



# STUDENT PROSPECTUS

## International Students

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## STUDENT PROSPECTUS - INTERNATIONAL STUDENTS

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## Courses and Fees

### Introduction

Melbourne City College Australia (the College) is an RTO (Registered Training Organisation) and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The National VET Regulator, ASQA (Australian Skills Quality Authority), monitors and subjects the College to regular external audits to verify compliance to the Standards for RTOs 2015. In addition, as a CRICOS provider, the College has to ensure that we provide educational services according to the ESOS Legislative Framework for Overseas students which includes the ESOS Act 2000 (Cth) and National Code 2018. The College must also meet the ELICOS Standards 2018.

### Courses offered

Melbourne City College Australia offers the following ELICOS courses to overseas students:

CRICOS Course Code	Course/Qualification Title	Duration	Tuition Fees	Materials & Service Fees
097787B	General English	1-52 Weeks	\$300/ Week	\$200/Level
097788A	English for Academic Purposes (EAP)	5-20 Weeks	\$300/ Week	\$200/Level

Melbourne City College Australia also offers the following accredited and nationally recognised qualifications to overseas students:

CRICOS Course Code	Course/Qualification Title	Duration	Tuition Fees	Materials & Service Fees
113396B	CHC33021 Certificate III in Individual Support	52 Weeks	A\$10,000	\$300
110430G	CHC30121 Certificate III in Early Childhood Education and Care	48 Weeks	A\$12,000	\$300
108269G	BSB50120 Diploma of Business	52 Weeks	A\$10,000	\$300
108270C	BSB60420 Advanced Diploma of Leadership and Management	52 Weeks	A\$10,000	\$300
109865A	SIT30821 Certificate III in Commercial Cookery	52 Weeks	A\$15,000	\$1,500 plus \$300 Knife Kits Fee & \$300 Uniform Fee
109533K	SIT40521 Certificate IV in Kitchen Management	78 Weeks	A\$22,000	\$2,000 plus \$300 Knife Kits Fee & \$300 Uniform Fee
113397A	SIT50422 Diploma of Hospitality Management	92 Weeks	A\$29,000	\$2,000 plus \$300 Knife Kits Fee & \$300 Uniform Fee

Description	Amount
Enrolment Fee (Non-refundable)	A\$300
RPL Fee	A\$100/ per Unit of Competency
Repeat unit fee	A\$200 per Unit
Course Extension Fee/Month for Student with Concurrent CoE	A\$250
Kitchen Practical Catch-up Fee	A\$200 per Unit
Installment Plan Set-up Fee (for every installment plan set-up)	A\$50
Change of Course Fee (if requiring CoE change)	A\$50/change

Other CoE Variations/ Changes Fee (including deferral, suspension & cancellation)	A\$50/change
Reissuance of Student Card fee	A\$50
Reissuance of Qualification Certificate fee	A\$100
Reissuance of Statement of Attainment / Record of Results fee	A\$100
Work Placement Polo Shirt	A\$50
Credit Card Payment	2% surcharge
Photocopy/ Scanning Fee	A\$0.10/ A4 Page (Black & White), A\$0.50/ A4 Page (Colour)
Direct debit failure for each occurrence	A\$50
Reassessment fee (for VET courses) <sup>1</sup>	No charge for a maximum of 2 reassessments
Bank Transfer Fee	What the Bank charges for the transfer
Home stay fee	Out sourced - contact College staff for details
Airport pick up	Out sourced - contact College staff for details
OSHC Fee	As per Health Provider Charge - contact staff for details
National Police check fee	What the Australian Federal Police charges for the check
Working with Children check fee	What the relevant state government department charges for the check
NDIS Worker Screening Check fee	What the relevant state government department charges for the check

**Only send the application fee with the completed student application.**

A request for payment of tuition and other fees will be made if you receive an Offer letter

Please make your payment by Bank Draft to **Melbourne City College Australia**. No obligation is created on **Melbourne City College Australia** until funds are cleared and an official receipt is issued.

Address	Level 9, 120 Spencer Street, Melbourne Victoria 3000, Australia
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Web	<a href="https://www.melbournecitycollege.edu.au/">https://www.melbournecitycollege.edu.au/</a>

## ***Fee changes***

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

<sup>1</sup> VET students are entitled to 3 assessment attempts for each unit. Therefore, if the students are not yet competent on completion of training and assessment, they are entitled to 2 more re-assessments. If the student is still not yet competent after 3 assessment attempts they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised their work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.

## General English (CRICOS Course Code: 097787B)

Our general English courses are designed for people who want to improve fluency, accuracy and confidence speaking in English. Our courses will also improve English language skills which are essential for travel, work purposes or simply for personal interest.

### Course Overview

Our general courses develop all aspects of the English language including speaking, pronunciation, listening, grammar, reading and writing. The focus is on improving your basic communication needs in everyday aspect of the English language. During your English course you will be expected to participate as much as possible, and work individually, in pairs and in groups as well as take part in whole class activities.

This course is for all international students with non-English speaking background or English is not their first language and wish to improve their English language skills.

### Level

Elementary, Pre-intermediate, Intermediate, Upper-intermediate, Advanced

### Intake

Start Any Monday

### Mode of Study and Assessment

This course is delivered in a classroom environment with formative (weekly tests) and summative (mid-course level test and end of course level test) assessments.

### Entry Requirements

- 18 years or older
- IELTS 3.0 or equivalent or the College's English Language Placement Test

### Sample Timetables (subject to change)

Time	Monday	Tuesday	Wednesday	Thursday
Lesson 1 8:30 AM – 11:00 AM  Or  3:00 PM – 5:30 PM	<b>Grammar:</b> comparatives and superlatives	<b>Pronunciation:</b> diphthongs, linking  <b>Speaking, Listening, Reading &amp; Writing</b> activities	<b>Vocabulary:</b> collocation: verbs/ adjectives + prepositions	<b>Practical English:</b> language activities where students get to read about a difficult celebrity
30 minutes break				
Lesson 2 11:30 PM – 2:00 PM  Or  6:00 PM – 8:30 PM	<b>Vocabulary:</b> transport	<b>Grammar:</b> articles: <i>a / an, the</i> , no article	<b>Pronunciation:</b> sentence stress, differentiation of sounds  <b>Speaking, Listening, Reading &amp; Writing</b> activities	Chapter revision Chapter Test Chapter Test answers and feedback  Portfolio work
<b>Homework</b>	<b>Workbook</b>			

Sample times only, subject to change (time may vary by 30 minutes – 1 hour depending on the class)

## English for Academic Purposes (EAP) (CRICOS Course Code: 097788A)

English for Academic Purposes (EAP) provides the fastest and most effective way towards reaching your required English language level for further study.

### Course Overview

The English for Academic Purposes (EAP) course is designed for students who want to pursue further study in vocational education and training, gain extra academic English in higher education studies or who want to apply to a university in the future. The benefits of Academic English are that it increases fluency in language and confidence that is required and used in formal and informal academic contexts. It is designed to prepare you for the language used in vocational education and training, university lectures and academic books.

The course allows you to meet the English language requirements for your future pathway without retaking IELTS (\*conditions apply).

### Level

Upper-intermediate, Advanced

### Intake

Start Any Monday

### Mode of Study and Assessment

This course is delivered in a classroom environment with formative (weekly tests) and summative (mid-course level test and end of course level test) assessments.

### Entry Requirements

- 18 years or older
- IELTS 5.0 or equivalent or the College's English Language Placement Test

### Sample Timetables (subject to change)

Time	Monday	Tuesday	Wednesday	Thursday
Lesson 1 8:30 AM – 11:00 AM  Or 3:00 PM – 5:30 PM	<b>Listening:</b> Concepts <b>Skills:</b> recognising time signposts	<b>Speaking:</b> Human behaviour <b>Skills:</b> taking turns: starting a turn; taking turns: recognising the end of a turn	<b>Reading:</b> Personality and behaviour <b>Skills:</b> preparing to read: illustrations	<b>Writing:</b> Extroverts and introverts <b>Skills:</b> spelling: /a:/; gathering and recording information; organising information into paragraphs <b>Grammar:</b> writing about others; joining with <i>and</i>
30 minutes break				
Lesson 2 11:30 PM – 2:00 PM  Or 6:00 PM – 8:30 PM	<b>Grammar:</b> recognising past time <b>Phonology:</b> vowels - short vs long: /æ/ vs /a:/	<b>Grammar:</b> modals: <i>can</i> / <i>can't</i> <b>Phonology:</b> vowels - short vs long: /æ/ vs /a:/; consonants: /n/, /ŋ/, /ŋk/ <b>Everyday English:</b> asking for information	<b>Grammar:</b> frequency adverbs	Formative assessment
<b>Homework</b>	<b>Workbook</b>			

Sample times only, subject to change (time may vary by 30 minutes – 1 hour depending on the class)



## **CHC33021 Certificate III in Individual Support (CRICOS Course Code: 113396B)**

### **Course Description**

This qualification reflects the role of individuals in the community, home or residential care setting who work under supervision and delegation as a part of a multi-disciplinary team, following an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

These individuals take responsibility for their own outputs within the scope of their job role and delegation. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

No licensing, legislative, regulatory or certification requirements apply to this qualification at the time of publication.

### **Duration**

52 Weeks - Full Time Study (including a maximum of 12 weeks breaks)

### **Pathways**

*Pathways from the qualification*

CHC43015 Certificate IV in Ageing Support

### **Employment Opportunities**

Job roles include:

- Care assistant/worker
- Community care worker
- Community support worker
- Disability support worker
- Food services deliverer
- Home care worker
- Home maintenance worker
- In-home respite giver
- Personal care assistant
- Personal care giver/worker
- Planned activity assistant
- Transport support worker
- Support worker

### **Modes of Study**

The modes of study include:

- Online and face-to-face training
- Work placement

### **Assessment Methods**

Assessment methods include written work, projects, case studies, observations, and logbooks. Students are required to do 120 hours of work placement as part of assessment. Student work placement will be organised by the College.

### **Entry Requirements**

- 18 years or older
- Satisfactorily completed year 11 or equivalent
- IELTS 6.0 or equivalent
- Must have:
  - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
  - Access to the Internet
  - Access to a video and audio recording device
  - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.

(If you need any help regarding access to a computer and meeting the computer skill requirements, the College can provide support for you.)

Applicants with no formal qualifications and who are commencing within or have experience with older persons within the Community Services industry may also be considered for entry into the course.

### **Additional Requirements:**

Before commencing work placement, learners are required to provide:

- A Federal Police Check (name check), no more than 6 months
- An NDIS Worker Screening Check when required
- Evidence of up-to-date vaccination as required

Applicants must be physically capable of doing general lifting and be prepared to be on their feet for long stretches of time.

### Course Contents/ Units of Competency

#### Core Units

CHCCCS031	Provide individualised support
CHCCCS038	Facilitate the empowerment of people receiving support
CHCCCS040	Support independence and wellbeing
CHCCCS041	Recognise healthy body systems
CHCCOM005	Communicate and work in health or community services
CHCDIV001	Work with diverse people
CHCLEG001	Work legally and ethically
HLTINF006	Apply basic principles and practices of infection prevention and control
HLTWHS002	Follow safe work practices for direct client care

#### Elective Units

CHCAGE011	Provide support to people living with dementia
CHCAGE013	Work effectively in aged care
CHCCCS036	Support relationships with carer and family
CHCDIS012	Support community participation and social inclusion
CHCDIS020	Work effectively in disability support
HLTAID011	Provide First Aid



Elective units have been selected by the College in consultation with industry experts.

Training Product Status: Current  
Training Product Release Date: 23 November 2022

## CHC30121 Certificate III in Early Childhood Education and Care (CRICOS Course Code: 110430G)

### Course Description

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of well-developed skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.

Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.

Under the Education and Care Services National Law (2011) the Australian Children's Education and Care Quality Authority (ACECQA) publishes lists of approved early childhood education and care qualifications and information regarding regulatory requirements here: [www.acecqa.gov.au](http://www.acecqa.gov.au).

### Duration

48 Weeks - Full Time Study (including a maximum of 8 weeks breaks)

### Pathways

*Pathways from the qualification*

After achieving this qualification, students may continue their studies in CHC50121 Diploma of Early Childhood Education and Care.

### Employment Opportunities

Job roles include:

- Early childhood educator
- Playgroup supervisor
- Family day care worker
- Nanny
- Childhood Education Assistant

### Modes of Study

The modes of study include:

- Online and face-to-face training
- Work placement

### Assessment Methods

Assessment methods include written work, projects, case studies, observations, and logbooks. Students are required to do 160 hours of work placement as part of assessment. Student work placement will be organised by the College.

## Entry Requirements

- 18 years or older
  - Satisfactorily completed year 11 or equivalent
  - IELTS 6.0 or equivalent
  - Must have:
    - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
    - Access to the Internet
    - Access to a video and audio recording device
    - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials
- (If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you.)

Applicants with no formal qualifications and who are commencing within the relevant industry may also be considered for entry into the course.

## Additional Requirements:

Before commencing work placement, learners are required to provide:

- A Working with Children Check
- A Federal Police Check (name check), no more than 6 months
- Evidence of up-to-date vaccination as required

## Course Contents/ Units of Competency

### Core Units

CHCECE030	Support inclusion and diversity
CHCECE031	Support children's health, safety and wellbeing
CHCECE032	Nurture babies and toddlers
CHCECE033	Develop positive and respectful relationships with children
CHCECE034	Use an approved learning framework to guide practice
CHCECE035	Support the holistic learning and development of children
CHCECE036	Provide experiences to support children's play and learning
CHCECE037	Support children to connect with the natural environment
CHCECE038	Observe children to inform practice
CHCECE054	Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures
CHCECE055	Meet legal and ethical obligations in children's education and care
CHCECE056	Work effectively in children's education and care
CHCPRT001	Identify and respond to children and young people at risk
HLTAID012	Provide First Aid in an education and care setting
HLTWHS001	Participate in workplace health and safety

### Elective Units

CHCDIV001	Work with diverse people
CHCPRP003	Reflect on and improve own professional practice

Elective units have been selected by the College in consultation with industry experts

Training Product Status: Current

Training Product Release Date: 20 July 2021



## **SIT30821 Certificate III in Commercial Cookery (CRICOS Course Code: 109865A)**

### Course Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

**Duration**

52 Weeks - Full Time Study (including a maximum of 12 weeks breaks)

**Pathways**

*Pathways from the qualification*

SIT40521 Certificate IV in Kitchen Management

**Employment Opportunities**

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

**Modes of Study**

The modes of study include:

- Online and face-to-face training
- Practical training in commercial training kitchen
- Work placement

**Assessment Methods**

Assessment methods include written work, project, case study, log book/ third party report and observations. The college will organise 200 hours of compulsory work placement.

**Entry Requirements**

- 18 years or older
- Satisfactorily completed year 11 or equivalent
- IELTS 6.0 or equivalent
- Must have:
  - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
  - Access to the Internet
  - Access to a video and audio recording device
  - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.

(If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you.)

Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course.

**Course Contents/ Units of Competency****Core Units**

SITHCCC023	Use food preparation equipment*
SITHCCC027	Prepare dishes using basic methods of cookery*
SITHCCC028	Prepare appetisers and salads*
SITHCCC029	Prepare stocks, sauces and soups*
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes**
SITHCCC031	Prepare vegetarian and vegan dishes**
SITHCCC035	Prepare poultry dishes**
SITHCCC036	Prepare meat dishes**
SITHCCC037	Prepare seafood dishes**
SITHCCC041	Produce cakes, pastries and breads*
SITHCCC042	Prepare food to meet special dietary requirements**
SITHCCC043	Work effectively as a cook**^
SITHKOP009	Clean kitchen premises and equipment*
SITHKOP010	Plan and cost recipes
SITHPAT016	Produce desserts*
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXHRM007	Coach others in job skills
SITXINV006	Receive, store and maintain stock*
SITXWHS005	Participate in safe work practices

**Elective Units**

BSBSUS211	Participate in sustainable work practices
SITHCCC025	Prepare and present sandwiches*
SITHCCC038	Produce and serve food for buffets**
SITHCCC040	Prepare and serve cheese*
SITHCCC044	Prepare specialised food items**



Prerequisite unit(s)

\* SITXFSA005 Use hygienic practices for food safety

\*\* SITHCCC027 Prepare dishes using basic methods of cookery  
SITXFSA005 Use hygienic practices for food safety

^ will be assessed including during work placement

Elective units have been selected by the College in consultation with industry experts.

Training Product Status: Current

Training Product Release Date: 10 June 2022

## **SIT40521 Certificate IV in Kitchen Management (CRICOS Course Code: 109533K)**

### **Course Description**

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

### **Duration**

78 Weeks - Full Time Study (including a maximum of 18 weeks breaks)

### **Pathways**

*Pathways from the qualification*

SIT50422 Diploma of Hospitality Management

### **Employment Opportunities**

Possible job titles include:

- chef
- chef de partie

### **Modes of Study**

The modes of study include:

- Online and face-to-face training
- Practical training in commercial training kitchen
- Work placement

### **Assessment Methods**

Assessment methods include written work, case study, log book/ third party report and observations. The college will organise 200 hours of compulsory work placement.

### **Entry Requirements**

- 18 years or older
- Satisfactorily completed year 11 or equivalent
- IELTS 6.0 or equivalent
- Must have:
  - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
  - Access to the Internet
  - Access to a video and audio recording device
  - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.

(If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you.)

Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course.

### **Course Contents/ Units of Competency**

Core Units

SITHCCC023	Use food preparation equipment*
SITHCCC027	Prepare dishes using basic methods of cookery*
SITHCCC028	Prepare appetisers and salads*
SITHCCC029	Prepare stocks, sauces and soups*

SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes**
SITHCCC031	Prepare vegetarian and vegan dishes**
SITHCCC035	Prepare poultry dishes**
SITHCCC036	Prepare meat dishes**
SITHCCC037	Prepare seafood dishes**
SITHCCC041	Produce cakes, pastries and breads*
SITHCCC042	Prepare food to meet special dietary requirements**
SITHCCC043	Work effectively as a cook**^
SITHKOP010	Plan and cost recipes
SITHKOP012	Develop recipes for special dietary requirements***
SITHKOP013	Plan cooking operations*
SITHKOP015	Design and cost menus****
SITHPAT016	Produce desserts*
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFSA005	Use hygienic practices for food safety
SITXFSA006	Participate in safe food handling practices
SITXFSA008	Develop and implement a food safety program*****
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXINV006	Receive, store and maintain stock*
SITXMGT004	Monitor work operations
SITXWHS007	Implement and monitor work health and safety practices

#### Elective Units

SITHCCC025	Prepare and present sandwiches*
SITHCCC038	Produce and serve food for buffets**
SITHCCC040	Prepare and serve cheese*
SITHCCC044	Prepare specialised food items**
SITXHRM010	Recruit, select and induct staff
SITXWHS005	Participate in safe work practices



	Prerequisite unit(s)
*	SITXFSA005 Use hygienic practices for food safety
**	SITHCCC027 Prepare dishes using basic methods of cookery SITXFSA005 Use hygienic practices for food safety
***	SITHCCC027 Prepare dishes using basic methods of cookery SITHCCC042 Prepare food to meet special dietary requirements SITHKOP010 Plan and cost recipes SITXFSA005 Use hygienic practices for food safety
****	SITHKOP010 Plan and cost recipes
*****	SITXFSA005 Use hygienic practices for food safety SITXFSA006 Participate in safe food handling practices

^ will be assessed including during work placement

Elective units have been selected by the College in consultation with industry experts

Training Product Status: Current

Training Product Release Date: 10 June 2022

## SIT50422 Diploma of Hospitality Management (CRICOS Course Code: 113397A)

### Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

### Duration

92 Weeks - Full Time Study (including a maximum of 18 weeks breaks)

### Pathways

Melbourne City College Pty Ltd trading as Melbourne City College Australia ABN: 77 602 164 625 RTO No: 45140 CRICOS Provider No:  
Version 25 Last Updated: 24 June 2024

### Pathways from the qualification

SIT60322 Advanced Diploma of Hospitality Management or higher education qualifications in management

### Employment Opportunities

Possible job titles include:

- banquet or function manager
- bar manager
- café manager
- chef de cuisine
- chef patissier
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager
- catering operations

### Modes of Study

The modes of study include:

- Online and face-to-face training
- Practical training in commercial training kitchen
- Work placement

### Assessment Methods

Assessment methods include written work, case study, log book/ third party report and observations. The college will organise 200 hours of compulsory work placement.

### Entry Requirements

- 18 years or older
- Satisfactorily completed year 12 or equivalent
- IELTS 6.0 or equivalent
- Must have:
  - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
  - Access to the Internet
  - Access to a video and audio recording device
  - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.

If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you.

Applicants with no formal qualifications and who are commencing within or have experience within a relevant industry may also be considered for entry into the course.

### Course Contents/ Units of Competency

#### Core Units

SITXCCS015	Enhance customer service experiences
SITXCCS016	Develop and manage quality customer service practices
SITXCOM010	Manage conflict
SITXFIN009	Manage finances within a budget
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Identify and manage legal risks and comply with law
SITXHRM008	Roster staff
SITXHRM009	Lead and manage people
SITXMGT004	Monitor work operations
SITXMGT005	Establish and conduct business relationships
SITXWHS007	Implement and monitor work health and safety practices

#### Elective Units

BSBOPS504	Manage business risk
SITHCCC023	Use food preparation equipment*
SITHCCC027	Prepare dishes using basic methods of cookery*
SITHCCC028	Prepare appetisers and salads*
SITHCCC029	Prepare stocks, sauces and soups*
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes**
SITHCCC031	Prepare vegetarian and vegan dishes**
SITHCCC035	Prepare poultry dishes**
SITHCCC036	Prepare meat dishes**
SITHCCC037	Prepare seafood dishes**
SITHCCC041	Produce cakes, pastries and breads*
SITHCCC042	Prepare food to meet special dietary requirements**



NATIONALLY RECOGNISED  
TRAINING

SITHCCC043	Work effectively as a cook**^
SITHKOP010	Plan and cost recipes
SITHPAT016	Produce desserts*
SITXFSA005	Use hygienic practices for food safety
SITXHRM010	Recruit, select and induct staff

Prerequisite unit(s)	
*	SITXFSA005 Use hygienic practices for food safety
**	SITHCCC027 Prepare dishes using basic methods of cookery SITXFSA005 Use hygienic practices for food safety

^ will be assessed including during work placement

Elective units have been selected by the College in consultation with industry experts.

Training Product Status: Current

Training Product Release Date: 9 September 2022

## **BSB50120 Diploma of Business (CRICOS Course Code: 108269G)**

### **Course Description**

This qualification reflects the role of individuals in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

### **Duration**

52 Weeks - Full Time Study (including a maximum of 12 weeks breaks)

### **Pathways**

*Pathways into the qualification*

Preferred pathways for candidates considering this qualification include:

BSB40120 Certificate IV in Business or other relevant qualification

OR

with vocational experience in a range of work environments in senior support roles but without a qualification.

*Pathways from the qualification*

BSB60120 Advanced Diploma of Business or a range of other Advanced Diploma qualifications.

### **Employment Opportunities**

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- executive officer
- program consultant
- program coordinator

### **Modes of Study**

The modes of study include:

- Online and face-to-face classroom-based training (Blended delivery)

### **Assessment Methods**

Assessment methods include written work, projects, observations and case studies.

### **Entry Requirements**

- 18 years or older
- Satisfactorily completed year 12 or equivalent
- IELTS 6.0 or equivalent
- Must have:
  - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
  - Access to the Internet
  - Access to a video and audio recording device
  - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.



(If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you.)

Applicants with no formal qualifications and who are commencing within or have experience within a relevant business industry may also be considered for entry into the course.

### Course Contents/ Units of Competency

#### Core Units

BSBCRT511	Develop critical thinking in others
BSBFIN501	Manage budgets and financial plans
BSBOPS501	Manage business resources
BSBSUS511	Develop workplace policies and procedures for sustainability
BSBXCM501	Lead communication in the workplace

#### Elective Units

BSBHRM525	Manage recruitment and onboarding
BSBMKG541	Identify and evaluate marketing opportunities
BSBOPS504	Manage business risk
BSBOPS601	Develop and implement business plans
BSBPEF501	Manage personal and professional development
BSBPMG430	Undertake project work
BSBTWK503	Manage meetings



Elective units have been selected by the College in consultation with industry experts.

Training Product Status: Current  
Training Product Release Date: 19 October 2020

## **BSB60420 Advanced Diploma of Leadership and Management (CRICOS Course Code: 108270C)**

### Course Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

### Duration

52 Weeks - Full Time Study (including a maximum of 12 weeks breaks)

### Pathways

#### *Pathways into the qualification*

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

#### *Pathways from the qualification*

Higher education programs in business management

### Employment Opportunities

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- manager
- senior manager

### Modes of Study

The modes of study include:

- Online and face-to-face classroom-based training (Blended delivery)

### Assessment Methods

Assessment methods include written work, projects, observations and case studies.

### Entry Requirements

Melbourne City College Pty Ltd trading as Melbourne City College Australia ABN: 77 602 164 625 RTO No: 45140 CRICOS Provider No:  
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- 18 years or older
  - Satisfactorily completed year 12 or equivalent
  - IELTS 6.0 or equivalent
  - Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
- or
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.
- Must have:
    - Access to a computer (with Adobe Reader, Microsoft Word and a web browser)
    - Access to the Internet
    - Access to a video and audio recording device
    - Computer skills including an understanding of how to access an online video conferencing software, how to use Microsoft Word and Adobe Reader, and be able to download, scan and upload documents, and how to access online materials.
- (If you need any help regarding access to a computer and meeting the computer skill requirements, the college can provide support for you).

## Course Contents/ Units of Competency

### Core Units

BSBCRT611	Apply critical thinking for complex problem solving
BSBLDR601	Lead and manage organisational change
BSBLDR602	Provide leadership across the organisation
BSBOPS601	Develop and implement business plans
BSBSTR601	Manage innovation and continuous improvement

### Elective Units

BSBSTR602	Develop organisational strategies
BSBHRM614	Contribute to strategic workforce planning
BSBXCM501	Lead communication in the workplace
BSBCRT511	Develop critical thinking in others
BSBFIN601	Manage organisational finances



Elective units have been selected by the College in consultation with industry experts.

Training Product Status: Current

Training Product Release Date: 19 October 2020

## **Student Recruitment, Selection and Enrolment Process**

Applications for admission for students on a student visa must be made using the Application Form-International Student. Students must complete the application form and send the completed form together with relevant supporting documents such as certified birth certificate/ passport, high school certificate/ qualification, IELTS/ English language evidence to the College along with the Enrolment Fee. All supporting documents that are not in English language will need to be accompanied by their English translations. Completed student application forms will be processed by the College and the application assessed on the basis of the information supplied. The participants for each program offered by the College will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that the College will make an offer to the student. When prospective students apply to enter the College to study, the following procedure applies to the processing of applications:

- The College will assess the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.
- If the applicant's educational qualifications do not meet the College's admission requirements, other factors may be considered at the discretion of the College. Verified evidence of these other factors must be included with the application. These other factors may include:
  - Mature age, and or proof of being 18 years or older at the proposed date of commencement
  - Work experience,
  - Attitude and aptitude,
  - Previous academic results,
  - Attendance / participation rate in the previous College,
  - Ability and skills to function in an academic environment,
  - Possibility to succeed in his/her academic endeavours.
- Having arrived at an admission decision, the English language skills will also be assessed. If student has a satisfactory IELTS score (listed under entry requirements), the applicant will be offered a place in the chosen course.
- If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an ELICOS course, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 6.0. The cost of an additional English course is not included in the fees that have been quoted.
- For students from some countries, in a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an English Placement Test at the College. If the student meet the required standard of the test, the student will be offered a place in the chosen course.
- Successful applicants will be sent a Letter of Offer and Written Agreement and a request for payment by the College. The Letter of Offer and Written Agreement must be completed in full, signed by the applicant, dated and returned to the College
- Applicants wishing to accept the Offer must pay the fee requested in the Letter of Offer and Written Agreement, complete the Letter of Offer and Written Agreement and send it to the College. Once the completed Letter of Offer and Written Agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Enrolment will be generated and can be accessed by the Australian Student Visa issuing centre to facilitate the issuing of a student visa.
- Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.

## **Refund Arrangements**

### ***If a Visa is refused by the Australian Government***

Where a prospective student is refused an initial student visa by the Australian Government a full refund of tuition fees minus the lesser of the following amounts:

- a) 5% of the amount of course fees (tuition and non-tuition fees) received by the College in respect of the student;
- b) \$500 as per the Letter of Offer and Written Agreement will be made.

In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College and attach this to a completed refund application form which is available from the College and can be sent by email. The refund application must be used to apply for refunds and must be addressed to the CEO of the College.

### ***If the College defaults on delivery of qualifications/ courses***

The College is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015, and for the issuance of the AQF certification documentation.

The College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the tuition fees you have paid to date minus a A\$300 Enrolment Fee. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will assist you in finding an alternative course or to get a refund of your unspent tuition fees if a suitable alternative is not found. In the case of provider default there is no requirement for a student to lodge a refund application form as the College will initiate payment of the refund.

### ***If a student defaults on their Written Agreement***

If a student wishes to withdraw from their course after tuition fees have been paid then a refund will be made in accordance with the Written Agreement that the student signs with the College.

### ***Refund Terms and Conditions – International Students***

1. Refund applications must be made in writing to the College. The student refund application form, available from the College, may be used as the written application. The full Fees and Refund Policy and Procedures is available on the website at : <https://www.melbournecitycollege.edu.au/pdfs/fees-and-refund.pdf>  
Written applications for refunds will also be accepted by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.
2. The refund if applicable will be remitted to the nominated bank accounts of the student or the nominated bank accounts of the student's immediate family members that has been authorised by the student to be able to receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.
3. A\$300 Enrolment Fee is non-refundable under all circumstances mentioned below except for visa refusal that has special conditions.
4. Material and services, knife kits fee and uniform fees are refundable except for withdrawals on and after commencement date and in the event a student fails to commence any course on agreed start date (Non-commencement).

<b>VISA Refused</b>	100% Refund of the paid course fees minus the lesser of the following amounts: a) 5% of the amount of course fees (tuition and non-tuition fees)
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	received by the College in respect of the student; b) \$500 as per the Letter of Offer and Written Agreement
<b>Written Notice of withdrawal provided 28 days or more before the course commencement date</b>	30% of the tuition fee or \$1000, whichever is greater, will be retained by the College and is payable to the College. The remaining paid tuition fee will be refunded minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
<b>Written Notice of withdrawal provided less than 28 days and more than 14 days before the course commencement date</b>	40% of the tuition fee or \$2000, whichever is greater, will be retained by the College and is payable to the College. The remaining paid tuition fee will be refunded minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
<b>Written Notice of withdrawal provided less than 14 days before the course commencement date</b>	No Refund of the paid tuition fees for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
<b>Student does not commence the course on the start date for any reason and subsequently provides notice of withdrawal from the course</b>	No Refund of the paid tuition fee for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
<b>Student breach of VISA conditions, and suspension or cancellation of enrolment by the College or the student has been granted release letter</b>	No Refund of the paid tuition fee for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
<b>If the College is unable to deliver the course for any reasons</b>	100% Refund of the paid tuition fee minus a A\$300 Enrolment Fee as per the Letter of Offer and Written Agreement
<b>If the College is unable to complete the course that has been started</b>	Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the College
<b>For onshore students, if the student visa is refused after the course commencement date</b>	Paid tuition fee that has not been spent will be refunded. Spent tuition fee is payable to the College
<b>If VISA refusal has been caused by fraudulent/ fake/ misleading documentation</b>	No Refund of the paid tuition fee for the current course. Tuition fee scheduled in the Letter of Offer and Written Agreement is payable to the College
<b>If student defers the course, the commencement date used for the refund policy is the commencement date in the first COE (Confirmation of Enrolment) and the same refund policy terms in the above table apply to the student.</b>	
<b>If the student has submitted a signed Letter of Offer and Written Agreement and paid the tuition fees but has not collected the COE (Confirmation of Enrolment) and has applied for a course withdrawal, the student will be considered as being enrolled into the course and the same refund policy terms in the above table apply to the student.</b>	

5. The College guarantees to complete the training and/or assessment once the student has commenced study in their chosen qualification or course. In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the tuition fees you have paid minus a A\$300 Enrolment Fee. The refund will be paid to you within 14 days of the default date. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of tuition fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will assist you in finding an alternative course or to get a refund of your unspent tuition fees if a suitable alternative is not found.
6. Fees not listed in this refund section are not refundable.

7. Prior to a student enrolling fees may be altered without notice. Once a student has completed their enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Full details of refund arrangements and conditions are on the Written Agreement that the student and the College will sign once an application has been received, accepted by the College and an offer made to the student. There is no obligation on the student of the College until the Written Agreement is signed by all parties.

- Tuition fees are fees directly related to provision of a course.
- A student can pay full fees if the student wishes to, but the student is not required to pay more than 50% of the total tuition fees up front for the course before the student commences the course that are more than 25 weeks. The College can require 100% of the total tuition fees for short courses of 25 weeks or less.

## **Information for Students**

### ***VET course assessment***

A number of approaches to VET (Vocational Education and Training) course assessment are used by the College's trainers. Assessment approaches may include: observation of performance, case studies, projects, written work, research, and work placement.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. Students will be given an opportunity for two reassessments for any competencies not achieved on the first attempt.

Students in the Individual Support, Early Childhood Education and Care, Commercial Cookery, Kitchen Management and Hospitality Management courses will be required to undertake compulsory industry work placement and maintain a record book of their work placement experience for the purpose of conducting work-based assessment. This record book will be used by the College as part of the final assessment for a number of units. See the work-based assessment section for more details.

### ***VET course delivery***

A number of approaches to VET course delivery are used by the College's trainers. Course delivery approaches may include online training; face-to-face classroom-based delivery; and work placement. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

### ***Credit transfer***

Credit transfer applies to situation where students have completed units that are nationally recognised that are identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedures. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted.

### ***Pathways***

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has approved articulation arrangements with Southern Cross University, recognising the learning completed within the following courses for entry into the first or second year of a related Southern Cross University course.

## **Qualifications/ Certificates to be issued**

VET students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. VET students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

ELICOS students who have partially or successfully completed their relevant course will be given an ELICOS program certificate and transcript.

## **Recognition of prior learning (RPL)**

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies. Application may only be made after enrolment and payment of fees and must be made using the RPL application form that will be provided during orientation. Students must attach verified copies of all relevant documents to the RPL application form. There is no reduction in tuition fees if RPL is applied for and granted. It is recommended that student seek advice from the College before commencing an RPL application.

## **Student orientation**

Orientation is conducted in the first week of your Course. Its purpose is to fully inform new students of most aspects of life at the College and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, the College staff will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

## **Training facilities**

The training classrooms and administration of the College is located at Melbourne City College Australia, Level 9, 120 Spencer Street, Melbourne VIC-3000. This location is on a main road of the centre of Melbourne. It is easily accessed by train with frequent services to Southern Cross station which is a gentle 3 minute walk from the College. Our classrooms are fully air-conditioned. They are equipped with technologically up to date learning and teaching equipment and resources. Students can also access learning resources from our library.

The training kitchen location for the Commercial Cookery and Hospitality Management Courses is at Kitchen 4, 79 Sunshine Road, West Footscray VIC 3012.

Students will be given complete information about the location of facilities and travel to and from the facilities during orientation.

## **Work-based assessment**

Work-based assessment is a compulsory requirement for completing the following courses at the college:

- CHC33021 Certificate III in Individual Support
- CHC30121 Certificate III in Early Childhood Education and Care
- SIT30821 Certificate III in Commercial Cookery
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management

Work-based assessment involves students being placed in an Aged Care facility for a total of 120 hours for CHC33021 Certificate III in Individual Support, in an Early Childhood Education and Care

center for a total of 160 hours for CHC30121 Certificate III in Early Childhood Education and Care, in a food establishment with commercial kitchen for a total of 200 hours for SIT30821 Certificate III in Commercial Cookery, SIT40521 Certificate IV in Kitchen management and SIT50422 Diploma of Hospitality Management and in a food establishment with commercial kitchen. The placement is required to consolidate and demonstrate skills and to complete assessment requirements. The College will arrange the placement where students will be working. Whilst working in an aged care facility/Early Childhood Education and Care center/food establishment with commercial kitchen, students will be supervised by staff from the workplace and by the College staff, required to maintain a logbook that records their experience and maintain their participation at both the aged care facility/Early Childhood Education and Care center/food establishment with commercial kitchen and the College. Students should be covered by insurance for the time they spend on work-based assessment. The logbooks that students maintain whilst on work-based training form an essential part of the assessment requirements for their qualifications. Students' logbooks will be monitored regularly whilst they undertake work-based assessment. In situations where a student's logbook does not indicate completion of the required experience in the workplace the assessment requirements will not be completed and students will be directed to undertake additional work-based experience to meet the requirements.

#### **Work Placement Requirements (for students enrolled into the Individual Support course):**

- All students are required to submit a Federal Police background check before working as a carer in the Community Services sector, no older than 6 months
- An NDIS Worker Screening Check when required
- Evidence of up-to-date vaccination as required
- All students MUST wear their **Student ID** at all times during work placement, as well as the work placement uniform – White T shirt, black pants and black work shoes. Strictly no runners or thongs to be worn
- Students must be physically capable of doing general lifting and be prepared to be on their feet for long stretches of time
- Work placement schedules are flexible depending upon employers where students undergo work placement.

#### **Work Placement Requirements (for students enrolled into the Early Childhood Education and Care course):**

- All students are required to submit a Working with Children check, Federal Police background check (no older than 6 months) and evidence of up-to-date vaccination as required before working at a regulated Early Childhood Education and Care center in Australia.
- All students MUST wear their **Student ID** at all times during work placement, as well as the work placement uniform – White t shirt, black pants and black work shoes. Strictly no runners or thongs to be worn
- Work placement schedules are flexible depending upon employers where students undergo work placement.

#### **Work Placement Requirements (for students enrolled into the Commercial Cookery/ Hospitality Management course):**

- All students MUST wear their **Student ID** at all times during work placement, as well as the work place relevant uniform and work shoes. Strictly no runners or thongs to be worn.
- Work placement schedules are flexible depending upon employers where students undergo work placement.

#### ***Access to Student Records***

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date.



## Student Support, Welfare and Behavior

### **Access and Equity Policy and Procedure**

The Access and Equity Policy and Procedure is available on request. It is the responsibility of all College staff to ensure the requirements of the access and equity policy are met at all times to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education and Training (VET) and ELICOS courses.

### **Complaints and Appeals Policy and Procedures**

The College has a Complaints and Appeals Policy and Procedures to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The Complaints and Appeals Policy and Procedures includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the College. The College will make no charge to the student for its dispute resolution process or referral to the independent mediator. If the external or any external or any external complaint and appeal handling process results in a decision that support the student, the College will immediately implement any decision and/ or corrective or preventive action required and advise the student in writing of the outcome. If you have a complaint or appeal you should take the following steps:

- Contact the College to obtain a copy of the Complaints and Appeals Procedures and the Complaints and Appeals Form/ download them from the website.
- Complete the Complaints and Appeals Form/and lodge it with the College
- Follow up with the College

### **Important Contacts**

Fire, Ambulance and Police Emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counseling Services	Phone 131 114
Victoria Police Centre	311 Spencer St, Docklands VIC 3008 - Phone: 131 444
Melbourne Visa Office	808 Bourke Street, Docklands VIC 3008 - Phone: 131 881
Australian Taxation Office	Phone: 13 28 65 (for Self-help service)
Doctors	Hospitals: St Vincent's Hospital Melbourne 41 Victoria Pde, Fitzroy VIC 3065 - Phone: (03) 9231 2211  The Alfred Hospital 55 Commercial Rd, Melbourne VIC 3004 -Phone: (03) 9076 2000  The Royal Melbourne Hospital 300 Grattan St, Parkville VIC 3052 - Phone: (03) 9342 7000
Dentist	Collins Street Dental Level 2, 2 Collins St, Melbourne VIC 3000 - Phone: (03) 9000 0076
Counselors	Level 4/255 Bourke St, Melbourne VIC 3000 – Phone: 1300 543 396
Legal Services	Law Institute of Victoria Level 13/140 William St, Melbourne VIC 3000 - Phone: (03) 9607 9311
Study in Australia	<a href="https://www.studyaustralia.gov.au/">https://www.studyaustralia.gov.au/</a>
Youth Central	<a href="http://www.youthcentral.vic.gov.au/">http://www.youthcentral.vic.gov.au/</a>
Fair Work Ombudsman	<a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a>

### **Relevant Legislation**

A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

Work Health & Safety	<a href="http://www.worksafe.vic.gov.au/">http://www.worksafe.vic.gov.au/</a>
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Equal opportunity	<a href="http://www.humanrightscommission.vic.gov.au/">http://www.humanrightscommission.vic.gov.au/</a>
RTO & CRICOS registration	<a href="http://www.asqa.gov.au">http://www.asqa.gov.au</a>
Educational Services for Overseas Students (ESOS)	<a href="https://www.education.gov.au/esos-framework/resources/international-students-factsheet">https://www.education.gov.au/esos-framework/resources/international-students-factsheet</a>
Department of Home Affairs (DHA) Immigration and Citizenship	<a href="https://immi.homeaffairs.gov.au/">https://immi.homeaffairs.gov.au/</a>
Education and Training Reform Act	<a href="https://www.legislation.vic.gov.au/">https://www.legislation.vic.gov.au/</a>

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Enrolment Officer if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

## ***Student Code of Behaviour***

### **The Student Code of Behaviour requires the following rights and expectations to be respected and adhered to at all times:**

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. The right to be free from all forms of intimidation
3. The right to study in a safe, clean, orderly and cooperative environment
4. The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
5. The right to have any disputes settled in a fair and rational manner
6. (this is governed by the College's Complaints and Appeals Policy and Procedures)
7. The right to study and learn in a supportive environment without interference from others
8. The right to express and share ideas and to ask questions
9. The right to be treated with politeness and courteously at all times
10. The expectation that students will not engage in cheating or plagiarism
11. The expectation that students will submit work when required.
12. The expectation that students will maintain consistent participation by attending all required classes and assessments. The required level of participation for ELICOS students is 80% of scheduled sessions. Participation will be reviewed at the end of each study period. This requirement is a requirement under Standard 8 of the National Code 2018.
13. The expectation that students will at all times meet the requirements, terms and conditions in the Letter of Offer and Written Agreement including payment of fees by the due date

### **For non-compliance with the Code of Behaviour the following procedure for discipline will be followed:**

- A member of the College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies or delegate to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.

- Failure to attend scheduled meetings may result in the College deciding to defer, suspend or cancel a student's enrolment
- If the College intends to suspend or cancel the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to the ESOS Agency and Department of Home Affairs (DHA) via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Suspension or cancellation of your enrolment has to be reported to DHA and may affect the status of your VISA.
- At any stage of this procedure students are able to access the College Complaints and Appeals Policy and Procedures to settle any disputes that may arise.

## **Student Support Services**

The College has, by employment and contract, a person or persons with formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about academic and future progress advice, welfare matters and, ensures that these counselling services are available and accessible by students at suitable times.

The Director of Studies, ELICOS Coordinator, student support officers, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as academic and future progress counselling, studying, homework, accommodation and English language problems counseling. Students requiring special or intensive assistance must contact the Director of Studies/ ELICOS Coordinator or the student contact officer who may refer them to external support services if required. The College will not charge for support services it supplies or for referring students to external support services. Students will have to pay any fees charged by external support services that they use.

### **College Staff who provide support services to students:**

Staff Role	Name	Email
Student Contact Officer/ Student Support Officer/Student Administration Manager	Vinaya Chavan	<a href="mailto:vinaya@melbournecitycollege.edu.au">vinaya@melbournecitycollege.edu.au</a>
Student Contact Officer/ Student Support Officer	Maria Morales	<a href="mailto:maria@melbournecitycollege.edu.au">maria@melbournecitycollege.edu.au</a>
Student Contact Officer/ Student Support Officer	Wendy Morales	<a href="mailto:wendy@melbournecitycollege.edu.au">wendy@melbournecitycollege.edu.au</a>
Student Contact Officer/ Student Support Officer	Zana Aizizi	<a href="mailto:zana@melbournecitycollege.edu.au">zana@melbournecitycollege.edu.au</a>
Student Support Officer/ELICOS Coordinator – English Language Assistance/ Academic & Future Progress	Jordane Ramu	<a href="mailto:jordane@melbournecitycollege.edu.au">jordane@melbournecitycollege.edu.au</a>

The college has designated some members of its staff as the Student Contact Officers that are the official points of contact for overseas students. The Student Contact Officers have access to up-to-date details of the college's support services.

In circumstances requiring personal counselling that cannot be handled by the college's internal staff members, the Director of Studies will authorise a referral to an external counselling agency that is contracted by the college for the student at no charge to the student. One of the Student Contact

Officers will be responsible for contacting and making an appointment for the student with the external counselling agency. The Student Contact Officer, together with the Director of Studies/ ELICOS Coordinator, will ensure that the student is well supported during the process, liaise with the external agency and follow up with the student as often as necessary.

The following external agency is contracted by the college to provide services that are performed by qualified practitioners/ counsellors who are able to provide counselling to students in an intercultural context and are available and accessible by students at suitable times (during the agency's advertised hours):

Relationship Matters

Level 4/255 Bourke St, Melbourne, Vic, 3000

Ph: 1300 543 396

Website: <https://relationshipmatters.com.au/>

### ***Plagiarism/ Cheating***

Plagiarism is to copy work without acknowledging the source and is a form of cheating in study environment. Plagiarism involves using the work of another person and presenting it as one's own. Students are expected to acknowledge the intellectual property of others used in the preparation of their assessment related work.

The penalty of plagiarism/ cheating will depend on the severity of the plagiarism, whether the student is a repeat offender, whether there is evidence of deliberate deceit and whether another student has been coerced into participating in the plagiarism.

Repeated plagiarism/ cheating behaviour can result in students being expelled from the College.

## Visa Requirements

The Department of Home Affairs (DHA) Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study> link for details.

### ***Department of Home Affairs (DHA) Immigration and Citizenship***

According to the Department of Home Affairs (DHA) Immigration and Citizenship, international students must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on the DHA Immigration and Citizenship website on <https://immi.homeaffairs.gov.au/> and the Study in Australia website <https://www.studyaustralia.gov.au/>.

### ***Change of address***

Upon arriving in Australia, you are required to advise the College of your residential address, mobile number and email address and of any subsequent changes to your residential address, mobile number and email address. This is extremely important. The College may send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Home Affairs (DHA) Immigration and Citizenship website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>.

### ***Student initiated deferral or suspension of enrolment***

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College using the Deferral or Suspension Application Form that can be submitted by email. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the College will report your deferral of commencement or suspension of studies to the ESOS Agency/ DHA Immigration and Citizenship which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA Immigration and Citizenship office or phone the DHA helpline 131 881.

### ***Student cancellation of enrolment***

Students wishing to cancel the commencement of studies must apply to do so in writing to the College using the Cancellation or Release Letter Application Form that can be submitted by email. It must be supported by documentary evidence. Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the College and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the College. The student refund application form, available from the College, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The College will report your cancellation of studies to the ESOS Agency/ DHA Immigration and Citizenship which may affect the status of your visa. If you require more information as to how this

action may affect your visa status contact your local DHA Immigration and Citizenship office or phone the DHA helpline 131 881.

### ***College initiated suspension or cancellation of enrolment***

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor participation by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation. The College will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA Immigration and Citizenship office or phone the DHA Immigration and Citizenship helpline 131 881.

### ***College deferral of commencement***

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the Written Agreement between the College and the student will be triggered and the College will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the College will report its deferral of commencement to the ESOS Agency/ DHA Immigration and Citizenship which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA Immigration and Citizenship office or phone the DHA Immigration and Citizenship helpline 131 881.

### ***Full time study and participation***

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for 40 weeks each calendar year or continuous 12-month period.

Please be aware that students who have unsatisfactory academic progress will be reported to the ESOS Agency/ DHA Immigration and Citizenship. Unsatisfactory academic progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Failing more than 50% of units in two consecutive study periods or no attempt at all in doing any assessment for two consecutive study periods will be reported to the ESOS Agency/ DHA Immigration and Citizenship. ELICOS students, are required to attend at least 80% of the scheduled class hours. The College is required to monitor, review and takes intervention action when a student is in danger of not progressing satisfactorily or completing their course.

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

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

### ***Satisfactory Course Progress***

If international students do not have satisfactory course progress you will be reported to the ESOS Agency/ DHA which may lead to cancellation of your visa. Unsatisfactory academic progress is

defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. If you have been identified as not making satisfactory course progress in two consecutive compulsory study periods, and you have not made a successful appeal against this assessment, the College will report you to the ESOS Agency/ DHA Immigration and Citizenship. A study period is 10 weeks of study.

The College will monitor all students' academic progress, identify students who are "at risk" of breaching this requirement and act to assist student who are "at risk" through meetings and counseling sessions.

Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:

- fails more than 50% of units in a study period; or
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Director of Studies/delegate; or
- is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.

Failing a unit means being assessed as "Not Yet Competent" for a completed unit

All students identified as being "at risk" (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counseling interview using the appropriate student course progress warning letters.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by the teachers
- Make an appointment with the student contact officer if you are having any difficulties with your studies

### ***Satisfactory Attendance***

Therefore, the College monitors the attendance of its ELICOS courses for international students.

For its ELICOS courses, the College requires overseas students to attend at least 80 per cent of the scheduled course contact hours.

For its ELICOS Courses, the College regularly assesses the attendance of the student in accordance with the College's Attendance Monitoring Policy and Procedure.

Where the College has assessed the student as not achieving satisfactory attendance for an ELICOS course, the College will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the College's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College must notify the ESOS Agency through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

For the ELICOS courses, the College may only decide not to report a student for breaching the 80 per cent attendance requirement where:

- a. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- b. that decision is consistent with its documented attendance policies and procedures; and
- c. the College confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Failure of meeting attendance conditions will result in the following procedure:

- a. STEP ONE (90% projected attendance/ absent for more than 5 consecutive days without approval) - A student will be sent an Initial Warning Letter to come for counselling.
- b. STEP TWO (80% projected attendance) - A student will be sent a Final Warning Letter and counselled.
- c. STEP THREE (below 80% projected) - A student will be sent an Intention to Report Letter (Students may be reported to the ESOS Agency/ Department of Home Affairs (DHA)\_Immigration and citizenship )

### ***School-aged dependents***

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 17. The choice of schools includes public schools, private schools and religious schools. People over the age of 17 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, College or university that they enrol in whilst in Australia.

### ***Student transfers between Registered Providers***

Under the ESOS Framework, the College cannot enrol students seeking to transfer from another College before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the College for a Release. The six months is calculated as six calendar months from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the College administration for a copy of the Transfer Between Registered Providers Policy and Procedures and the Cancellation or Release Letter application form. The policy and procedure can also be found on the following link on the College website: <https://www.melbournecitycollege.edu.au/pdfs/transfer-between-registered-providers.pdf>

Students do not need a Release if:

- you have completed more than 6 months of your principal course
- you are a government sponsored student, and your sponsor supports a transfer
- your current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course

### ***Use of personal information***

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act 2000 (Cth) and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2019 and the National Code 2018 for International Students.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities In other instances information collected during



your enrolment can be disclosed without your consent where authorised or required by law, this includes the Australian Skills Quality Authority (ASQA) reported under the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

The Education and Training Reform Act 2006 requires the College to collect and disclose a student's personal information for a number of purposes including the allocation of a Victorian Student Number, Unique Student Identifier and updating personal information on the Victorian Student Register. You have a right to access and correct your personal information in accordance with privacy legislation and the College's Privacy Policy and Procedures. For more information in relation to how student information may be used or disclosed please access the College's Privacy Policy at: <https://www.melbournecitycollege.edu.au/pdfs/privacy.pdf>.

### ***Working in Australia***

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 48 hours per fortnight during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

# Living in Melbourne

## Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

## Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania.

Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

## Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States.

Melbourne, voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 5 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay.

The city centre features world class

- department stores
- historical architecture
- theatres, galleries and arts centres

Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

## **A Good Choice for Study**

Overseas students from different countries around the world have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognised internationally
- Australian universities, colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

## **Climate**

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn.

Below is a guide to the average daily temperatures:

Spring	September - November 12-22 degrees Celsius
Summer	December to February 28-32 degrees Celsius
Autumn	March to May 12 - 20 degrees Celsius
Winter	June to August 10 - 15 degrees Celsius

Melbourne does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

## **Festivals**

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival.

## **International sporting events:**

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket

## **Art**

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

## **Multiculturalism**

Many ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## **Language**

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

## **Religion**

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

## **Clean, safe, cosmopolitan**

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## **Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals

and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## **Food**

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## **Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## **Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost.

Mobile phones are very popular and can be purchased from a number of retailers.

## **Sports and recreation**

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

## **Entertainment**

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## **Travel**

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

## **Australia welcomes overseas students**

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

## **Study Methods**

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counseling services and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

## **Cost of Living and Money Matters**

### **Money and banks**

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

### **Credit cards**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

### **Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

### **Tipping**

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

### **Budgeting**

You should work out a budget covering accommodation, food, transport, telephone, clothing, entertainment and incidental costs. Childcare, if applicable, should also be taken into account. It is important to remember that individual circumstances will vary by location and lifestyle.

## Accommodation

The following types of accommodation are available for international students:-

1. Full Board (Homestay): AU\$300 - AU\$370 per week
2. Student house: AU\$200 - AU\$250 per week
3. Half – Board: AU\$200 - AU\$250 per week (plus expenses)
4. Leasing a House/Flat: AU\$250 - AU\$400 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the Student Support Officer.

Some useful internet sites for housing are:

<http://sha.com.au/>

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

<https://www.studyaustralia.gov.au/>

## Transport

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

## Overseas Student Health Cover (OSHC)<sup>2</sup>

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Annual rates are A\$640\* for single coverage. OSHC is also charged on a pro-rata basis for shorter courses.

## Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation.

According to the DHA, 12-month living costs are for:

- students: AUD29,710
- partners coming with you: AUD10,394
- a child coming with you: AUD4,449.

The average international student in Australia spends about \$500 per week on accommodation, food, clothing, entertainment, transport, domestic travel, telephone and incidental costs. The cost of living depends a lot on the kind of accommodation a student chooses.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$2.00	Shoes 1 pair \$70.00
Bread 1 loaf \$3.00	Jeans 1 pair \$80.00

<sup>2</sup> Rates are from NIB OSHC and current as of 24 June 2024

Apples 1 kg \$4.00	Toothpaste 140g \$3.00
Potatoes 1 kg \$3.00	Shampoo 500ml \$5.00
Beefsteak 1 kg \$25.00	T-shirt \$30.00
Eggs 1 dozen \$5.00	Hairdresser \$30.00 to \$50.00
Cereal 1kg \$5.00	Cinema ticket \$25.00
Fruit Juice 2 litres \$5.00	Public transport city and inner suburbs approximately \$11.00 for a daily fare
Rice 1 kg \$3.00	



# **The ESOS International Student Fact Sheet – International education: ensuring quality and protecting students**

## ***Australia welcomes international students***

### ***Coronavirus (COVID-19) information for international students***

International students are an important and valued part of Australia's world class education system. Those impacted by the COVID-19 pandemic can find a range of resources and support on the Department of Education [website](#).

Additional information can also be found on the [Study in Australia](#) website, the official Australian Government website for international students.

### ***Australian laws protect international students***

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here.

This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the education institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

### ***Before you begin your studies***

#### ***Choosing a course to study***

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

[CRICOS](#) is a good place to start when you want to find a course or education institution to study with.

#### ***Using an education agent***

International students **do not** have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals. In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the [Department of Home Affairs website](#).

If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

#### ***Written agreements or contracts between the student and institution***

Under Australian law, an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your education institution, you will need to refer to your written agreement. You can find out more about making complaints on page 6 of this fact sheet, [Making complaints and getting help](#).

### ***Your rights before you enrol***

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement;
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a provider default), visit the [TPS website](#) for more information;
- access complaints and appeals processes; and
- request to transfer to another education institution and have that request assessed by your education institution.

### ***Paying your tuition fees***

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can **choose** to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your education institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your education institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees, and information on how they will be paid and what refund arrangements apply.

In Australia there are also very strong protections for students' fees, which you can learn more about on **page 6** of this fact sheet under [Protecting your tuition fees](#).

### ***What happens if you can't start the course because your visa is refused?***

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the education institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the education institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

### ***What happens if you decide you don't want to start or continue the course?***

If you change your mind and do not want to start the course, you may be entitled to a refund.

If you have a written agreement with the education institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the education institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

### ***During your studies***

#### ***Support services for you in Australia***

Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you free information and advice on:

- support and welfare services available at the education institution;
- legal services;
- emergency and health services;
- facilities and resources;
- complaints and appeals processes;

- any student visa condition that relates to the course you are studying; and
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

### ***Welfare for students under 18 years of age***

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18, your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation, support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you **must** have the approval of your education institution before you do so. This is because your education institution must advise the Department of Home Affairs as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your education institution's approval, this may be reported to the Department of Home Affairs. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

Visit the Department of Home Affairs website for more information about [visa requirements](#) and [welfare arrangements](#) for students under the age of 18.

### ***Your responsibilities as an international student in Australia***

#### ***Your student visa***

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your education institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution; and
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the [Department of Home Affairs website](#), or call 131 881 on Monday – Friday from 9am to 5pm inside Australia (except public holidays).

#### ***Academic integrity and misconduct***

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your education institution what support services they can offer you.

#### ***Your consumer rights and protections***

##### ***Protecting your tuition fees***

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution; or
- receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your education institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

Visit the [TPS website](#) for more information. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

## **Working in Australia**

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the **same** entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit the [Fair Work Ombudsman website](#).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit the [Fair Work Ombudsman](#) and [Australian Human Rights Commission](#) websites.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit the [Fair Work Ombudsman website](#). You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will **not** automatically affect your student visa. You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the [Department of Home Affairs website](#).

## **Changing education institutions or courses**

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another education institution you should be aware that there are rules about what you can or cannot do.

If you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the final course of study you are undertaking), Australian law says that you can only change education institutions if:

- your original education institution can no longer provide the course you enrolled in;
- your original education institution says they will release you; or
- you have a government sponsor and that sponsor writes a letter saying they support you changing education institutions.

In other words, you will usually need your education institution's permission if you want to transfer before you have completed six months of your principal course.

Your original education institution can only provide a letter of release if:

- you have a letter from another education institution saying they have made you an enrolment offer; and
- where you are under 18, you have the support of your parent or legal guardian, or the education institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your education institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your education institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, [Making complaints and getting help](#).

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the [Department of Home Affairs website](#).

## **Making complaints and getting help**

If you have a complaint about your education institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an education institution, there are other actions you can take. You will need to find out whether your education institution is a private or government type by searching them and looking at the **Institution type** field on the [CRICOS website](#).

If your education institution is a private (non-government) organisation, you can make a complaint to the Commonwealth Ombudsman using the [online complaint form](#) on their website. If you are unable to complete the online form, you can contact them on 1300 362 072 from 10:30am to 3pm AEDT Monday to Friday inside Australia (except public holidays).

If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state/territory or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen on the [Commonwealth Ombudsman website](#).

### Questions?

If you have any questions or concerns that have not been answered in this fact sheet, you can submit an enquiry on the [Department of Education website](#).

### Find out more and connect on social media

**Study in Australia** is the official Australian Government website for international students. You can connect with it through their [website](#), [Facebook](#), [Twitter](#) or [YouTube](#).

The **Fair Work Ombudsman** gives you information and advice about your workplace rights and obligations. You can connect with it through their [website](#), [Facebook](#), [Twitter](#), [YouTube](#) or [subscribing to email updates](#).

You can find out more about the framework on the [Department of Education website](#).

## Contact details

Who?	Why?	How?
Melbourne City College Australia	For policies and procedures that affect you	<ul style="list-style-type: none"> <li>• <a href="https://www.melbournecitycollege.edu.au/">https://www.melbournecitycollege.edu.au/</a></li> </ul>
The ESOS Agency	For your ESOS rights and Responsibilities – International Students	<ul style="list-style-type: none"> <li>• <a href="https://www.education.gov.au/esos-framework">https://www.education.gov.au/esos-framework</a></li> </ul>
Department of Home Affairs (DHA) Immigration and Citizenship	For visa matters – International Students	<ul style="list-style-type: none"> <li>• <a href="https://immi.homeaffairs.gov.au/">https://immi.homeaffairs.gov.au/</a></li> <li>• Phone 131 881 in Australia</li> <li>• Contact the DHA Immigration and Citizenship office in your country.</li> </ul>
Australian Skills Quality Authority (ASQA)	For information on your Vocational education and training	<ul style="list-style-type: none"> <li>• <a href="http://www.asqa.gov.au/for-students/for-students.html">http://www.asqa.gov.au/for-students/for-students.html</a></li> </ul>
The Commonwealth Ombudsman	For information on external complaints and appeals – International Students	<ul style="list-style-type: none"> <li>• <a href="https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint">https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint</a></li> </ul>

## **Resolve a problem with your Training Provider**

As the National regulator of Australian Vocational Education and Training (VET) providers, ASQA uses a range of information sources to ensure that those providers are delivering quality training and assessment services to their students. One source of information is complaints that students report to ASQA.

When you make a complaint to ASQA, if your complaint is substantiated, the information will be used to inform how ASQA regulates that provider.

ASQA can accept certain types of complaints from both domestic (local) students and from overseas students studying in Australia on student visas.

If you're a student experiencing issues with your training provider, in most cases, the best way to resolve the issue is through your provider's complaints and appeals process.

Note: That the Australian Skills Quality Authority (ASQA) is not able to act as the Independent third party for reviewing complaints. ASQA will only consider a complaint if the student includes evidence that they have already exhausted the provider's Complaints and Appeals process.

The College supports the following external independent providers for this mediation service at no cost to the students:

### **International Students on a student Visa:**

The Commonwealth Ombudsman

Phone: 1300 362 072

Website: <https://www.ombudsman.gov.au/>

### ***National Training Complaints Hotline***

The National Training Complaints Hotline is a joint initiative between the Commonwealth, state and territory governments. Anyone with a complaint or query about the training sector now has one number to call, so they can report a complaint and have it referred to the right authority for consideration.

### **How to make a complaint**

Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73