to ask questions about the school's curriculum, size, extra-curricular activities, and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.
- When choosing the most appropriate school for your child/children, it is best to ask questions about the school's curriculum, size, extra-curricular activities, and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

For more information, please refer to the below links:

[Department of Education and Training Victoria](#)

[Independent Schools Victoria](#)

[Victoria Curriculum and Assessment Authority](#)

[School Choice](#)

### Airport Pick-Up



Ashton College is able to welcome students arriving to Melbourne and collect them from the airport. You will need to book this service at least 1 week before you are scheduled to land in Melbourne. Ashton

College will then provide you with details of where the College staff member will meet you and any phone numbers you may need. The cost of a one-way Airport Pick-up is \$150.00.

Please email [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au) to book this service.

### Important things to pack

#### Passport and visa

Your passport must be valid for at least 6 months before you can enter Australia. Make sure that you have your visa documentation (Visa Grant Notice). It is a good idea to keep copies of your passport and student visa in case you lose the original documents.



#### CoE and Offer Letter

You will need your Confirmation of Enrolment (COE) and student information pack, which you will receive from Ashton College before you leave your home country. Bring a copy of your receipt of advance payment also.

#### Overseas Student Health Cover (OSHC)

Airport officials may also ask to see your OSHC when you arrive in Melbourne, so make sure that you have a valid health cover policy before you leave your home country. You must maintain a valid OSHC to cover the full period of your visa. Consult with your OSHC provider about the range of benefits your policy covers. Find more information at the Department of Home Affairs (DHA) website.

#### Travel Insurance

OSHC may have limited cover so you may need to consider travel insurance which may cover cancelled flights, lost documents, dental and optical care, etc.

#### Air Ticket

Check the date and time of departure from your home country and arrival in Melbourne. Keep your air ticket safe and secure along with your passport and visa.

#### Birth Certificate

#### International Driver License (if available)

#### Australian Currency

Although there are many places to exchange currency at Australian airports and elsewhere, it is recommended to have some Australian currency on you before you travel.

#### Contact Persons

Keep a list of emergency contact details of your family in your country, institution, embassy, education agent (if any) and accommodation details in Melbourne.

### Check in luggage

Pack clothes and shoes for all seasons such as casual shirts/jeans/shoes, jackets, pullovers/jumpers. Melbourne's climate is variable and has four seasons which are:



Autumn (March to May)

- Average Temperature: between 11 to 20 degrees Celsius
- Bring: waterproof shoes, light jumpers, jeans, jackets, umbrella

Winter (June to August)

- Average Temperature: 6 - 18 degrees Celsius (can drop lower)
- Bring: warm jumpers, scarves, gloves, warm jeans/trousers, thick waterproof coats

Spring (September to November)

- Average Temperature: 10 to 22 degrees Celsius
- Bring: light jumpers, t-shirts, light casual jeans/trousers, waterproof jacket, and shoes

Summer (December to February)

- Average Temperature: 14 to 30 degrees
- Bring: light and casual trousers/tops, sandals, sunscreen with Sun Protection Factor (SPF) 30+ for protection against UV rays and skin cancer.

Prescribed medication: Bring your doctor's prescription or medical report/certificate stating that the medications you are bringing (if any) have been prescribed.

Hand luggage: Money, jewellery, camera, laptop, iPod, mobile phone, spare pair of glasses or contact lenses (if applicable).

Luggage Limit: Be diligent in packing to come to Australia. Most international airlines allow only around 20 kgs of check-in luggage per person and 6kgs of carry on. You will find out your allowance on your booking confirmation or you can check with your airline.

### Prohibited items

You must ensure that you are aware of what you cannot bring into Australia and what you should not pack. These are items that you must declare upon your arrival to Australia including but not limited to:

- Some medicines
- Currency amounts of AUD\$10,000 or more (or foreign equivalent)
- Firearms, weapons of ammunition, weapons

**Do not bring** fresh fruit or vegetables, meat, poultry, pork, eggs, nuts, dairy goods and live plants, animals and seeds as they **will not be allowed** or sent into Australia. You can find more information at the [Department of Agriculture, Fisheries and Forestry \(DAFF\)](http://www.daff.gov.au).

If you are in doubt, declare your goods or ask a Border Force Officer for advice. Please read about Australia's custom regulations for details on prohibited items that cannot be brought to

Australia <https://www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods>.



## Part 3 - Money Matters

### Your Tuition Fees

Your advance payment at the time of course enrolment is adjusted on your payable tuition fees. The remainder is divided per term and payments are made at the start of the term or on a monthly basis, if you wish to pay by a monthly payment plan.

### Money Transfers

Before you leave your home country, calculate how much money you need to pay for most important and basic needs. There are different ways to transfer money from your home country to Australia:

- Telegraphic transfer (approximately 4 days)
- Draft or mail transfer (approximately 10 days)
- Internet banking or direct debit to your bank account



### Banking

It is advisable to open an Australian bank account to avoid transaction fees, charges and foreign exchange rate costs especially if money is sent to you from overseas.

To open a bank account in Australia, you will need to present the following original documents to satisfy a '100-point ID check' which is a legal requirement. Once you receive a Student ID Card from Ashton College, bring it along with you to the bank so that you can open a student account that does not charge administration fees.

The documents you will need are:

- Passport
- Student ID
- Tax File Number (if available)

Other supporting documents you may need to bring include:

- International driver's license (if available)
- Tenancy Agreement / Proof of Address in Victoria
- Offer Letter and Certificate of Enrolment from Ashton College

### Tax File Number



If you earn money or interest from your bank account and/or you plan to stay in Australia for more than six months, you must obtain a Tax File Number (TFN). Visit the [Australian Taxation Office's](#) (ATO)

website to apply for one online. Once you receive your TFN, provide the number to the bank so that you are not taxed at the maximum rate. If you intend to work, you must give your employer a Withholding Declaration form from the ATO. At the end of each financial year (June 30th), you will receive a Group Certificate from your employers or Payment Summary which you will use to lodge your tax return.

### Budgeting

Prepare a budget to keep track of your living expenses. The costs that you may have to consider are:

- Food
- Accommodation/Rent

- Rental bond (equivalent to one month of rent in advance (refundable))
- Utility connections and regular utility bills
- Phone and internet usage
- Furniture and household items
- Transportation
- Recreation/entertainment
- Childcare / Child school fees (if applicable)

### Saving Money

Make the most of student concessions and discounts to help you save money. They may include:



- Rent
- Rental bond equal to one month rent in advance (refundable)
- Furniture and household items
- Connecting and using utilities
- Food
- Transport costs
- Phone and internet usage
- Recreation/entertainment
- Childcare/school fee

## Part 4 - Rights of international students

### Renting in Victoria

All international students should note that reports of landlords taking advantage of international students are not common, however it is important that international students know that they have rights and are aware of how to exercise them.

Consumer Affairs Victoria, the state's authority that provides information to consumers on renting, has a few handy tips to newly arrived students looking from accommodation:

- Yes, you are an international student - but you have the same renting rights as all Victorians.
- You have travelled to Victoria to study, so why not learn more about your renting rights and

responsibilities at  
<https://www.consumer.vic.gov.au/internationalstudents>

- Renting advice videos in 12 languages are available on Youtube [www.youtube.com/consumervic](http://www.youtube.com/consumervic)

Understanding of renting rights and responsibilities are key to ensuring a smooth transition to life in Victoria and finding a suitable place to live.

For all of the information and guidance you will need please visit <https://www.consumer.vic.gov.au/internationalstudents>

### Work conditions for student visa holders

Information about your work requirements and obligations while on a student visa in Australia is available on the Department of Home Affairs website:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions#>

Some of the main points you will need to note are:

- You may work a maximum of 40 hours in a 2 week period (fortnight) apart from when you are on a scheduled term break.
- You cannot work until you have commenced your first course in Australia.
- Your family members granted permission to work may work a maximum 40 hours in a 2 week period at all times.



### Workplace rights for all visa holders working in Australia

## General Information

### Workplace Health and Safety

**A**shton College conducts regular Health & Safety reviews covering all College operations to ensure our facilities,

Information about your work rights and those of your dependent family members given permission to work is available on the Department of Home Affairs website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

Some of the main points you will need to note are:

- All workers in Australia have rights and protections at work. This includes foreign nationals, whether they are working lawfully, are working in breach of their students visa conditions or have overstayed their visa. Your employment must comply with Australian workplace and immigration laws.
- Pay rates and workplace conditions are set by Australian law.
- The Fair Work Ombudsman can give you further information and advice about your workplace rights, obligations, and has workplace information translated into different languages.
- Your employer cannot cancel your visa. Only the Department of Home Affairs can grant, refuse or cancel visas.
- It is advisable to keep a diary and records of the days and hours you work to ensure you are correctly paid.



**Fair Work**  
OMBUDSMAN

### The Fair Work Ombudsman

For information about your work rights including pay, leave, ending employment, employee entitlements, awards and agreements and how they can help you if you are having trouble with your employment, visit the Fair Work Ombudsman website: [www.fairwork.gov.au](http://www.fairwork.gov.au).

They have the facility to provide the information you need in many different languages:

<https://www.fairwork.gov.au/tools-and-resources/language-help>.

equipment, materials and practices comply with all WHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When College staff members are

providing WHS information it is important that this is understood, and instructions followed. If a student discovers a potential hazard, we ask that it is immediately reported to a member of staff and they will take the appropriate action.

Further information on WHS can be found at the following websites:

<http://www.safeworkaustralia.gov.au/Pages/default.aspx>

<http://www.worksafe.vic.gov.au/>

## Student Safety

**W**e are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your



personal safety.

### When attending Ashton College:

- a) Ashton College will be always staffed during day (9:00 am - 5:00 pm) and evening time classes (when applicable)
- b) Visitors are not permitted into the College without express permission from the CEO
- c) Please contact the nearest member of staff if you:
  - feel threatened or unsafe at any time
  - have concerns about someone else's behaviour
  - are worried about someone harming themselves or someone else
  - receive unwanted attention or communications
- d) Please do not approach another person who is concerning you with their behaviour.

### Attending evening or weekend classes

- When travelling to the College be vigilant as streets around the college campuses can be quieter during the evening and weekends. The same vigilance must be applied on our other training facilities or workshops in other areas, if any.
- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the College and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

### Vehicle security

- Park in a well-lit, busy area where possible. Do not leave valuables in your car.
- Always lock your car.
- Walk confidently to or from your car with your keys held ready to open the door.
- Check the back seat or hatch for intruders before getting into your vehicle. Report any incidents to the police.

For further information on public safety and advice on how to make your time at Ashton College as enjoyable and safe as possible please refer to Victorian Police Community safety website:

[Your safety | Victoria Police](#)

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialling 000. The operator will ask for your name and address and other details of the emergency. This call is free of charge but must be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

## Beach Safety



Millions of people visit Australia’s beautiful beaches every year to enjoy the environment and participate in different activities. Although Australian beaches may look amazing, they can be unpredictable and dangerous to anyone. You will find some very helpful advice from Lifeguards on beach safety, to ensure you enjoy your visit to the beach and stay safe! More useful information can be found from the website [www.beachsafe.org.au](http://www.beachsafe.org.au).

## Attendance

Ashton College advise students to attend all of their scheduled classes. We recognise that sometimes students may be



unable to attend due to unforeseen circumstances. If for any reason students are unable to attend all of part of a planned class, they are requested to contact Student Services or their teacher/trainer on 03 9349 2344.

## Privacy

Ashton College will treat all students’ personal information confidentially and will not disclose any details to a third party without their prior written consent. \*\*

Ashton College takes the privacy of our candidates very seriously and we will comply with all legislative requirements. These include the Australian Privacy Principles (APPs), refer to website: <https://www.oaic.gov.au/privacy/australian-privacy-principles>

*\*\*Except where required to provide details under its commitment to the regulatory body, NCVER, ASQA, The Australian Department of Home Affairs, The Australian Department of Education or by Law.*

## Access to Records

Students may access their personal records free of charge at any time by contacting Student Services by emailing [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au). The Client Services Manager will arrange an appointment within 5 working days to view the records and ask the student to bring confirmation of identity. Driver’s license/Passport is best.

## Academic Misconduct

Students are required to adhere to the Ashton College Code of Conduct. If a student is found to have acted in a way that Ashton College deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct and in line with the Academic Misconduct Policy and Procedure, students are expected to approach learning and assessment activities in an ethical manner. At Ashton College our students are expected to conduct themselves with integrity and do not engage in cheating, plagiarism, or collusion. Cheating, plagiarism, and collusion can occur when there is confusion about what the definitions of each actually are. The following information is intended to provide guidance to ensure that confusion is mitigated.

### Cheating

Cheating is the use of any means to gain an unfair advantage during the assessment process. Cheating may be (but not limited too) copying other students answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

### Plagiarism

Plagiarism is the submission of somebody else's work as one's own. This may include copying all or part of another person's thoughts or ideas and representing them as one's own. If a student fails to identify the original source of some or all the submission this also constitutes plagiarism.

If a student copies another student's work and submits it as their own, this is also a form of plagiarism and cheating.



During assessment students will read about ideas and gather information from many sources. When students use ideas in assessment tasks, they must identify who produced them and in what publications they were found. If they do not do this, they are plagiarising. If students are including other people's work in submissions e.g., passages from books or websites, reference should be made to the source.

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

For further information on what constitutes plagiarism please refer to: <https://www.plagiarism.org/>.

### Artificial Intelligence (AI)

The use of artificial intelligence or other automated tools to complete academic assignments is not permitted unless explicitly authorized by the Assessor. Students must disclose the use of AI or any other technology in their work and ensure that it complies with academic integrity standards.

If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

Cheating and/or plagiarism and/or AI during assessments will be treated as a breach of Ashton College's Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being affected.

If students have been found to have colluded, cheated or plagiarised, there are penalties and processes that are followed. Students may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the unit
- have their enrolment cancelled

Please refer to the Training and Assessment and Academic misconduct policies and procedures and the Assessment moderation recording document for further details.



## Complaints and Appeals

If students have an issue with any aspect of their course they should bring this to the attention of their teacher/trainer or another Ashton College staff member. Ashton College staff will attempt to resolve this in an **informal** manner to the student's satisfaction.

If the student is **not satisfied** with the outcome of the **informal complaint**, they may lodge a **formal complaint**. This will be dealt with in accordance with the complaints and appeals policy, also located on our website.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located on our website.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

If the student is still dissatisfied by the outcome of an internal appeal/formal complaint, they have the right to the external complaints or appeals process by contacting the **Overseas Student Ombudsman**.

### The Overseas Student Ombudsman

The Overseas Student Ombudsman is an independent external party, and they review case to identify if the College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal.

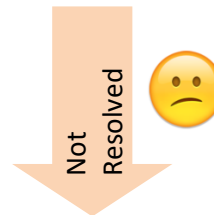
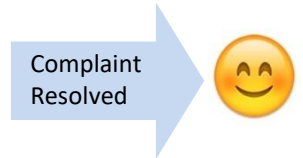
The office of the Commonwealth Ombudsman investigates complaints that international students lodge against private education providers. The service is free of cost. For more information or to access their services please visit [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

Students have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

## Complaints and Appeals Flowchart

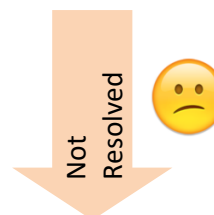
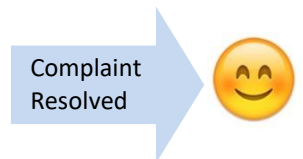
Approach your teacher/trainer or a member of the student services team to tell them about your complaint/issue.

They will try to offer advice and resolve the issue for you informally.



If the complaint/appeal is still not resolved, you can submit a formal complaint by submitting a Complaints and Appeals form to Student Services. These forms are available on our website ([www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)) and from student services at our Footscray Campus and submitted to [support@ashtoncollege.edu.au](mailto:support@ashtoncollege.edu.au).

The complaint/appeal will then be assessed by the Client Services Manager, Academic Director or relevant member of staff and the outcome communicated to you in writing within 5 working days. Support meetings will be held with the student if necessary.



If you are not satisfied with the formal complaint/appeal process, you can lodge an external appeal with the Overseas Student Ombudsman online by visiting [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

They will independently review all of the evidence from both sides and make a recommendation based on their findings.

## Completion within expected duration

Students are required to complete their course within the expected duration as indicated on their CoE. The College only extends the duration of a student's enrolment if the compassionate or compelling circumstances in the section above 'Amending your enrolment' exist or if a student is at risk of not achieving satisfactory course progress and the College is implementing its intervention strategy that requires the period of study to be extended.

For more information on policies and procedures please refer our website. [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au).

## ESOS framework



The *Education Services for Overseas Students Act 2000* (ESOS Act)—and associated legislation—form the **ESOS Framework**.

This is the legal framework for the provision of education services to overseas students and sets out the **registration requirements** and the **ongoing standards** for education providers that offer courses to overseas students.

The framework provides a consistent national approach to the registration of education providers so that the quality of the training, and the care of students, remains high.

For further information, please visit <https://www.education.gov.au/esos-framework>

### The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the [TPS website](http://www.education.gov.au/tps) for more information, at <https://www.education.gov.au/tps>

## Fees and Refunds Overview

Ashton College will charge a range of fees for both award and non award courses. Fee information is provided to students before enrolment and it is also available on the college website ([www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au)).



The Fees and Refunds Policy and Procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (2015) clause 5.3 and 7.3 and The National Code 2018 standards. It is available in full on Ashton College's website [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au). It is important that you read this policy to familiarise yourself with all fees and procedures relating to fees and refunds.

## Critical Incidents

Ashton College employs an effective Critical Incident policy and procedure. Critical incidents may occur on or off campus and can include but are not limited to occurrences such as:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as family violence, sexual assault, drug or alcohol abuse
- Other non-life-threatening incidents may still qualify as critical incidents.

The critical incident policy and procedure ensures that clients and College staff are provided appropriate support and information during the management of critical incidents.

The Critical Incident policy and procedure is implemented in compliance with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and the National Code 2018 Standard 5 and standard 6. It is available in full on Ashton College's website [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au).

## Useful Information and Contacts

### Support Services

Service	Contact Details
Emergency Call for Fire, Ambulance and Police	Phone: 000
Storm and Flood Assistance	Phone: 132 500
Crime Stoppers	Phone: 1800 333 000
Translating and Interpreting Service	Phone: 131 450
Lifeline Services	Phone: 131 114
Legal Assistance	<b>Victoria Legal Aid</b> 570 Bourke Street, Melbourne VIC 3000, Australia Phone: 1300 792 387
Ashton College: English and Academic Support Services	Phone: 03 9349 2344 ext. 204
Ashton College Access to records	Phone: 03 9349 2344 ext. 202
Ashton College Career Services	Phone: 03 93492344 ext. 217
Ashton College accommodate-on support	Phone: 03 93492344 ext. 205
Ashton College Finance Department	Phone: 03 93492344 ext. 215
Ashton Student Support	Phone: 03 93492344 ext. 213
Power, gas and water:	Prenath 0402190225
Counselling and Mental Health	<b>Safe Place Therapy</b> Mr Stuart Cheverton 86 Paisley Street

Support	Footscray VIC 3011, Australia Phone: 0411791089
Doctor/General Practitioner (GP)	<b>Millennium Medical Centre</b> Metrowest Shopping Centre Cnr Paisley and Albert St Footscray, VIC 3011 Australia Phone: 0396878633
	<b>Northcote Plaza Medical Centre</b> 1 Robbs Parade Northcote VIC 3070 Australia Phone: 03 9489 6472 <a href="http://www.northcotedoc.com.au">www.northcotedoc.com.au</a>
Dentist	<b>Medi house</b> 178 Prices Highway Hallam, VIC 3803 Australia Phone: 03 8786 1200
	<b>Fine Smiles Dental</b> 170-172 Barkly Street Footscray VIC 3011 Australia Phone: 0396894477 <a href="https://www.finesmilesdental.com.au">https://www.finesmilesdental.com.au</a>
	<b>Hallam Smiles</b> 24 Spring Square Hallam VIC 3803 Australia <a href="https://www.hallamsmiles.com.au">https://www.hallamsmiles.com.au</a>
Ashton College Emergency Contact	<b>Northcote Family Dental</b> 181A High Street Northcote VIC 3070 Australia <a href="https://www.northcotefamilydental.com.au/">https://www.northcotefamilydental.com.au/</a>
	<b>Ben Cao M: 0413 061 999</b>

### Public Transport Information

**M**elbourne's public transport is the easiest and best way to get around the city

#### Trams, Trains, and Buses

Myki is your ticket to travel on Melbourne's trains, trams and buses, V/Line commuter train services and buses in Seymour, Ballarat, Bendigo, Geelong, the Latrobe Valley, and Warragul. The reusable

smart card is easy to use. Simply top up before your journey and then touch on and touch off at a myki reader as you travel.



You can buy and top up your **Myki** at over 1000 retailers including all 7-Eleven stores, the ticket office window at Premium Stations and staffed V/Line commuter stations, from a Myki machine (full fare myki cards only) located at all train stations and major tram and bus interchanges, on this website and by calling **1800 800 007** (6am - midnight daily).

Since March 2019, Myki is now available electronically (on Android Smartphones only) through the Google Pay app. To use the **Mobile Myki** you must first register for Google Pay and add the Mobile Myki through the "Passes" tab. This enables you to top up your Myki on the go and use your Smartphone to touch on and off public transport instead of using the physical Myki card.

Customers are advised to only purchase Myki cards from the authorised outlets listed above.

### Night Rider Bus Service

The NightRider is the late-night bus service that operates on Fridays and Saturdays. NightRider buses leave from safe locations in the central city and make over 300 stops along the ten NightRider routes.

Visit Public Transport Victoria for maps, timetables, tickets and route information.

[www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

### Melbourne Visitor Shuttle

The Melbourne Visitor Shuttle is a great way to explore inner city Melbourne. Ride in comfort while listening to stories about the city's colourful past and current quirks.

The shuttle bus operates daily (except Christmas Day) departing every 30 minutes from 9.30 a.m. to 4.30 p.m. The full trip takes approximately 90 minutes and includes an informative on-board commentary. There are 13 stops where you can hop

on and hop off while you explore the diversity of inner-city Melbourne.

An all-day ticket costs \$5.00, children under 10 years are free.

For more information, including the route, visit Melbourne Visitor Shuttle.

### City Circle Tram

The City Circle Tram is a free service around the central Melbourne taking passengers past some of Melbourne's major



attractions. Visit Public Transport Victoria for timetables and a route map.

### Bike Share

Bike share is a great way to get around the city as an alternative to driver. There are docking locations of the Melbourne Bike Share scheme are now available, with 100 bikes in service and more to come.

<https://melbournebikeshare.com.au/>

## Public Service around Footscray Campus

**A**shton College is located in Footscray which comes under Maribyrnong City Council – If you live outside of Maribyrnong City Council please contact your local council who will offer similar services.

[Maribyrnong Council](#) provides many free services to the community. The services listed below are free to access but fees may apply to some specific services or activities offered.

### Libraries

[Community Centres](#)

[Experience Maribyrnong - Maribyrnong](#)

[Parks, Sport and Leisure - Maribyrnong](#)

[Creative West - Maribyrnong](#)

[Programs - Maribyrnong City Council](#)

### Arts and Culture

[Festivals](#)

[Public Art](#)

### Children and Family

[Parent Information Sessions](#)  
[Pool - Maribyrnong City Council](#)  
[Transport, Parking and Road Safety - Maribyrnong](#)

### Young People

[Phoenix Youth Centre](#)

### Older People

[Senior Citizens Centres](#)

### Support and Counselling

[Youth Counselling](#)

### Practical Help Contact

For more information contact:  
 Customer Service  
 9688 0200  
[email@maribyrnong.vic.gov.au](mailto:email@maribyrnong.vic.gov.au)

### Community Organisations and Clubs in the City of Maribyrnong – To locate more information

<https://www.maribyrnong.vic.gov.au/Home>

[Home - Maribyrnong Council Arts and Culture Residents - Maribyrnong](#)  
[Community - Maribyrnong](#)  
[Enrol in a course - Maribyrnong](#)  
[Your property - Maribyrnong](#)  
[Children's Services in Maribyrnong - Maribyrnong](#)  
[Community and Cultural celebrations - Maribyrnong](#)  
[Business - Maribyrnong](#)

### Libraries

#### Footscray Library

56 Paisley Street  
 Footscray, VIC 3011 Australia  
 03 9688 0290



#### Melbourne State Library

328 Swanston Street  
 Melbourne, VIC 3000 Australia  
<https://www.slv.vic.gov.au/>

#### Footscray Mechanics' Institute Inc. Library

209 Nicholson Street,  
 Footscray, VIC 3011 Australia  
 Phone: 03 9687 1935

## Additional Services

### [Community - City of Melbourne](#)

**M**elbourne is a multicultural city with people from more than 130 countries calling the city home.

The Multilingual information lines are a telephone service to meet the needs of residents from culturally and linguistically diverse backgrounds.

It consists of 11 telephone numbers, 10 of which provide information in a specific language. The 11<sup>th</sup> numbers is for all other languages.

Languages include:

Cantonese  
 Greek  
 Bahasa  
 Indonesia  
 Italiano  
 Mandarin  
 Somali  
 Spanish  
 Turkish  
 Vietnamese  
 Amharic

**multicultural hub**  
melbourne



Phone 03 9280 0726

The number for all other languages is 03 9280 0726

Callers have the option of being transferred directly to a translator or listening to recorded information about:

Rates and valuations  
 Aged and disability services  
 Waste  
 Parking and fines  
 Family and children's services

Times available for Multilingual Information Lines are between 9 a.m. and 5 p.m. Monday to Friday

Callers outside of these hours can leave a message that will be returned the morning of the next working day.

## Useful Services for International Students

Action on Disability within Ethnic Communities – ADED

175 Plenty Road, Preston, VIC 3072 Australia  
Phone: 03 9480 1666  
[www.adec.org.au](http://www.adec.org.au)

Adult Multicultural Education Services (AMES)

289 Barkly Street, Footscray, VIC 3011 Australia  
Phone: 13 26 37  
[www.ames.net.au](http://www.ames.net.au)

Centre for Multicultural Youth Issues

304 Drummond Street, Carlton, VIC 3053 Australia  
Phone: 03 9340 3700  
[www.cmy.net.au](http://www.cmy.net.au)

Ethnic Communities Council of Victoria

Suite 101, 398 Sydney road, Coburg Victoria  
Australia Phone: 03 9354 9555  
[www.eccv.org.au](http://www.eccv.org.au)

Multicultural Arts Victoria

Level 1, 189 High Street, Northcote, VIC 3070  
Australia  
Phone: 03 9188 3681  
<https://www.mav.org.au/>

RISE: Refugees, Survivors and ex-Detainees

Level 1, 247 Flinders Lane, Melbourne, VIC 3000  
Australia  
Phone: 03 9639 8623  
[www.riserefugee.org](http://www.riserefugee.org)

Victorian Immigrant and Refugee Women’s Coalition (VIRWC)

Level 4, 54 Victoria Street, Carlton South, VIC 3054  
Australia  
Phone: 03 9654 1243  
[www.virwc.org.au](http://www.virwc.org.au)

Victorian Multicultural Commission

Level 16/35, Collins street, Melbourne, VIC 3000  
Australia  
Phone: 03 7005 1267

<https://www.multiculturalcommission.vic.gov.au/>

Crime Stoppers

Phone: 1800 333 000  
[www.police.vic.gov.au](http://www.police.vic.gov.au)

Australian Tax Office (ATO)

Phone: 13 28 65  
[www.ato.gov.au](http://www.ato.gov.au)

Department of Home Affairs

Phone: 131 881  
[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Australia Post

Phone: 137 678  
[www.auspost.com.au](http://www.auspost.com.au)

We hope that the information detailed in this Client Information Handbook is useful for preparing you for your studies at Ashton College. If you have any questions, suggestions or need some help you can contact Ashton College directly on +61 3 9349 2344 or email [info@ashtoncollege.edu.au](mailto:info@ashtoncollege.edu.au)

If you require information or further clarification of the content of this handbook you may contact:

Ben Cao

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Ashton College  
Phone: +61 3 9349 2344  
Email: [ben@ashtoncollege.edu.au](mailto:ben@ashtoncollege.edu.au)

For further course information and College Policies and Procedures, please visit our website [www.ashtoncollege.edu.au](http://www.ashtoncollege.edu.au) or contact Ashton staff on 03 93492344 or via email [info@ashtoncollege.edu.au](mailto:info@ashtoncollege.edu.au).

**We look forward to welcoming you to Ashton College.**

*The Ashton Team*