Student Handbook

2026 Edition

About the Student Handbook

Purpose

The Student Handbook is designed to provide students with everything they need to know throughout their learning journey. Read through the Handbook to prepare for Orientation and refer back to it for important information about your enrolment and study requirements. You will also find instructions for how to access essential services including learning systems and student support.

How to Use the Handbook

Each section of the Student Handbook contains information about a different area of your studies at ASA. Refer to the Table of Contents to find the section you're looking for and refer back later when needed. You will also find references to other services throughout the Handbook including links to the Student Hub and ASA's website, downloads for policies and forms, and key contact details.

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Welcome

Welcome message from our CEO and principal

We take immense pride in extending a warm welcome to the ASA Institute of Higher Education, Australia – a higher education provider that seamlessly integrates top-notch resources, cutting-edge equipment, and a community of exceptional individuals. At ASA, we harmoniously blend the rich traditions of higher education with the dynamics of today's modern global village.

Choosing ASA comes with a multitude of advantages, encompassing personal, professional, and commercial realms. Our organisation is swiftly gaining recognition for providing a superior education, and the pace at which our fame grows hinges on the accomplishments of our graduates. Your success is our shared achievement.

ASA is committed to supporting your academic journey, having brought together a team of key individuals with extensive and successful careers. These professionals boast distinguished records of achievement in various fields, including universities from around the world, business, and industry.

Rest assured, we are dedicated to providing you with a solid, professional education and a uniquely enjoyable learning experience. As you embark on this educational journey, we extend a hearty welcome and eagerly anticipate contributing to the shaping of your career at ASA.

Ms Coralie Morrissey, CEO

Message from the Academic Dean

Welcome to ASA Institute of Higher Education! By coming to study with us, you have made a choice to align yourself with an institution which is committed to change; the changing landscape in education as driven by technology, the changes within the workplace, also driven by technology, and most importantly the change that happens to students when they commit to a learning journey and embark on a pathway towards opportunity and growth.

Here at ASA, you will be surrounded by a team which is committed to helping you achieve your goals, from our team of academics with their teaching and industry experience, to our support staff whose singular purpose is to help you navigate your way through your experience here in Australia with ASA. Our staff is a combination of Australian and International citizens, which is a direct reflection of our context here at school. We want you to feel at home with familiar faces and to feel supported with whatever obstacles and challenges come your way. We know that education is the pathway to success and the best way for you to create options and opportunities for yourself, and our staff is there to help you explore all of these possibilities.

So welcome to ASA! Come and see me anytime and we can talk about how we can make things even better for you and your classmates!

John Iveson, Academic Dean

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Our Vision

Our Vision

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

Our vision revolves around empowering our graduates with a global perspective to make significant contributions to society. Our teaching and learning approach are strategically crafted to align with the current needs of employers for high-quality higher education. This preparation ensures that our graduates are equipped for professional careers in accordance with ASA's vision and core values of quality, excellence, and service.

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

 Key aspects of our approach include:

Quality & Excellence

Customer Service

Individual Success

Valuing People

Innovation

Teamwork

ASA's courses are intricately crafted to instil the fundamental elements crucial for success. These encompass a spectrum of competencies and attributes such as proficiency in communication, information, and technology. The curriculum places a strong emphasis on fostering critical thinking, nurturing creative skills, honing problem-solving abilities, and instilling ethical and cultural sensitivity.

Furthermore, ASA's educational framework aims to cultivate leadership qualities, strengthen teamwork skills, promote a commitment to lifelong learning, and support the development of professional judgment. This comprehensive and holistic approach is designed to shape graduates into well-rounded individuals prepared for excellence in their chosen fields

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Admissions

How to Apply

The following is required before applying online:

1. An Australian senior secondary qualification with a satisfactory ATAR score (or international equivalent); or
2. An accredited Tertiary Preparation Program (TPP) or a Foundation Year Program; or
3. Admission to an undergraduate degree at an Australian university; or
4. A completed qualification at AQF Level 5 (Diploma).
5. International Students: IELTS 6.0 with a minimum sub score of 5.5 in writing, reading, speaking and listening (or equivalent).

For the full entry requirements and more information on the admission process, please see **Student Admissions Policy and Student Admissions Procedure** available on the ASA website.

Pathways & Recognition of Prior Learning

If you have undergone formal studies at ASA or other recognised tertiary institutions, you are eligible to apply for Advanced Standing through Recognition of Prior Learning (RPL). Recognised tertiary institutions encompass higher education institutions both within and outside Australia, TAFE, or other accredited Vocational Education and Training (VET) providers within Australia, as well as other post-secondary educational institutions.

To apply for recognition of prior learning a prospective or current student must complete the Recognition of Prior Learning form available on the ASA website and ensure that along with the application form, original or certified true copies of documentation outlining prior studies completed are supplied.

Applications and certified supporting documents should be provided to admissions@asahe.edu.au

The granting of credit is subject to the limits outlined in the Recognition of Prior Learning Policy.

Deferral of Studies

Applicants who receive a Letter of Offer for a designated course have the option to apply to defer the commencement of their studies. Course deferral can be requested up to three (3) weeks prior to the indicated commencement date.

Reasons for requesting a deferral can include:

1. Delays in receiving a student visa
2. Delays in meeting the conditions with the application acceptances, or
3. Compassionate or compelling circumstances

Deferral of commencement can be requested for up to 12 months. To request deferral, please contact admissions@asahe.edu.au with your request.

ASA may initiate the deferral of a student, or cohorts start date for up to 12 months for the following reasons:

1. Capacity or cohort maximums / minimums
2. Delays in receiving re-accreditation from TEQSA or CRICOS, or
3. Other reasons decided by the Chief Executive Officer (CEO).

Non-commencement

Any ASA Applicant who has received a CoE and is listed as 'onshore' by VEVO must meet the following conditions for their enrolment to be approved as not commenced:
- maintain study at another provider with less than 4 weeks gap in enrolment, or
- compassionate or compelling circumstances.

ASA may elect to vary an applicant's course enrolment to not commenced on the following grounds:
- Failure to attend orientation and transition session/s prior to the census date of their commencing study period.
- Failure to supply any documents required to meet LoO conditions.
- Failure to respond to communication from ASA within 5 working days or provide appropriate personal details as required by the National Code.

Any ASA offshore applicants may elect to not commence their course on the following grounds:
- inability to gain a Student Visa
- inability to travel to Australia
- inability to meet conditions associated with application acceptance
- compassionate or compelling circumstances
- change of mind (at least 10 weeks prior to the commencement date)

Note: the reason indicated for non-commencement may impact the refund granted under the Student Fees, Charges, and Refund Policy and associated procedure.

Any ASA Applicant who has received a CoE and is listed as 'onshore' by VEVO who does not commence or obtain approval for a deferral or non-commencement will be reported to the Department of Home Affairs.

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Getting Started

Orientation

Orientation is a student's first step in kickstarting their journey with ASA. Our Student Services and Academic teams will welcome you and host several sessions to introduce you to all things important to your study success at ASA.

During the sessions, you will receive vital information to set up your study with us. The sessions will cover academic requirements specific to each program as well as covering important information such as:

- Student support services are available to students in the transition to life and study in a new environment
- An introduction to staff on campus who are here to support you throughout your course
- A run-through with your academic team on course and unit specific information

Orientation is held one week prior to the start of the study period. For specific dates, see our Key Dates page of ASA Website.

Student ID Cards

At orientation you will have your photo taken, and Student Services will issue you with an ASA Student ID card. This card should be carried with you whilst on campus but can also be utilised outside of ASA to seek concession entry at museums, cinemas and special events.

International students cannot use their student ID card for travel concession in NSW.

Student Email

Students will be issued with an ASA email address that all formal communication from ASA will be sent to. It's important for students to check this regularly to ensure they remain up to date.

IT & Equipment Requirements

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

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

ASA also offers free and unlimited Wi-Fi internet connection to all students within ASA for use with personal mobiles and computers. Students are required to bring their own computer or personal device for use in class and on campus.

Enrolment & Course Registration

At orientation once all registration requirements have been finalised students will be enrolled into their first quarter units and emailed instructions on how to access their timetable within the Student Management System.

After the students' first quarter they will be asked to confirm their ongoing attendance in each quarter and provide consent to enrol.

Contact Information

It is important that students keep their contact details up to date with ASA. You will be encouraged at the beginning of each quarter to update any information that has changed.

If your details change throughout the course of your studies, promptly notify Student Services of the changes via email. Changes include but are not limited to:

- Change of Address
- Change of telephone number(s)
- Change of email address
- Change of legal name
- Changes to visa status or residency

For international students, complying with visa requirements (Condition 8533) necessitates providing their Australian residential address within seven (7) working days after arrival in Australia. Additionally, international students must inform ASA of any alterations to personal or contact details within the same timeframe.

Unique Student Identifier (USI)

All domestic and international students studying within Australia must have a Unique Student Identifier (USI). Your USI is your personal education number that is required for all nationally recognised study. In order for domestic students to be admitted to a course and for international students to graduate from their course they must have a USI registered with their provider.

For international students, a USI can only be applied for once they have entered the country. You will be prompted during orientation and your first quarter to create a USI and update your enrolment with the details.

To register for your USI or get more information visit the USI website: https://www.usi.gov.au/students

Key Dates & Census

Each study period (quarter) runs for 8 weeks in total and has a 4-week break in-between; the only exception is over the summer break which has a longer break period between quarter 4 and quarter 1 of the subsequent year.

Within each quarter, there will be a census date which marks the final day on which you can withdraw from a unit without facing financial liabilities. Students wishing to withdraw or take a leave of absence may face different liabilities based on census, always refer to the *Student Fees, Charges and Refund Policy*.

Systems

Canvas

Canvas is a Learning Management System (LMS) where students can view their learning materials, review unit outlines, submit assessments, and interact with lecturers during their studies.

You can access Canvas via the Quick Links section of the Student Hub or by visiting asahe.instructure.com/login/canvas. You will be provided with your login details and guided through using the LMS at orientation.

Meshed

Meshed is the student information system in which students can view the following:

- Enrolled subjects and grade outcomes per subject
- Timetable information for each quarter
- Invoices per quarter and payment schedule
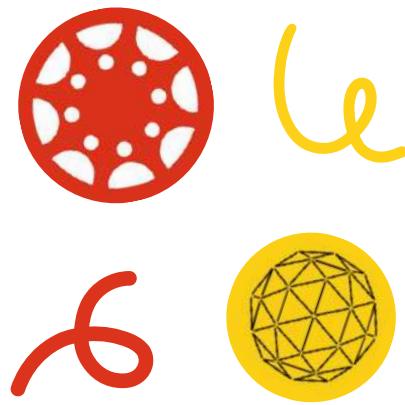
Student Hub

The Student Hub is the central online space where students can find all important information and services during their studies. Here you can view your timetable, access learning resources, see announcements, and review enrolment information.

The Student Hub also links you to support services, forms and policies, and contact details to help you succeed. It is recommended that you check the Student Hub regularly so you do not miss important updates.

Learning Modules

ASA has developed compulsory learning modules to ensure that all students understand their rights and responsibilities while studying. These include:

Academic Integrity Module

Consent & Relationships Module

Special Consideration Acknowledgement

These modules are available in the Student Learning Hub. All students must complete these modules during their first study period.

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Course Information

Course Information

Duration Requirements

Course duration refers to the length of time given for a student to complete their course on their letter of offer. This will be based on either full-time or part-time attendance of the students.

All international onshore students must enrol into a full-time study load over the course of 12 months. This will mean enrolling into 8 units across a period of 4 quarters.

International Enrolment Requirements

Students who have been granted a Student Visa to study within Australia must adhere to specific requirements to remain compliant. These include:

General Requirements

- Notify us of your residential address within 7 days of arriving in Australia – this includes future changes. Make sure you keep ASA up to date with changes to your details
- Maintain health insurance (Overseas Student Health Cover)

You can check your visa status and full list of conditions at any time at the Department of Home Affairs Visa Entitlement Verification Online system (VEVO).

Course Requirements

- Maintain a full-time study load: enrol at a minimum of 8 units or 80 credit points. (This is usually 8 units over 4 quarters)
- No more than one third of your course can be completed online.
- Achieve satisfactory course progress:
  - meet the pass requirements as outlined in the Academic Progression policy
  - meet all conditions that have been imposed in relation to previous determinations of unsatisfactory academic progress
  - complete the course by the course end date specified in your COE
  - meet an additional progression requirement specific to your course
- Pay course fees on time.

Bachelor of Professional Accounting

Undergraduate | CRICOS 102219K | AQF Level 7

Course Details

The Bachelor of Professional Accounting offered by ASA Institute of Higher Education is designed to develop confident, innovative, and work-ready graduates equipped with the technical skills required to contribute to accounting and business success.

Course Structure

The Bachelor of Professional Accounting comprises twenty-four (24) core units and electives over 100, 200 and 300 levels to meet the requirements of the Australian Qualifications Framework (Level 7) and Higher Education Standards Framework.

Career Outcomes

The Bachelor of Professional Accounting will prepare graduates for a diverse range of roles across accounting and business industries, including:

- Financial Accountant
- Management Accountant
- Auditor
- Tax Accountant
- Public Practice
- Financial Officer
- Business Analyst
- Management Consultant
- Taxation Advisor
- Teaching

Bachelor of Business

Undergraduate | CRICOS Code 108859G | AQF Level 7

Course Details

The Bachelor of Business offered by ASA Institute of Higher Education is designed to develop confident, innovative, and work-ready graduates equipped with the technical skills required to contribute to accounting and business success.

Course Structure

The Bachelor of Business comprises twenty-three (23) core units and electives over 100, 200 and 300 levels to meet the requirements of with the Australian Qualifications Framework (Level 7), and Higher Education Standards Framework.

Career Outcomes

The Bachelor of Business prepares graduates for roles that require both operational competence and strategic insight, including:

- Customer experience specialist
- Entrepreneur or small business owner
- General manager (with experience)
- Graduate roles in government, non-profits, or corporate sectors
- Business analyst
- Operations coordinator or manager
- Marketing assistant or strategist
- Project officer or business development executive

Bachelor of Business
Major in Technology Management

Undergraduate | CRICOS Code 108859G | AQF Level 7

Course Details

The Bachelor of Business with a major in Technology Management delivered by ASA Institute of Higher Education is designed to develop confident, competent, and innovative work-ready graduates with the skills required to contribute to business success.

Course Structure

The Bachelor of Business with a major in Technology Management comprises twenty-three (23) core units and electives over 100, 200 and 300 levels to meet the requirements of with the Australian Qualifications Framework (Level 7), and Higher Education Standards Framework.

Career Outcomes

The Bachelor of Business with a major in Technology Management will prepare graduates for a diverse range of roles across many industries, including:

- Information and Organisation Professional
- ICT Manager
- ICT Project Manager
- IT Service Delivery Manager
- ICT Business Development Manager

Bachelor of Business
Major in Hospitality Management

Undergraduate | CRICOS Code 108859G | AQF Level 7

Course Details

The Bachelor of Business with a major in Hospitality Management is designed to prepare students for dynamic careers in one of the world's most vibrant and globally interconnected industries. Building on a strong foundation of core business knowledge in the first year, this major offers students the opportunity to deepen their understanding of the hospitality sector through targeted study and practical engagement.

Course Structure

The Bachelor of Business with a major in Hospitality Management comprises twenty-one (21) core units and electives over 100, 200 and 300 levels to meet the requirements of with the Australian Qualifications Framework (Level 7), and Higher Education Standards Framework.

Career Outcomes

The Bachelor of Business with a major in Hospitality Management will prepare graduates for a diverse range of roles across many industries, including:

- Hotel or resort manager
- Food and beverage manager
- Accommodation services coordinator
- Guest experience manager
- Hospitality operations supervisor
- Events coordinator (in hospitality settings)
- Tourism business developer
- Hospitality entrepreneur

Bachelor of Business
Major in International Business
Undergraduate | CRICOS Code 108859G | AQF Level 7

Course Details

The Bachelor of Business with a major in International Business delivered by ASA Institute of Higher Education prepares graduates to thrive in the global marketplace by equipping them with the skills, knowledge, and strategic mindset required to navigate cross-border business environments.

Course Structure

The Bachelor of Business with a major in International Business comprises twenty-three (23) units of core, major and elective units over 100, 200 and 300 levels to meet the requirements of with the Australian Qualifications Framework (Level 7), and Higher Education Standards Framework.

Career Outcomes

The Bachelor of Business with a major in International Business will prepare graduates for a diverse range of roles across many industries, including:

- International business development manager
- Export/import coordinator
- Global marketing and branding specialist
- Trade and investment advisor
- Cross-cultural communications consultant

Master of Information Technology (Artificial Intelligence)

Postgraduate | CRICOS Code 117600D | AQF Level 9

Course Details

The Master of Information Technology (Artificial Intelligence) delivered by ASA Institute of Higher Education empowers ICT professionals to master advanced AI, from machine learning to ethical and sustainable innovation. Develop the expertise to design, evaluate and deploy intelligent systems that solve complex real-world challenges across industries. With a strong focus on responsible practice and industry-aligned skills, this program prepares graduates for careers in high-growth fields.

Course Structure

The Master of Information Technology (Artificial Intelligence) comprises fifteen (15) core units and electives over 400, 500 and 600 levels to meet the requirements with the Australian Qualifications Framework (Level 9), and Higher Educations Standards Framework.

Career Outcomes

The Master of Information Technology (Artificial Intelligence) will prepare graduates for a diverse range of professional roles across many industries, including:

- AI Analyst
- Machine Learning Specialist
- Data Scientist
- Data Analyst
- Business Intelligence Developer
- Web Analyst

Master of Information Technology (Cyber Security)

Postgraduate | CRICOS Code 117597E | AQF Level 9

Course Details

The Master of Information Technology (Cyber Security) delivered by ASA Institute of Higher Education prepares graduates to meet soaring global demand for skilled security professionals. Gain advanced technical expertise, strengthen cyber resilience, and learn to solve complex threats using cutting-edge tools and practices. With strong industry relevance, this program equips graduates for roles across rapidly growing fields.
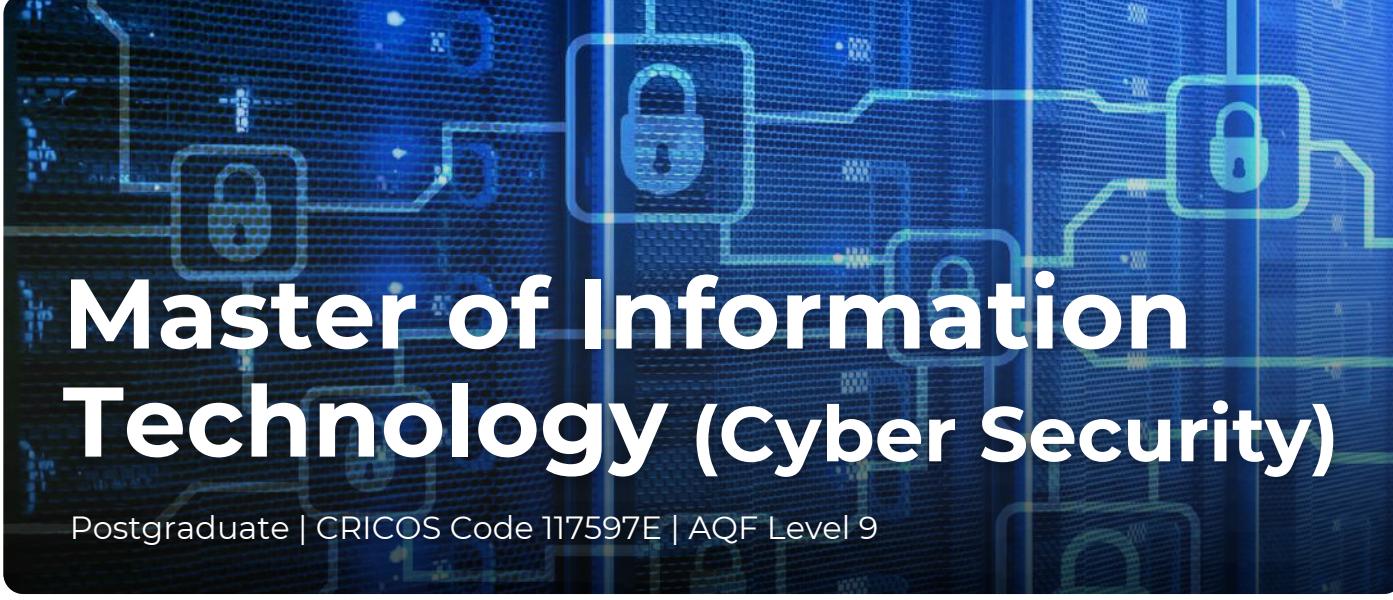
Course Structure

The Master of Information Technology (Cyber Security) comprises fifteen (15) core units and electives over 400, 500 and 600 levels to meet the requirements with the Australian Qualifications Framework (Level 9), and Higher Educations Standards Framework.

Career Outcomes

The Master of Information Technology (Cyber Security) will prepare graduates for a diverse range of roles across many industries, including:

- Cyber Security Analyst
- Cyber Security Engineer
- Cyber Security Architect
- Information Security Analyst
- Incident Response Analyst

Master of Software Application Development

Postgraduate | CRICOS Code 117603A | AQF Level 9

Course Details

The Master of Software Application Development equips you with the technical mastery and leadership acumen to not only keep pace with the future, but to shape it. You'll dive deep into cutting-edge software development practices, emerging technologies, and person-centred skills that make great developers into outstanding team leaders and innovators.

Course Structure

The Master of Software Application Development comprises fifteen (15) core units and electives over 400, 500 and 600 levels to meet the requirements with the Australian Qualifications Framework (Level 9), and Higher Educations Standards Framework.

Career Outcomes

The Master of Software Application Development will prepare graduates for a diverse range of roles across many industries, including:

- Software Engineer
- Software Developer
- Software Architect
- Analyst Programmer

Master of Project Management

Postgraduate | CRICOS Code 117606J | AQF Level 9

Course Details

The Master of Project Management delivered by ASA Institute of Higher Education builds advanced skills in strategy, risk management, leadership and ethical practice while preparing for roles across business, IT and construction. Designed with leading industry experts, this program equips graduates to manage complex projects and advance careers in project management with confidence.

Course Structure

The Master of Project Management comprises fifteen (15) core units and electives over 400, 500 and 600 levels to meet the requirements of with the Australian Qualifications Framework (Level 9), and Higher Education Standards Framework.

Career Outcomes

The Master of Project Management will prepare graduates for a diverse range of professional roles across many industries, including:

- IT Project Manager
- Construction Project Manager
- Project Manager
- Digital Project Manager
- Client Side Project Manager

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Student Responsibilities

Code of Conduct

Any student who has a signed written agreement (Letter of Offer) with ASA agrees to the terms and conditions that come with being a student.

Every student makes up an integral part of the ASA community, supporting us to maintain and promote a supportive, respectful and safe environment is paramount.

Students should embrace and promote diversity, treat others fairly and with courtesy, and actively participate in their learning. Every member has rights as well as responsibilities, and adherence to this Code supports confidence in ASA's integrity and quality of education.

Breaches of conduct may result in penalties, with students held accountable for their actions.

Academic Integrity

Students enrolled at ASA are expected to act with honesty, fairness, and integrity throughout their studies. This includes ensuring that the work you submit reflects your own learning and that you acknowledge the contributions of others.

Examples of academic misconduct include:

- Plagiarism: presenting someone else's work or ideas as your own.
- Collusion: working with others on tasks meant to be completed individually.
- Cheating: copying someone else's work or arranging for others to complete work for you.
- Artificial intelligence (AI): submitting work generated by generative AI services as if it is your own.

Students found to have engaged in any of these practices will be in breach of the student code of conduct and subject to consequences as appropriate.

Fees & Charges

As a student of ASA, you are required to pay fees for your course of study. Fees and charges may vary depending on your course. When you enrol or re-enrol in a subsequent quarter with ASA you will receive an invoice detailing the fees and charges, accepted payment options and the due date for payment.

All tuition fees are paid in advance for each study period within the terms set out in the Letter of Offer. All fees are listed in Australian Dollars (AUD), are indicative and may be subject to change.

ASA reserves the right to annually adjust course fees considering increases in ASA and course delivery costs.

Late Payments

In the event that a student makes payment of their tuition fees late, or requests a payment extension, a late payment fee will be imposed. Late payment fees will be applicable to any payment made after the required due date.

Failure to Pay Fees

Failure to make payment of the required amount per quarter will put your enrolment at risk of cancellation. For any international students who fail to pay their fees it will result in their enrolment being reported to the Department of Home Affairs for failing to meet their course requirements.

ASA reserves the right to initiate legal debt recovery actions in instances where students' default on payments. This underscores the importance of adhering to the payment obligations to ensure the seamless continuation of enrolment and access to ASA services.

Attendance

Full attendance and active participation in all classes are deemed critical, and it is essential for students to adhere to these expectations. Failure to meet these requirements may result in unit failure, as detailed in ASA's policies.

ASA expects all students to maintain a minimum overall attendance level of 75% or above for each unit they are enrolled in as an ASA student.

Students with attendance below 75% may be deemed to be breaching the Student Code of Conduct and requirements of their Written Agreement.

ESOS Framework

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

- Orientation and access to support services to help you study and adjust to life in Australia

- Who the contact officer or officers are for overseas students

- If you can apply for credit transfer and/or recognition of prior learning

- When your enrolment can be deferred, suspended, or cancelled

- What your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well

- If attendance will be monitored for your course, and a Grievance process

- Not allowing another education provider to enrol a student who wants to transfer to another course and has not completed six months of the final course of study planned to undertake in Australia. If the student wants to transfer beforehand, the student needs the provider's permission.

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Course Progression

Course Progression

ASA will monitor students' course progression and provide support and positive intervention strategies to support students' progress.

To maintain satisfactory course progression, students should:

- Attend all classes to the minimum satisfactory requirement
- Ensure they remain engaged with each unit of enrolment and seek out support from their lecturer when required
- Attempt all assessment submissions both in class and online

ASA has developed strategies to identify students who have unsatisfactory progression, display a pattern of failure or non-completion of assignments and assessments or who are generally struggling academically and who need additional support.

Much of the information needed to monitor students is through our Canvas platform. Additional support for "at risk students" may include, but is not limited to:

- referral for academic study skills, counselling or welfare services
- attending further meetings with the Academic Dean to review progress
- receiving mentoring from an academic teaching staff member or student
- attending English language support sessions; and /or
- attending academic workshops throughout the course of the Study Period.

Assessment

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

Feedback

As far as possible, ASA will provide you with feedback that enables you to understand the reason for your results. One or more assessment tasks will be set, attempted, marked and returned to you by the mid-point of a unit to enable you to make a judgement about your progress. All assessed work will be returned to you within 10 working days of submission.

Supplementary Assessments

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

Academic Progression

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

1. Fail a non-elective unit more than once; or
2. Fail more than 50% of the units of study attempted in a study period, including failure of 50% without attending any classes or attempting assessments
3. Fail to enrol after an approved leave of absence
4. Are an onshore international student and are unable to complete their course within five (5) years of commencement.

An onshore international student, who requires a student visa to enter or stay in Australia, must comply with any student visa conditions which include maintaining satisfactory course progress, attendance requirements and completing their course within the time indicated on the Confirmation of Enrolment (CoE) as issued by ASA.

At the end of each quarter, students' progression is reviewed based on the above criteria.

Results

At the end of each quarter, results from all assessment items are compiled to determine a student's overall unit result. ASAs Board of Examiners reviews a student result as well as a student's progression based on the above criteria.

Students must achieve at least 50% of the total marks within a unit of study to successfully pass the unit.

Results

Grade	Mark Range	Definition
HD - High Distinction	85 - 100	Complete and comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the unit
D - Distinction	75 - 84	Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the unit
C - Credit	65 - 74	High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the unit, some minor objectives not fully achieved
P - Pass	50 - 64	Adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the unit and some minor objectives not fully achieved
NGP - Non-Graded Pass	-	Successful completion of a unit assessed on a pass/fail basis, indicating satisfactory understanding of unit content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and achievement in all major objectives of the unit
F - Fail	0 - 49	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major objectives of the unit.

Grade	Mark Range	Definition
FNS - Fail no assessment submitted	0	Did not complete any assessment tasks.
FEH - Fail hurdle exam	< 40% of exam mark	Student did not reach final exam hurdle of 40%.

Other Results

Grade	Mark Range	Definition
GP – Grade Pending	-	A final grade is yet to be awarded for the unit as students have not yet completed all the assessment tasks and special consideration has been approved due to medical grounds or exceptional circumstances beyond the control of the student or an outcome of academic misconduct is yet to be finalised. This is a temporary grade only and must be finalised before the end of the following study period.
SX – Supplementary Assessment	45 – 49	A final grade is yet to be awarded for the unit as a supplementary assessment has been approved. This is a temporary grade only and must be finalised before the end of the following study period.
WF – Withdraw with failure	-	Cancelled enrolment in the unit after the final date for withdrawal without failure.

AW – Withdraw without failure	-	Cancelled enrolment in the unit before the final date for withdrawal without failure. This grade may also be awarded to students who withdraw from a unit after the withdrawal date under special or compassionate circumstances. In these cases, the grade is awarded at the discretion of the Academic Dean. A unit with the grade of AW does not appear on a student's academic transcript.
AS - Advanced Standing	-	Credit has been granted for the unit following an application and its approval for Advanced Standing.
CT – Credit Transfer	-	Credit has been granted for the unit following an application of course transfer between ASA courses and its approval for Credit Transfer.

Graduation

Students will be identified as having met the requirements after the results for their final enrolled units have been confirmed by the Board of Examiners. To be eligible to be included in graduation, a student must:

- Successfully completed all subjects required based on the course architecture
- Have paid all outstanding fees, this includes tuition and non-tuition fees such as material fees and late payment fees
- Provided a valid USI number

Students will be notified of their course completion via email and provided with both an Academic Transcript and conditional completion letter.

ASA graduation ceremonies are held once per year, and eligible students will be notified in advance of the ceremony date. The graduation ceremony will serve as the official date a student is conferred from their degree and will become a graduate of ASA.

Students are issued with an Official Academic Transcript, Final Completion Letter and Testamur at the ceremony.

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Changes to Enrolment

Study Load

Students are enrolled either on a part-time or full-time basis in their course of study. International students on a student visa must maintain a full-time study load throughout the duration of their course.

If a student wishes to accelerate their course progress prior to the duration of their letter of offer, they have the option to enrol in additional units throughout the year.
A meeting with their course coordinator will allow them to review the students' progress through the course and determine an accelerated study plan. This will be assessed on a per quarter basis depending on a student's overall progression and engagement.

Reduced study load for international students is only available in compassionate or compelling circumstances and will be reviewed via the Reasonable Adjustment process. See below for more information or refer to the Reasonable Adjustment Policy and Procedure.

Leave of Absence

After the completion of a student's first quarter, they can request to take a leave of absence if required. International students requesting a Leave of Absence can do so for compassionate or compelling circumstances. These include but are not limited to:

- Medical issues (supported by a medical certificate)
- Bereavement or a family emergency
- Major personal difficulties affecting your ability to study

A Leave of Absence must be formally approved by the College. If approved, your Confirmation of Enrolment (CoE) may be suspended during this period, which can affect your visa.

Any request must be accompanied by supporting documentation and submitted to Student Services at info@asahe.edu.au.

All quarters are compulsory and must be attended unless approved, students who take leave without approval from ASA, may put their enrolment at risk of cancellation.

Withdrawal

A student who no longer wishes to study with ASA or requests to transfer to another provider after six (6) months can do so by completing a Course Withdrawal form.

International students should be aware that withdrawing from their course will lead to the cancellation of their Confirmation of Enrolment (CoE), which may impact their visa.

Any request to withdraw must be accompanied by supporting documentation and submitted to Student Services at info@asahe.edu.au

Provider Default

In the unlikely event that ASA is unable to deliver the course for which you have been accepted or deliver the course in full to you; ASA will offer you a place in an alternative course (at another provider) at no cost. If you decide to accept this offer of enrolment in a course, ASA will ask you to accept this offer in writing. If you do not accept an offer of enrolment into an alternative course, ASA will refund you any unspent pre-paid course fees received by ASA.

Suspension & Cancellation

ASA will monitor the student's conduct, financial status, course progression, and course attendance. ASA will communicate with the students to support their understanding of appropriate information and awareness of their obligations.

ASA may suspend or cancel a student's course enrolment for the following reasons:

- breaches of the Student Code of Conduct, including academic and non-academic breaches.
- failure by the student to pay required amounts as stated:
- in the LoO or
- included in the Student Fees, Charges, and Refund Policy and associated procedure, or
- other amounts (such as fee increases, fines) as communicated with reasonable notice.

- failure by the student to make appropriate course progress as set out in the Student Progression and At-Risk Policy and associated procedure.

- failure by the student to attend course learning and teaching activities as set out in the Student Enrolment and Attendance Policy and Procedure.

- ASA will communicate with the students to ensure that they have appropriate information and awareness of their obligations.

- ASA will apply academic intervention strategies to mitigate the risk of poor course progression or attendance as indicated in the Student Progression and At-Risk Policy, the Student Enrolment and Attendance Policy and Procedure and associated procedures.

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Student Support

Wellbeing Support

ASA is committed to providing a supportive and inclusive environment to help students succeed throughout their academic journey. We understand that students may face academic or personal challenges while studying and offer a range of support services to assist you.

Individual Counselling

If you experience stress, anxiety, homesickness, or other personal challenges while studying with us, you can book free and confidential individual counselling with the Wellbeing Officer (wellbeing@asahe.edu.au). In these sessions, you will have a safe space to talk through your concerns and be provided guidance for moving forward. Sessions are available in person or online by appointment via our online booking form.

Online Resources

Alternatively, students can attend wellbeing workshops and support groups that run throughout each study period. These group sessions provide students with helpful skills for maintaining their health and wellbeing and create opportunities to learn from their peers.

Wellbeing Workshops

Alternatively, students can attend wellbeing workshops and support groups that run throughout each study period. These group sessions provide students with helpful skills for maintaining their health and wellbeing and create opportunities to learn from their peers.

IT Support

ASA provides students with systems to support their learning while on campus including free, high-speed internet. Students are required to bring their own device such a tablet or laptop to use during class.

If you have any questions or concerns related to technology including difficulties accessing accounts, please contact our IT helpdesk (it@asahe.edu.au).

Study Adjustments

ASA understands that students may experience unexpected or compassionate and individual circumstances that affect their studies or attendance in classes and may require additional support.

Special Consideration

If an unexpected event affects your ability to attend a class or complete an assessment by the deadline, you may be eligible to apply for special consideration for alternative arrangements (i.e. an extension).

Reasonable Adjustment

If ongoing circumstances affect your learning, such as a disability or medical condition, you may be eligible to apply for reasonable adjustment to receive ongoing support throughout your studies.

Gender-based Violence

ASA is committed to maintaining a safe and respectful learning environment and has strictly no tolerance for gender-based violence of any kind. This includes:

- **Gender-based violence:** refers to harmful acts directed at someone based on their gender including domestic violence, coercive control, sexual violence, and emotional or psychological abuse.

- **Sexual assault:** occurs when a person is forced, coerced, or tricked into sexual acts attempted or sexual contact is performed against their will or without their consent.

- **Sexual harassment:** any unwelcome behaviour of a sexual nature that makes a person feel offended, humiliated, and/or intimidated.

We maintain that all members of our community are responsible for preventing such incidents and therefore co-design prevention efforts between both staff and students. This includes community education about the risk factors and structural inequalities that contribute to gender-based violence, as covered in the mandatory Sexual Assault and Sexual Harassment Module that all staff and students must complete during onboarding.

Students who do experience gender-based violence are strongly encouraged to notify ASA so that we can provide support and take appropriate action. You can report an incident by either speaking with the Wellbeing Officer (wellbeing@asahe.edu.au) or by using the online reporting form available on both the ASA website and the Student Hub. If you wish to remain anonymous you can make a disclosure, though this may limit the actions that ASA can take in response. ASA will launch a formal investigation of the reported incident, during which we will provide support and implement interim measures to ensure your continued safety.

Bullying and Discrimination

ASA is committed to maintaining a safe and inclusive environment and does not tolerate violence or threats of any kind. This includes:

- Bullying: repeated behaviour that intimidates, humiliates, or causes physical harm.
- Harassment: unwelcome behaviour such as offensive jokes, slurs, or unwanted physical contact.
- Discrimination: treating a person unfairly because of personal characteristics such as race, gender, age, religion, disability, or sexual orientation.

If you witness or experience such behaviour, report it to the Wellbeing Officer (wellbeing@asahe.edu.au) or other staff as soon as possible. Your report will be handled seriously and confidentially, and you will be provided with support.

Students found to have engaged in bullying, harassment, or discrimination in any form will be in breach of the Student Code of Conduct and subject to disciplinary actions as appropriate. For more information, refer to the Discrimination, Bullying, and Harassment Policy and Procedure.

Emergencies and Crisis Support

ASA does not provide crisis support or assistance for off-campus emergencies. Please refer to the following external services.

Emergency Services

In the event of a serious emergency, always call 000 for immediate police, fire, or ambulance assistance. If you witness or experience an emergency on campus, notify staff so we can assist and provide further support.

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

Mental Health Crisis Support

For emergency mental health support after-hours, you can access 24-hour crisis support services such as Lifeline (13 11 14) or Beyond Blue (1300 22 4636).

- NSW Sexual Violence Helpline National Sexual Assault Support: 1800 737 732
- 1800RESPECT: 1800respect.org.au
- Suicide Call Back Service: 1300 659 467 suicidecallbackservice.org.au
- Mental Health Line (NSW): Ph: 1800 011 511 for 24-hour/7 days a week telephone service.

Other Services

Additionally, students can access external counselling and self-help resources via the following services:

- Mental Health Online: mentalhealthonline.org.au
- Butterfly Foundation for Eating Disorders: thebutterflyfoundation.org.au
- LGBTQI Support Services : au.reachout.com/articles/lgbtqi-support-services
- Q Life: qlife.org.au

- Family Planning Alliance Australia: familyplanningallianceaustralia.org.au
- Head to Health: headtohealth.gov.au
- Headspace: headspace.org.au

Complaint and Appeals

Wherever possible, ASA seeks to support students with any concerns or dissatisfaction informally with the person or office involved in the first instance.
However, ASA recognises that this may not always be an appropriate or preferred course of action; and that it may be necessary to proceed directly to the Formal Grievance process.

Each formal grievance submitted will be reviewed by the relevant internal member or committee in a timely, fair and equitable manner. ASA commits to:

- The assessment of your complaint or appeal will begin within 10 working days and the outcome will be finalised as soon as practicable.
- If mediation is required, you will be given the opportunity to formally present your case at no cost and be accompanied and assisted by a support person of your choice
- If mediation is unsuccessful, you will have the opportunity for a formal review and internal appeal of your case.
- You will be provided with a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.

If you remain dissatisfied with the outcome of the internal appeal, you have the right to appeal the decision externally. ASA will advise you within 10 working days of your right to access an external complaints and appeals process.

Student Ombudsman

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

Link: ombudsman.gov.au/complaints/international-student-complaints

If the internal or any external complaints handling or appeal process results in a decision or recommendation in your favour, ASA will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision and advise you of that action.

At all times the assessment of your complaint or appeal will be conducted in a professional, fair and transparent manner.

Learning Support

English Language Support

For those students requiring additional English language support, appointments can be made for either a group session or an individual session.

Learning Support

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

At least one hour per week is available to first year students with 30 minutes available per week for second- and third-year students. For a unit specific learning support, all students should contact their lecturer for individual consultation.

To make an appointment for specified learning support, students can send their request to info@asahe.edu.au and student services will help find the best support options available.

For more information about ASA's support services, visit the Student Hub.

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Policies

Enrolment Policies

Student Admissions

ASA is committed to ensuring fair, transparent, and equitable procedures for the admission and enrolment of students. To be eligible for selection to a course, an applicant must meet Academic Entry requirements, Genuine Student (GS) requirements (if relevant), and English language requirements.

Enrolment and Attendance

This policy and procedure specify the requirements and processes for satisfactory enrolment and attendance by students at the ASA Institute of Higher Education (ASA). ASA considers that both attendance and engagement are critical to successful academic outcomes. This policy and procedure also identify the intervention strategies implemented by ASA to provide appropriate support for students who do not meet, or are at risk of not meeting, enrolment and attendance requirements in a consistent and equitable process.

Deferral, Suspension and Cancellation

This policy and procedure detail the required conditions, processes, and approvals for assessing, approving, and recording a deferment of the commencement of study, suspension of study, or cancellation of study for ASA Institute of Higher Education (ASA) courses. This document also describes the requirements for appropriate communication with the student, record keeping, and reporting of all decisions.

Student Fees, Charges and Refunds

This Policy provides clarity and transparency for applicants and students at ASA Institute of Higher Education (ASA) regarding the application, administration, and collection of fees and charges as well as the circumstances and conditions for refunds.

Recognition of Prior Learning

This Policy supports the Student Admissions Policy. It specifies the requirements for recognition of prior learning at the ASA Institute of Higher Education (ASA), in accordance with the Australian Qualifications Framework (AQF) and the AQF Qualifications Pathways Policy. This policy ensures that decisions about credit will not disadvantage applicants, nor diminish the integrity of ASA's accredited higher education courses. Student admission into ASA is based on academic merit and/or demonstrated ability and meeting course entry requirements; all decisions relating to student admission are consistent; and standard eligibility requirements are publicly available.

Student Transfer Policy

This policy and procedure describe the grounds and procedural requirements for the ASA Institute of Higher Education (ASA) to consider and action requests from enrolled international students to transfer between registered higher education providers (providers).

Grievances & Appeals

The purpose of this policy is to establish a transparent and fair framework for addressing and resolving student grievances effectively. This policy aims to assist students to voice grievances formally and informally and all parties to investigate and resolve complaints, issues and concerns that arise. This policy reflects ASA Institute of Higher Education's (ASA's) expectations as well as the responsibilities of ASA, staff, and students or prospective students in resolving student grievances. By promoting a culture that values student feedback, this policy aims to elevate overall satisfaction, foster trust, and contribute to the overall well-being of the ASA student community.

Student Support Policies

Student Support, Wellbeing and Health

ASA is committed to fostering a holistic and supportive learning environment that promotes overall wellbeing of every student. This Policy and procedure establish a framework for the provision of comprehensive support services, and mental and physical health initiatives. This policy is guided by our dedication to creating an inclusive, safe, and nurturing community where every student can thrive academically, personally, and emotionally.

Student Support Framework

A high-quality student experience with strong student support is made up of a number of interconnected services and resources including:

- clear and accurate public information to facilitate empowered student choice
- resources, facilities, and infrastructure that is fit for purpose and relevant
- a welcoming community that values diversity and takes action to prevent discrimination, bullying, harassment, and assault, with effective consequences for breaches of conduct codes
- academic staff who are appropriately qualified and accessible
- additional staff to meet administrative and support needs of students
- tailored orientation and transition services
- clear guidance and training to ensure academic integrity is maintained
- academic and learning support that identify students at risk of unsatisfactory progress and provide specific support.
- valuing of student voice through accessible methods of providing feedback and representation which initiate continuous improvement in a transparent manner
- support for general wellbeing including mental health; and
- effective and fair mechanisms to resolve academic or other grievances at no cost to students in a timely manner.

Discrimination, Bullying and Harassment

ASA is committed to fostering an environment where all individuals are treated with equality and fairness. Inclusivity is at the heart of our community. ASA leadership strives to create an environment where every member, regardless of background or identity, feels included, valued, and heard. Discrimination, bullying, and harassment are antithetical to ASA's commitment to inclusivity and have no place in our educational community.

Sexual Assault and Sexual Harassment

The purpose of this Policy and related procedure is to ensure that ASA implements and maintains appropriate support frameworks to:

1. Promote student and staff safety.
2. Initiate and embed prevention measures across all settings.
3. Act quickly and appropriately to protect students and staff safety when disclosures and reports are made.
4. Ensure reporting pathways, processes and support services are centred on the needs and safety of victim-survivors. Ensure appropriate penalties are imposed on perpetrators.

Student Code of Conduct

Students are expected to assist ASA in maintaining and promoting a safe and respectful environment that supports an inclusive and diverse learning community with the highest standards of honesty and integrity.

Academic Policies

Academic Integrity

This Policy aims to minimise any instances of student academic dishonesty at the Australian Institute of Higher Education (ASA) by providing information on how to act honestly, ethically, and with integrity for the duration of students' study and for academic staff, for the term of their employment. Both staff and students are responsible for maintaining academic integrity. This policy exists to address any

form of academic misconduct. If a breach occurs ASA will investigate allegations of academic dishonesty and take the necessary steps to address the incident and take appropriate action.

Student Progression & At-Risk

This Policy details the rules for meeting course progression requirements at ASA Institute of Higher Education (ASA), indicates factors that put students at risk of not meeting satisfactory course progression targets in their course, and outlines the process and the grounds for support and intervention, prior to cancellation on the basis of a lack of satisfactory course progress. This Policy has been developed to express and affirm ASA's commitment to providing a holistic and supportive learning environment which optimises the potential for students to succeed in their studies.

Special Consideration

ASA recognises the importance of flexibility and support for students to enable equitable opportunities for participation and success in higher education. ASA is committed to supporting students holistically and equitably.

Special consideration may be granted if a student has unexpected or unavoidable circumstances that impact their ability to demonstrate their achievement of learning outcomes within a particular assessment task or associated assessment tasks.

Students have a responsibility to act honestly and truthfully when applying for Special Consideration. Any student suspected of submitting an application for Special Consideration that is false, misleading or untrue will be investigated as per ASA's Student Code of Conduct. Appropriate actions will be taken depending on the outcome of the investigation.

For a full list of all available student policies, procedures and forms, please refer to the ASA website.

Key Contacts

Student Services	info@asahe.edu.au
Wellbeing	wellbeing@asahe.edu.au
Fees	accounts@asahe.edu.au
Admissions	admissions@asahe.edu.au
IT Support	it@asahe.edu.au
SRC	src@asahe.edu.au

Disclaimer

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