International Student Handbook 2023

iLearn Oz Pty Ltd
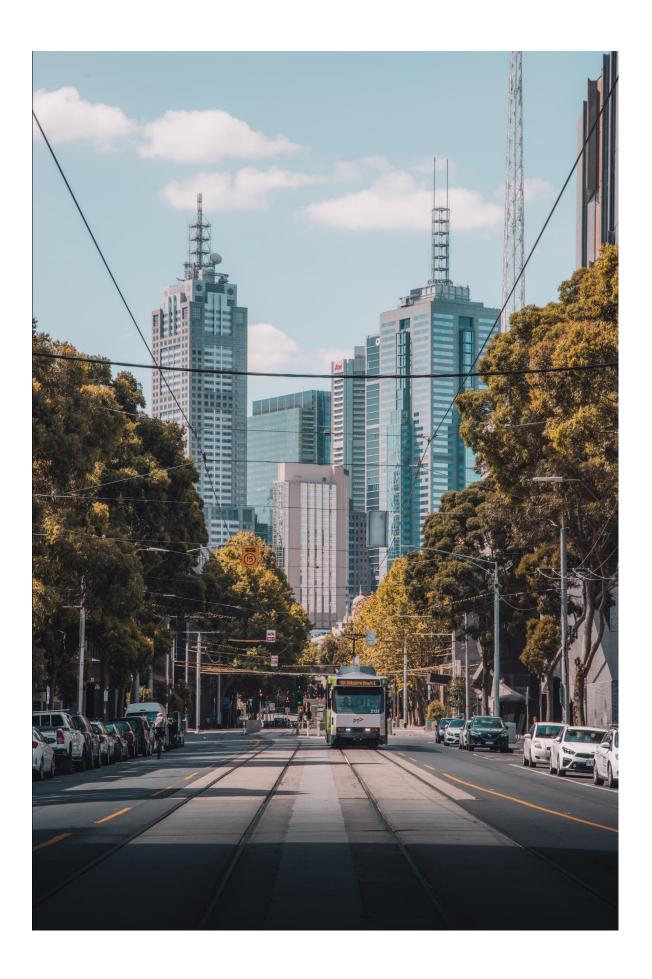RTO 52791| CRICOS 03831C
Level 5, 440 Elizabeth Street
Melbourne VIC 3000 Australia
www.ilearnoz.edu.au

TABLE OF CONTENT

WELCOME MESSAGE

Welcome to iLearn Oz and thank you for your interest in studying at iLearn Oz. iLearn Oz is a registered training provider that meets quality standards for providing training to students as set by the regulatory authorities in Australia. All course delivered by iLearn Oz are nationally recognised qualification under the Australian Qualifications Framework.

This Student Prospectus has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at iLearn Oz and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at iLearn Oz.

It is imperative that you read all the information carefully. Rest assured that the iLearn Oz and its friendly staff are here to support you in order for you to. We are committed to ensure that you make a right choice selecting your course of study and that you have the best learning experience possible.

If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

Address: Level 5, 440 Elizabeth Street, Melbourne VIC 3000 Australia
Phone: (+61 3) 9999 7401
Email: info@ilearnoz.edu.au
Website: www.ilearnoz.edu.au

We look forward to seeing you at iLearn Oz

Shanta Shrestha
Chief Executive Officer
iLearn Oz

ENROLMENT INFORMATION

This Student handbook has been developed to provide students with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at iLearn Oz and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at iLearn Oz.

Students must read this handbook carefully in full before making an application and retain for use after enrolment. Students are encouraged to contact iLearn Oz if they are unsure about any information included in this handbook or have any questions.

Students must complete the student application form and send the completed form to the iLearn Oz along with the Application fee. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.ilearnoz.edu.au/agents.

Once your completed application is received iLearn Oz will review your application and your responses to pre-training review questionnaire which aims to identify your training needs, your skills set, and relevance of the courses to student. iLearn Oz may call you for an Interview. Interview also aims to identify possible RPL opportunities, confirm oral communication skills. Through pre-training review, you will also demonstrate you have necessary skills to successfully complete the course.

Although iLearn Oz expects you will provide evidence of your literacy and numeracy skills with IELTS or equivalent test score and equivalent Year 12 certificate, to identify the level of language, literacy and numeracy skills, you will be sent iLearn Oz LLN test which you are required to complete by online. A link for test will be sent in your e-mail address to validate your identity.

iLearn Oz will also identify any Recognition of prior learning (RPL) and credit opportunities during pre-training interview. If any RPL opportunities are identified students will be provided RPL form and iLearn Oz Student Administration officer will explain the RPL process and information kit will be sent. If any RPL is approved CoE length will be adjusted according to RPL and credit transfer approved for unit of competencies.

iLearn Oz will assess completed student application forms based on the information supplied.
Students for each course will be selected in a manner that reflects access and equity principles.
Completion of the student application form does not imply that iLearn Oz will make an offer to the prospective student.

iLearn Oz will notify the outcome of your application in writing. iLearn Oz will send successful applicants an offer letter, a student agreement and a request for payment.

Student agreements must be completed in full, signed by the applicant, dated and returned to iLearn Oz.

Applicants wishing to accept the offer, the student must complete the student agreement, pay the fee requested in the letter of offer and send it to iLearn Oz. iLearn Oz will not accept the course fees without signed student agreement.

Once the completed written agreement and the fee is received (and cleared by the bank) iLearn Oz will issue a confirmation of Enrolment (COE). The COE is required for prospective students to apply for their Australian student visa.

Applicants will also be notified if they do not meet the entry requirement.

Unique Student Identifier (USI)

All students undertaking vocational education and training must hold an Unique Student Identifier (USI) and provide it to the iLearn Oz during the enrolment process. If students do not provide an USI, iLearn Oz will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. iLearn Oz Student Administration staff can assist you to obtain your USI on request.

ENTRY REQUIREMENTS FOR INTERNATIONAL STUDENTS

All international student must meet following entry requirements to study at ILearn Oz.

Age requirement

iLearn Oz will only enrol students who are over 18 years of age at commencement of their course.

Academic requirement

To enter this qualification, applicants should have successfully completed an equivalent of Australian year 12 or secondary studies in applicant's home country.

English language requirement:

International students must demonstrate English language proficiency with minimum score of:

- IELTS overall band of 5.5 (Academic), or
- TOEFL (paper based) 527, or
- TOEFL iBT (internet-based) 46, or
- PTE (Pearson Test of English) 42; or equivalent.

The test must have been taken no more than two years before you apply for iLearn Oz Courses.

Alternatively, students can provide evidence that:

a. they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States, or
b. within two years of their application, they have successfully completed a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification from the Australian Qualifications Framework in Australia.

Pre-training Review

All students must undertake a pre-training review conducted before the enrolment. Pre-training Review allows iLearn Oz to identify students training needs and their suitability into the course. Through this review, student can demonstrate that they have necessary skills to successfully complete the course. This review can by completing a questionnaire or via an interview with a designated iLearn Oz staff. The review also helps to assess oral communication skills of the student.

Language, Literacy and Numeracy test (LLN)

Prior to the commencement of the course, all students are required to undertake a language, literacy and numeracy (LLN) test mapped at Australian Core Skills Framework and required to attain score at ACSF Level 3 *(as recommended in HLT an CHC Foundation Skills Guide).*

Learning skills: 3
Reading skills: 3
Writing skills: 3
Oral communication skills: 3
Numeracy skills: 3

iLearn Oz will use online ACSF mapped LLN assessment tool to conduct a LLN test (https://llnrobot.com.au/)

If students do not meet English and LLN requirements, students will be provided with appropriate strategies to assist them with their learning including:

- Flexible scheduling and delivery of training and assessment
- Providing the student with extra language/LLN assistance during class time; or
- Advising students to enrol in a language and literacy course to develop his or her skills to an appropriate standard, eg ELICOS

Additional Requirement for Early Childhood Education and Care

Student enrolled in Early Childhood Education and Care are required to undertake Work base training (WBT) as part of their course. Prior to the start of Work-Based Training components student must be able to obtain:

a. A satisfactory and valid National Police clearance
b. A satisfactory and valid Working with Children Check

Materials and Equipment Requirement

Although iLearn Oz will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all leaners are expected to have access to a laptop or computer with the Windows 10 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All leaners are expected to have access to MS office application such as Microsoft Word, and an email platform.

COURSE INFORMATION

CHC30121 Certificate III in Early Childhood Education and Care

National Code: CHC30121
CRICOS CODE: 108578E
Tuition Fees: $12,000
Material Fee: $100
Enrollment Fee: $200

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.

Entry Requirement
Please refer to page 9.

Course Duration:
The course duration is 52 weeks which includes 44 weeks of scheduled delivery (including 120 hours of work placement) and up to 8 weeks of holidays and study breaks.

Course Structure
The students enrolled in this course are required to complete 17 units of competency to attain a qualification.

Core Units

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

CHCECE038 Observe children to inform practice
CHCECE031 Support children's health, safety and wellbeing
CHCECE030 Support inclusion and diversity
CHCECE056 Work effectively in children's education and care

<u>Elective unit</u>

BSBTR401   Promote innovation in team environments.
CHCPRP003 Reflect on and improve own professional practice

Delivery Approach

The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Student are also required to undertake a self-pace study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:

The students are required to undertake at least **160 hours of work placement** in a regulated education and care service to complete the requirements of this qualification. iLearn Oz will arrange work placement for students at an approved childcare centre and location suitable for students. Students are required to completed assessment tasks and maintain a logbook throughout the placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

CHC50121 Diploma of Early Childhood Education and Care

National Code: CHC50121
CRICOS CODE: 108579D
Tuition Fees: $12,000
Material Fee: $500
Enrollment Fee: $200

Course Description
This course provides comprehensive training for early childhood education and care services that is applicable in a broad range of work environments. This course will prepare you for a role within childcare education. They may have responsibility for supervision of volunteers or other staff.

You'll develop skills in providing activities and care to children, with an emphasis on play-based learning. You'll learn to facilitate learning and play in order to enable children to achieve developmental outcomes.

This qualification will prepare you for the roles such as Children's Services Co-ordinator, Family Day Care Co-ordinator and Early Childhood Teacher.

Entry Requirement

To enter this qualification, applicants should have successfully completed an Australia qualification CHC50121 Diploma of Early Childhood Education and Care or CHC30113 Certificate III in Early Childhood Education and Care.

Please refer to page 9 for other entry requirement.

Course Duration:
This course is delivered over a total of 52 weeks that includes 46 weeks of scheduled face to face delivery (including 280 hours of work placement) and up to 6 weeks of public holidays and terms breaks in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure
The students enrolled in this course are required to complete 15 units of competency to attain a qualification.

Core Units

CHCECE041 Maintain a safe and healthy environment for children
CHCECE047 Analyse information to inform children's learning
CHCECE050 Work in partnership with children's families
CHCECE045 Foster positive and respectful interactions and behaviour in children
CHCECE042 Foster holistic early childhood learning, development and wellbeing
CHCECE048 Plan and implement children's education and care curriculum
CHCECE044 Facilitate compliance in a children's education and care service
CHCECE049 Embed environmental responsibility in service operations
CHCECE043 Nurture creativity in children
CHCECE046 Implement strategies for the inclusion of all children
CHCPRP003 Reflect on and improve own professional practice
BSBTWK502 Manage team effectiveness

Elective units

CHCPOL003   Research and apply evidence to practice ECEC
BSBOPS502   Manage business operational plans
BSBPEF502   Develop and use emotional intelligence

Delivery Approach
The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Student are also required to undertake a self-pace study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:
The students are required to undertake at least **280 hours of work placement** in a regulated education and care service to complete the requirements of this qualification. Work placement for students at an approved childcare centre and location suitable for students. Students are required to completed assessment tasks and maintain a logbook throughout the placement.

Assessments
A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

CHC50121 Certificate III in Individual Support

National Code: CHC50121
CRICOS CODE: 108579D
Tuition Fees: $12,000
Material Fee: $100
Enrollment Fee: $200

Course Description
This course provides comprehensive training for early childhood education and care services that is applicable in a broad range of work environments. This course will prepare you for a role within childcare education. They may have responsibility for supervision of volunteers or other staff.

You'll develop skills in providing activities and care to children, with an emphasis on play-based learning. You'll learn to facilitate learning and play in order to enable children to achieve developmental outcomes.

This qualification will prepare you for the roles such as Children's Services Co-ordinator, Family Day Care Co-ordinator and Early Childhood Teacher.

Entry Requirement
Please refer to page 9 for entry requirement.

Course Duration:
This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment (and work placement) spread over 4 terms of 10 weeks each and 12 weeks of holidays. A work placement of 120 hours is also required over 3 three weeks undertaken at the end of Term 4.

Course Structure
The students enrolled in this course are required to complete 15 units of competency to attain a qualification.

<u>Core Units</u>

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
CHCPAL003	Deliver care services using a palliative approach
CHCDIS011	Contribute to ongoing skills development using a strengths-based approach
CHCDIS012	Support community participation and social inclusion
CHCDIS020	Work effectively in disability support

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

4 terms of 10 weeks each (40 weeks total), including
3 weeks for Work placement (120 hours)

Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 20 hours of classroom training per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

Work placement:

A work placement of **120 hours** is also required which students will complete at the end of Term 4. Work placement for students at an approved childcare centre and location suitable for students. Students are required to completed assessment tasks and maintain a logbook throughout the placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency-based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

CHC43015 Certificate IV in Ageing Support

National Code: CHC43015
CRICOS CODE: 102384H
Tuition Fees: $12,300
Material Fee: $100
Enrollment Fee: $200

Course Description

The Certificate IV in Aged Care will combine classroom training with on the job training by our highly qualified training staff. Students will be able to put into practice the skills that they have learnt in the classroom through placement at a registered aged care facility. Resources and equipment used to train students are to industry standards. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions. You will also be able to take advantage of work placement with leading Aged Care providers.

Your newly-developed skills will enable graduates to not only work independently, but take responsibility for the planning, facilitation and quality delivery of client-centric services – including:

- Managing compliance for Legal and Ethical requirements
- Client intervention strategy
- Leadership in Service Delivery
- Provision of Holistic and Personal care

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 44 weeks of training and assessment spread over 4 terms of 10 weeks each and 8 weeks of holidays. A work placement of 120 hours is also required which will be completed in week 11 of each term.

Course Structure

The students enrolled in this course are required to complete 18 units of competency to attain a qualification.

Core Units

CHCADV001 Facilitate the interests and rights of clients
CHCAGE001 Facilitate the empowerment of older people
CHCAGE003 Coordinate services for older people
CHCAGE004 Implement interventions with older people at risk
CHCAGE005 Provide support to people living with dementia
CHCCCS006 Facilitate individual service planning and delivery
CHCCCS011 Meet personal support needs
CHCCCS023 Support independence and wellbeing

CHCCCS025   Support relationships with carers and families
CHCDIV001   Work with diverse people
CHCLEG003   Manage legal and ethical compliance
CHCPAL001   Deliver care services using a palliative approach
CHCPRP001   Develop and maintain networks and collaborative partnerships
HLTAAP001   Recognise healthy body systems
HLTWHS002   Follow safe work practices for direct client care

Elective units

CHCAGE002   Implement falls prevention strategies
BSBLDR402   Lead effective workplace relationships
CHCCCS017   Provide loss and grief support

Delivery Approach
The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Student are also required to undertake a self-pace study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:
Students will be required to complete 120 hours of work placement. This is to be completed during Week 11 of each term at a time to suit the student and their work placement provider. Students must complete 30 hours of work placement during this time.

Work placement providers will be provided with a list of activities that students are to complete in the workplace to develop their skills. Assessment will also be conducted in the workplace by iLearn OZ trainer and assessor. Students must undergo a working with children check prior to placement which will be at the student's own cost. iLearn OZ will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed.

Trainers/assessor will visit students on their work placement at least 4 times to provide on the job training, as well as to conduct observations for assessment purposes.

Assessments
A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC43121 Certificate IV in Disability Support

National Code: CHC43121
CRICOS CODE: 113679B
Tuition Fees: $6,500
Material Fee: $100
Enrollment Fee: $200

Course Description

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

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.

Entry Requirement

As per the Training Package learners must have completed following qualification to undertake CHC43121 Certificate IV in Disability Support
Completion of: CHC33021 Certificate III in Individual Support (Disability)
OR
Completion of: CHC33015 Certificate III in Individual Support (Disability)
OR
Completion of: CHC30408 Certificate III in Disability **PLUS** the *CHCSS00125 Entry to Certificate IV in Disability Support* Skill Set.

In addition to above, please refer to page 9 for other entry requirements.

Course Duration

This qualification will be delivered over 26 weeks, including 20 weeks of training and assessment spread over 2 terms of 10 weeks each and 6 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 10 units of competency to attain a qualification.

<u>Core Units</u>

CHCCCS044	Follow established person-centred behaviour supports
CHCDIS017	Facilitate community participation and social inclusion
CHCDIS018	Facilitate ongoing skills development using a person-centred approach
CHCDIS019	Provide person-centred services to people with disability with complex needs
CHCLEG003	Manage legal and ethical compliance

| CHCMHS001 | Work with people with mental health issues |
| HLTWHS003 | Maintain work health and safety |

Elective units

CHCAGE011	Provide support to people living with dementia
CHCCOM005	Communicate and work in health or community services
CHCPAL003	Deliver care services using a palliative approach

Delivery Approach

The qualification is delivered over 26 weeks comprising of:
- 2 terms of 10 weeks each (20 weeks total).
- Holiday breaks amounting to 6 weeks (as specified in the timetable)

Students are required to attend 16 hours of classroom training per week and complete structured self-study of 4 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 240 hours and for structured self-study is 200 hours. Time scheduled for assessment is 160 hours.

Work placement

While the work placement is not mandatory of this course, some units may require an assessment to be undertaken in a work placement environment. Students will be informed of such requirement and will arrange workplace if required.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency-based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC52021 Diploma of Community Services

National Code: CHC52021
CRICOS CODE: 113680J
Tuition Fees: $24,000
Material Fee: $100
Enrollment Fee: $200

Course Description
This qualification reflects the role of community services workers involved in the delivery, management and coordination of person-centred services to individuals, groups, and communities.

At this level, workers have specialised skills in community services and work autonomously within their scope of practice under broad directions from senior management.

To achieve this qualification, the candidate must have completed at least 200 hours of work as detailed in the Assessment Requirements of units of competency.

At iLearn Oz students are required to undertake 400 hours of field placement at one or more providers to be able to register with the Australian Community Workers Association (ACWA).

Entry Requirement
Please refer to page 9 for entry requirement.

Course Duration:
This qualification will be delivered over 104 weeks, including 80 weeks of training and assessment spread over 8 terms and 24 weeks of holidays.

The qualification requires that a **work placement of 400 hours** will be completed.

Course Structure
The students enrolled in this course are required to complete 20 units of competency to attain a qualification.

<u>Core Units</u>

CHCCCS004	Assess co-existing needs
CHCCCS007	Develop and implement service programs
CHCCCS019	Recognise and respond to crisis situations
CHCCSM013	Facilitate and review case management
CHCDEV005	Analyse impacts of sociological factors on people in community work and services
CHCDFV001	Recognise and respond appropriately to domestic and family violence
CHCDIV001	Work with diverse people
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
CHCLEG003	Manage legal and ethical compliance

CHCMGT005	Facilitate workplace debriefing and support processes
CHCPRP003	Reflect on and improve own professional practice
HLTWHS003	Maintain work health and safety

Elective units

CHCADV002	Provide advocacy and representation services
CHCCOM003	Develop workplace communication strategies
CHCCSL002	Apply specialist interpersonal and counselling interview skills
CHCDIV003	Manage and promote diversity
CHCMHS005	Provide services to people with co-existing mental health and alcohol and other drugs issues
CHCPRP001	Develop and maintain networks and collaborative partnerships
CHCADV001	Facilitate the interests and rights of clients
HLTWHS004	Manage work health and safety

Delivery Approach

The qualification is delivered over 104 weeks comprising of:
- 8 terms of 10 weeks each (80 weeks total).
- 10 weeks of work placement (5 weeks of placement (200 hours each in year 1 and year 2)
- Holiday breaks amounting to 24 weeks (as specified in the timetable)

Classes are scheduled for 20 hours per week during which students are required to attend 16 hours of classroom training per week and complete structured self-study of 4 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training and assessment is 1800 hours which include 840 hours of structured training and 560 hours of assessment hours. Time scheduled for guided self-study is 320 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week amounting to 350 hours.

A work placement of 400 hours is also required.

Total delivery and assessment hours therefore amount to 1,800 hours and the volume of learning (i.e., including unsupervised learning of homework) is 2150 hours. A detail breakdown of hours is provided in the Training and Assessment Schedule.

Work placement

Students will be required to complete 400 hours of work placement which they will complete in two blocks- 200 hours in the first block at end of year 1 and then 200 hours in the second block at the end of year 2 in a schedule arrange between the students and the work placement provider. Each placement will be scheduled for 40 hours per week over 5 weeks.

Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed. Work placement providers will be provided information about clear expectations for the work placement. iLearn Oz will also ensure that agency supervisors are suitably qualified as documented in our Work placement guidelines.

Assessment will also be conducted in the workplace by the iLearn Oz trainer and assessor.

Students must undergo a police check prior to placement which will be at the student's own cost.

Trainer/assessors visit students during each work placement block. The purpose of these liaisons will be for assessment and to discuss, facilitate and evaluate the educational progress of the student and to resolve any problems which may have arisen during a placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency-based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB40520 Certificate IV in Leadership and Management

National Code: BSB40520
CRICOS CODE: 104015F
Tuition Fees: $8,800
Material Fee: $100
Enrollment Fee: $200

Course Description

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

Entry Requirement

Please refer to page 9 for other entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 12 units of competency to attain a qualification.

Core Units

BSBLDR411 Demonstrate leadership in the workplace
BSBLDR413 Lead effective workplace relationships
BSBOPS402 Coordinate business operational plans
BSBXCM401 Apply communication strategies in the workplace
BSBXTW401 Lead and facilitate a team

Elective units

BSBSTR401 Promote innovation in team environments
BSBWHS411 Implement and monitor WHS policies, procedures and programs
BSBPEF402 Develop personal work priorities
BSBOPS403 Apply business risk management processes
BSBOPS405 Organise business meetings
BSBCRT412 Articulate, present and debate ideas
BSBOPS404 Implement customer service strategies

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

- 4 terms of 10 weeks each (40 weeks total).
- Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided for structured classroom sessions is 460 hours. Time scheduled for assessment in class is 340 hours. Additional study which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

Total delivery and assessment hours therefore amount to 800 hours and the volume of learning (i.e. including unsupervised learning of homework) is 1000 hours. A detail breakdown of hours is provided in the Training and Assessment Schedule.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB50420 Diploma of Leadership and Management

National Code: BSB50420
CRICOS CODE: 104411E
Tuition Fees: $8,800
Material Fee: $100
Enrollment Fee: $200

Course Description

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

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 12 units of competency to attain a qualification.

Core Units

BSBCMM511 Communicate with influence
BSBCRT511 Develop critical thinking in others
BSBLDR523 Lead and manage effective workplace relationships
BSBOPS502 Manage business operational plans
BSBPEF502 Develop and use emotional intelligence
BSBTWK502 Manage team effectiveness

Elective units

BSBXCM501 Lead communication in the workplace
BSBLDR522 Manage people performance
BSBOPS504 Manage business risk
BSBPEF501 Manage personal and professional development

BSBTWK503 Manage meetings
BSBWHS521 Ensure a safe workplace for a work area

Delivery Approach
The qualification is delivered over 52 weeks comprising of:

- 4 terms of 10 weeks each (40 weeks total).
- Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 308 hours and for structured self-study is 240 hours. Time scheduled for assessment in class is 252 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

Assessments
A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB60420 Advanced Diploma of Leadership and Management

National Code: BSB60420
CRICOS CODE: 105541J
Tuition Fees: $8,800
Material Fee: $100
Enrollment Fee: $200

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.

Entry Requirement

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.

Please refer to page 9 for other entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 10 units of competency to attain a qualification.

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

BSBHRM614 Contribute to strategic workforce planning

BSBSTR602 Develop organisational strategies
BSBTEC601 Review organisational digital strategy
BSBFIN601 Manage organisational finances
BSBINS601 Manage knowledge and information

Delivery Approach
The qualification is delivered over 52 weeks comprising of:
- Four (4) terms of 10 weeks each (40 weeks total)
- Holiday breaks amounting to 12 weeks (as specified in the timetable)
-

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 350 hours and for structured self-study is 240 hours. Time scheduled for assessment in class is 210 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

Total delivery and assessment hours therefore amount to 800 hours and the volume of learning (i.e.including unsupervised learning of homework) is 1,000 hours. A detailed breakdown of hours is provided in the Training and Assessment Schedule.

Assessments
A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

SIT40521 Certificate IV in Kitchen Management

National Code: SIT40521
CRICOS CODE: 109579G
Tuition Fees: $24,500
Material Fee: $1000
Enrollment Fee: $200

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.

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration

This course is delivered over a total of **78 weeks** that includes:

- **60 weeks** of scheduled structured face to face delivery (6 terms of 10 weeks each) including
  - **48 Weeks** training and assessment
  - **12 weeks** of work placement (192 hours) which will be completed in Term 5 & 6.

- Up to **18 weeks** of terms breaks and public holidays in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure

The students enrolled in this course are required to complete 33 units of competency to attain a qualification.

<u>Core Units</u>

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

BSBTWK401 Build and maintain business relationships
SITHCCC038*Produce and serve food for buffets
SITHCCC040 Prepare and serve cheese
SITHCCC044*Prepare specialised food items
SITXCCS014 Provide service to customers
SITXFIN010   Prepare and monitor budgets

Delivery Approach

Students are required to attend campus for 20 hours per week spread across 3 days as timetabled and allow time for additional independent study (guided self- study) for approximately 10 hours per week. Student will be provided with a Self- Study guide to assist them in organising their self-study duration.

Simulated training kitchen

The simulated training environment is achieved by using equipment, tools, technology, workplace conditions, legislation, quality standards and approaches to work that match those currently employed in industry. ILearnOz College has an training kitchen facility room for practical training and skills demonstration for hospitality courses. The commercial kitchen environment replicates the realistic operational kitchen facility and full equipped to provide hands-on learning environment where students can see theory applied in a realistic, simulated setting.

Assessments
A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of

the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

SIT50422 Diploma of Hospitality Management

National Code: SIT50422
CRICOS CODE: 111654E
Tuition Fees: $24,500
Material Fee: $1000
Enrollment Fee: $200

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, cafes, and coffee shops. This qualification allows for multiskilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Possible job titles include:
- banquet or function manager
- bar manager
- cafe 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.

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

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration

This course is delivered over a total of **104 weeks** that includes:

- **80 weeks** of scheduled structured face to face delivery (6 terms of 10 weeks each) including – **68 Weeks** training and assessment – **12 weeks** of work placement (192 hours)

- Up to **24 weeks** of terms breaks and public holidays in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure

The students enrolled in this course are required to complete 28 units of competency to attain a qualification.

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

BSBCMM411 Make a presentation
BSBOPS502   Manage business operational plans
BSBSUS511   Develop workplace policies and procedures for sustainability
BSBTEC301   Design and produce business documents
BSBTWK401   Build and maintain business relationships
SITHCCC027 Prepare dishes using basic methods of cookery
SITHCCC035 Prepare poultry dishes
SITHCCC036 Prepare meat dishes
SITHCCC037 Prepare seafood dishes
SITHCCC040 Prepare and serve cheese
SITHCCC041 Produce cakes, pastries and breads
SITHCCC043 Work effectively as a cook
SITHKOP013 Plan cooking operations
SITHKOP015 Design and cost menus
SITHPAT016 Produce desserts
SITXFSA005 Use hygienic practices for food safety
SITXFSA008 Develop and implement a food safety program

Delivery Approach

The qualification is delivered over 104 weeks comprising of:

- 8 terms of 10 weeks each (80 weeks total)
- Work placement block completed during term 8.

- Holiday breaks amounting to 24 weeks (as specified in the timetable)

Terms are divided into blocks.

Students are required to attend 20 hours (i.e. two and a half days or 4 days with 5 hrs each) of classroom training per week except in term 6 where training and assessment will also be completed in the commercial kitchen, as well as through a work placement. iLearn Oz has a contract with a training kitchen and books time in the training kitchen according to the number of students and time required.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

TRAINING AND ASSESSMENT

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Both on the job and off the job training and assessment aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students, students or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

Mode of Study and Delivery Approach

All courses at iLearn Oz are delivered face to face in a classroom with access to simulated environment and IT lab for 20 hours a week over three days.

iLearn Oz used a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes: Class room lectures, use of simulated environment, workshops, presentations and learning management system, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.
The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Roleplay and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations
- in Moodle to support training, independent reading and research projects.
- Within assessment, students will be required to participate in simulated case studies of "Biz Op business environment and iLearn Oz LMS, study centre that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities**.**

Course Assessment and Methods

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role plays, written tests and exams.

Students will be notified in advance of the time and form of assessment. Students will be given an opportunity for reassessment for any competencies not achieved on the first attempt. To view the Assessment Policy and Procedure, please visit www.ilearnoz.edu.au/policies

Workplace documentation
Students will be informed of all documentation or standards related to the case studies prior to the assessment, and they are also listed the student assessment booklet.

Facilities and equipment
iLearn Oz has all training and assessment resources require for the course its delivers including training rooms and a dedicated simulated childcare facility on campus.

People
Assessment includes case studies, roleplay where assessor and colleague students will play role of customer and stakeholders.

Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency should meeting following rules of evidence.

Rules of Evidence
a) Validity
Evidence e.g. reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
b) Sufficiency
The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competence which mean answers to assignments, questions, reports should be elaborate and student should complete all tasks required by unit and assessment.
c) Authenticity
The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.
d) Currency
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. Which means student must provider answers, report and assignments which reflect latest information e.g. latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.ilearnoz.edu.au/policies

Re-assessment

Students will be given 2 additional attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a repeat unit fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

To view the Assessment Policy and Procedure, please visit www.ilearnoz.edu.au/policies

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student submission will be marked Satisfactory (S) or Unsatisfactory (U). After each assessment verbal and written feedback provided. Final unit results are recorded as **Competent (C)** and **Not Yet Competent (NYC)**.

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the course coordinator and/or head of department. If students are still dissatisfied, student can appeal formally and in writing to have the result reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be Issued

Qualifications gained at iLearn Oz are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full. iLearn Oz will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. It students engaged in such act for a

second time, they may be suspended or expelled from the course. All works submitted must be an accurate reflection of the Student's level of competence.

The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

Plagiarism

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

If a Student copies another Student's work and passes this of as their own then this is also a form of plagiarism and cheating.

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

For further information on what constitutes plagiarism please refer to:
http://www.plagiarism.org

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated will be deemed **Not Yet Competent**.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Disciplinary Action

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

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (ie NYC)
- be suspended from studies
- have your enrolment cancelled

To view the Plagiarism and Cheating Policy and Procedure, please visit www.ilearnoz.edu.au/policies

Credit Transfer

Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. An application for credit transfer must be lodged in writing. Application forms for credit transfers are available on our website www.ilearnoz.edu.au/policies

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency.

This may involve providing copies of your resume and/or work performance appraisals, job position descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community. Examples of other useful records include letters from employers and records of your professional development sessions.

Length of CoE will be adjusted according to any RPL granted. Student must check with department of home affairs as it may affect their visa.

An application for RPL must be lodged in writing.

Application forms for RPL are available on our website www.ilearnoz.edu.au/policies

Currency of training

iLearn Oz implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. iLearn Oz ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of iLearn Oz may seek credits to the relevant degree programs in Australian universities. iLearn Oz has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a general rule student with high marks will have the best chance of being accepted by a university.

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for iLearn Oz and must be allowable within rules defined by the training package.'

In practice, this can translate into:
- adjusting equipment or the physical environment.
- Providing specialized equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences;
- simplifying the design of job tasks

WORK-BASED TRAINING

Work-based training (WBT), also referred to as work placement or practical placement, is a mandatory requirement for completing Early Childhood Education and Care qualifications. WBT involves students working in a regulated education and care service, such as childcare centres, to demonstrate their skills and knowledge and to complete assessment requirements.

iLearn Oz will arrange practical placement for students during their course. The number of hours that a student must work is determined by the course requirement (see table below). While working at the regulated childcare centres, students will be supervised by a host staff, and the iLearn Oz assessor.

As part of the WBT, students are required to maintain a log book that records task and activities they've undertaken at the childcare centre. The log book forms an essential part of course assessment and will be monitored regularly. In situations where a student's log book

does not show completion of the required workplace experience, the student must undertake additional work-based experience to meet the assessment requirements.

All students will receive induction training at both iLearn Oz and their host workplace before commencing work-based placement. Induction at the workplace allows students to become familiar with the workplace, procedures and staff. Upon commencement of the work placement, the iLearn Oz assessor will visit the host workplace to monitor the student progress as well as to assess their competency on a regular basis.

WBT applies to the following qualifications and units:

Qualification	Number of required hours of work placement
CHC30121 Certificate III in Early Childhood Education and Care	160 hours
CHC50121 Diploma of Early Childhood Education and Care	280 hours
CHC33015 Certificate III in Individual Support	120 hours
CHC43015 Certificate IV in Ageing Support	120 Hours
CHC52021 Diploma of Community Services	400 Hours

In order to participate in the WBT at a regulated childcare centre, student must be able to obtain:
a. A satisfactory and valid National Police clearance, and
b. A satisfactory and valid Working with Children Check

For more information, please refer to Work-Based Training Policy and Procedure at www.ilearnoz.edu.au/policies.

TRAINING FACILITIES & RESOURCES

Training Location

iLearn Oz Melbourne Campus is conveniently located at Level 5, 440 Elizabeth Street, Melbourne in the heart of Melbourne's Central Business District (CBD). The campus is a short distance from Melbourne Central Train Station and the tram stop at Swanston Street.

Campus Facility

Classrooms
All training rooms are modern, fitted with air-condition and are well equipped including Projectors, Conferencing facilities and internet connection and computer.

Simulated Childcare Room

iLearn Oz has an in-house simulated childcare room for practical training and skills demonstration for childcare courses. The simulated nursery environment replicates the modern day-care (childcare) facility and full equipped training facility provides hands-on learning environment where students can see theory applied in a realistic, simulated setting.

Class times and reception hours
iLearn Oz campus is open for classes from 8.00 am-5.30 pm Monday – Sunday.
(and until 9.30 pm on Friday)
Classes will operate in three (3) shifts of 4 hours each:

- Morning shift: 8.30 am- 12.30 pm
- Afternoon shift: 1 pm- 5.00 pm
- Evening shift: 5.30 pm- 9.30 pm

Students will not be scheduled more than 8 hours class in a day.
Following will be typical schedule for classes:
Day1: 8 hours
Day2: 8 hours
Day3: 4 hours

Fully Equipped Computer labs
iLearn Oz has fully equipped computer lab for students to access internet and printing and photocopying facility.to complete their assignments or to conduct research and self-study.

Learning Resources and Equipment
iLearn Oz supplies each Student with one complete set of learning materials including Students Guide, Assessment Workbooks and Textbooks, as applicable. Material fees are payable. Recommended learning resources are also communicated to Students by trainers. Students should obtain these reference resources at their own expense.

Student Recreational Area

iLearn Oz campus has dedicated student recreational area with access to kitchen facilities where students can relax and meet with others during breaks. A lounge is provided for students which has comfortable seating with access to a kitchenette and a microwave. As the campus is located in the major thoroughfare on Landsdale Street, students have access to many cafes and restaurant within a close proximity of the campus.

Student Administration and Support Services

Student Administration Services are available for all students from Level 1 of the campus. Reception is the first point of contact for any queries.

Academic and Administration Staff

iLearn Oz employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas.

LEARNING RESOURCES AND EQUIPMENT

iLearn Oz supplies each Student with one complete set of learning materials including a Learner's Guide, Student Assessment booklet, applicable PowerPoint handout. Material fees are applicable. Recommended learning resources are also communicated to Students by trainers and are listed on the Student Assessment booklet. Students should obtain these resources at their own expense. Students must have an active email address for communication and must be contactable by phone (mobile or landline) and by mail (postal address).

All Students must have access to word processing application such as Microsoft Word and email platform, such as Microsoft Outlook and the Adobe PDF reader version 8 or higher.

Student recreational area

iLearn Oz campus has student recreational area with access to kitchenette facilities where students can relax and meet with others during breaks. Students have also access to pool table, microwave, and coffee-making facilities.

Student Administration and Support Services

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries or emergencies. Contact Shanta Shrestha on **0425 327 953** in case of emergency after hours.

Staffing

iLearn Oz employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas, and in a second language - English.

STUDENT OBLIGATIONS

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

iLearn Oz can organise your OSHC cover. Contact our Student Services. You can find out more about OSHC at www.health.gov.au or at www.study.vic.gov.au

Full Time Study

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

Attendance

International students studying VET courses are expected to attend all classes to facilitate effective learning. iLearn Oz monitors student attendance in accordance with tis Attendance Policy and requires students to attend 80% of their scheduled classes. However, students in VET courses at iLearn Oz will be reported to the Department of Home affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress).

Please refer to attendance policy at www.ilearnoz.edu.au/policies

Academic Progress

If students do not meet academic progress requirements they will be reported to Department of Home affairs (DHA) which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. One study period for iLearn Oz course is of 10 weeks (term).

A failure in more than 50% of units in one study period will trigger a review of academic progress by iLearn Oz and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

 In order to have the best chance of maintaining satisfactory progress you must:
- Attend all classroom activities, theory and practical classes
- 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 trainers
- Make an appointment with the Trainer or Student Administration Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, iLearn Oz will implement counselling procedures and an intervention strategy when trainers think the student may be at risk of not meeting the course requirements. If a student is identified as not making satisfactory course progress in a **two consecutive study period** in a course, iLearn Oz will notify the student of its intention to report the student to Department of Home affairs (DHA) for unsatisfactory progress. The provider does this through the written notice.

Please refer course progress policy at www.ilearnoz.edu.au/policies

Change of Address
Upon arriving in Australia, you are required to advise iLearn Oz of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to iLearn Oz within 7 days of the change. It is extremely important that students notify iLearn Oz of a change of address as, under Section 20 of the ESOS Act 2000, iLearn Oz is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. iLearn Oz may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at iLearn Oz. Additional information on student visa issues is available on the DHA web site at Department of Home Affairs www.homeaffairs.gov.au

IMPORTANT INFORMATION

Work while you study

Australian Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 40 hours per fortnight during iLearn Oz's study periods and work 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.

For more information, please visit www.studyinaustralia.gov.au/english/livein-australia/working/work-while-you-study

Change of Institution or Course

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

iLearn Oz will **grant** student transfer requests and will provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in one of the following circumstances, provided the student has no outstanding fees owing to iLearn Oz:

a. the student wishes to access support services that the other provider has and iLearn Oz is unable to provide

b. the student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider

c. the student is not coping in their course, despite fully participating in intervention activities instigated by the Institute (see Monitoring Course Progress policy available at www.ilearnoz.edu.au/policies)

d. the course of study is not consistent with what was specified in the student's acceptance agreement and the offer letter

e. the student can provide evidence that the student was misled by iLearn Oz or by one of its education agents regarding iLearn Oz or its course and the course is therefore unsuitable to their needs and/or study objectives

f. the student is able to demonstrate compassionate or compelling circumstances exist in line with the Institute's compassionate and compelling circumstances policy, which necessitate transfer to another provider

g. iLearn Oz ceases to be registered or the course in which the student is enrolled ceases to be registered

h. iLearn Oz has a sanction imposed on its registration by its regulator Australian Skills Quality Authority (ASQA) that prevents the student from continuing study in his or her principal course

i. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

j. the student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the Institute's compassionate and compelling circumstances policy

k. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

iLearn Oz **will not grant** student transfer requests and will not provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in any of the following circumstances:

a. The student has not provided a valid offer letter from their prospective CRICOS provider

b. iLearn Oz believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in clause 3.2 (c, d, e, i and j) of this policy

c. The student has changed their mind about what program he/she wishes to study and has not discussed the issue with iLearn Oz's Student Administration

d. The student is experiencing welfare issues but has not discussed the issues with iLearn Oz's Student Administration

e. The student is experiencing academic progress or attendance issues but has not discussed the issues with the Student Administration

f. iLearn Oz reasonably believes that the student is attempting to avoid being reported to Department of Home Affairs (DHA) for failure to meet attendance or course progress requirements

g. the student has been issued with two or more unsatisfactory attendance or course progress letters in the specific term

h. the course for which the student is intending to study at another provider is similar to or the same as the student's current course of study and no other compassionate or compelling circumstances exist

i. the student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer

j. the student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with the Student Administration

If students wish to apply for a permission to transfer to another provider, they will need to complete a written Application to Withdraw Form available from iLearn Oz. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application. There is no cost attached to applying for a release; however, students will need to contact Department of Home Affairs (DHA) to seek advice on whether a new visa is required if release is granted.

All applications will be assessed on the basis of iLearn Oz's Conditions of Enrolment, the Fee Payment and Refund Policy, and the Transfer between Providers Policy, available

at www.ilearnoz.edu.au/policies or at the reception.

Deferred or Suspended Studies

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 or suspend the commencement of studies must apply to do so in writing to iLearn Oz.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:
- Personal illness (e.g. a hospital procedure)
- Bereavement (death of an immediate member of family)
- Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact iLearn Oz and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

iLearn Oz may decide to suspend or cancel a student's enrolment on its own initiative as a response to:
a. Non-Payment of outstanding fees required to undertake or continue the course as stated in the student acceptance agreement
b. Student misbehaviour where it constitutes a breach of iLearn Oz's Student Code of Conduct
c. Student breaches course progress or attendance requirements in accordance with the iLearn Oz's Monitoring Course Progression Policy and Student Attendance Policy

iLearn Oz may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home affairs (DHA) by iLearn Oz and this may affect the status of a student visa.

Please refer to our Deferral, Suspension and Cancellation Policy at www.ilearnoz.edu.au/policies   for details.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals iLearn Oz's property or the

property of others; alters/defaces iLearn Oz documents or records; prejudices the good name of iLearn Oz, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;

- prejudices the good name or reputation of the iLearn Oz;

- prejudices the good order and governance of the iLearn Oz or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the iLearn Oz;

- fails to comply with conditions agreed in the contract;

- wilfully disobeys or disregards any lawful order or direction from iLearn Oz personnel;

- refuses to identify him or herself when lawfully asked to do so by an officer of the iLearn Oz;

- fails to comply with any penalty imposed for breach of discipline;

- misbehaves in a class, meeting or other activity under the control or supervision of the iLearn Oz, or on iLearn Oz premises or other premises to which the student has access as a student of the iLearn Oz;

- obstructs any member of staff in the performance of their duties;

- acts dishonestly in relation to admission to the iLearn Oz;

- knowingly makes any false or misleading representation about things that concern the student as a student of the iLearn Oz or breaches any of iLearn Oz rules;

- alters any documents or records;

- harasses or intimidates another student, a member of staff, a visitor to the iLearn Oz, or any other person while the student is engaged in study or other activity as a college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;

- breaches any confidence of the iLearn Oz;

- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the iLearn Oz premises while acting as iLearn Oz student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

- steals, destroys or damages a facility or property of the iLearn Oz or for which the iLearn Oz is responsible; or

- Is guilty of any improper conduct.

- fails to reconcile tuition fees (non-payment of fees)

- Engages in cheating or plagiarism

iLearn Oz will issue the student with a written warning before taking any actions.

iLearn Oz will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made by iLearn Oz to defer, suspend or cancel their studies and have 20 working days to access iLearn Oz's complaints and appeals process prior to iLearn Oz taking action to suspend or cancel the student's enrolment. If a student accesses iLearn Oz's internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of iLearn Oz apply.

Student complaints and appeals

iLearn Oz has a Student Complaints and Appeal Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing iLearn Oz's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the internal appeal outcome, the student may request mediation through the Overseas Student Ombudsman.

iLearn Oz complaints and appeal process doesn't take away Student's right as consumer and they can seek external assistance.

Please refer to complaints and appeal policy at www.ilearnoz.edu.au/policies

Provider default on delivery of qualification

In the unlikely event that iLearn Oz is unable to deliver your course in full, you will be offered a refund of all fees paid to date. 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 iLearn Oz at no extra cost. You have the right to choose whether you would prefer a full refund, 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 iLearn Oz is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at www.ilearnoz.edu.au/policies

School-aged dependents

There are requirements for compulsory school attendance for dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 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 at any school, iLearn Oz or university in which they enrol while in Australia.

Access and equity policy

iLearn Oz Code of Practice includes an Access and Equity policy. It is the responsibility of all iLearn Oz staff to ensure the requirements of the Access and Equity policy are met at all times. You can review the policy at www.ilearnoz.edu.au/policies

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding study experience and has put in place laws which promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

iLearn Oz is governed by the ESOS Framework and is committed to fulfil its obligations under the act. For full description of ESOS Framework refer to: https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Relevant legislations

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

- The Victorian Equal Opportunity & Human Rights Commission www.humanrightscommission.vic.gov.au/index.php/the-workplace
- Equal Opportunity Victoria https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 www.ilearnoz.edu.au/esos-framework
- Department of Home Affairs www.homeaffairs.gov.au
- Education and Training Reform Act www.education.vic.gov.au/about/department/legislation/Pages/act2006.aspx
- National Quality Framework https://www.acecqa.gov.au/nqf/about

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

PRIVACY STATEMENT

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where iLearn Oz is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at iLearn Oz.

Under the Data Provision Requirements 2012, iLearn Oz required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained during enrolment, USI and your training activity data) may be used or disclosed by iLearn Oz for statistical, regulatory and research purposes. iLearn Oz may disclose your personal information for these purposes to third parties, including:

*   Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
*   NCVER;
*   Organisations conducting student surveys; and
*   Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

*   Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
*   facilitating statistics and research relating to education, including surveys;
*   understanding how the VET market operates, for policy, workforce planning and consumer information; and
*   administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

iLearn Oz also collects student information for various marketing purposes. iLearn Oz will always seek consent from the student before gathering and using such information and students always have a right to decline such requests. Your enrolment form contains a statement regarding Media Consent. You can review the iLearn Oz Privacy Policy and Procedure at www.ilearnoz.edu.au/policies

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. Please refer iLearn Oz privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: https://www.oaic.gov.au/

FEES AND PAYMENT

Payment of Fees

a. Students must pay fees in advance at all times. Fees for the course, including Tuition Fees, Material Fees, OSHC as well as payment terms are stipulated in this student acceptance agreement.

b. Students are not required to pay more than an initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, Students have a choice to pay more than 50% of the tuition fees or the full course fees upfront if you wish to.

c. If enrolled in more than one course, Students must pay the required deposit for each course (as specified in the Offer Letter and Student Agreement).

d. All other Fees and Charges related to each course is stipulated in the specific program's Course Information Sheet on the Prospectus and the Schedule of fees section in this agreement and on the iLearn Oz website www.ilearnoz.edu.au/fees. The cost of Other Fees and Charges are subject to change at the discretion of iLearn Oz.

e. A penalty of $10 per day applies for late payment of required fees.

f. iLearn Oz reserves the right to withhold the granting of an Award attained by a student, if student fees remain outstanding.

g. If you are unable to satisfactorily complete an assessment task in line with iLearn Oz's Student Assessment policy, there will be fees charged for the subsequent Reassessment. The cost of reassessment of each assessment task is $50. Where a student is required to repeat the unit, the cost to repeat a unit of competency is $400.

h. Student must not pay any fees payable to iLearn Oz to any third party, including education agents without notifying to iLearn Oz before making a payment. iLearn Oz will not be responsible for any fees paid by student to such third party and ensuing refunds.

Schedule of Fees

The table below lists a Schedule of Fees charged by iLearn Oz to students where applicable.

Fee type	Amount*
Enrolment fee (not refundable)	A$200
Course Fee	Refer to Course Detail page in this prospectus
Material Fee	Refer to Course Detail page in this prospectus
Unit Repeat Fee	A$400
Re-assessment Fee	A$50
Administration Fee	A$150
Late Payment Fee	$10 per day
Bank Transfer Fee	A$30
Airport meeting	A$100
Accommodation Placement fee	A$100
Referral to external professional services	Nil

Fees are subject to change without notice. Please contact student administration for updated fees and charges.

FEES REFUND

iLearn Oz's refund policy outlines the refund policy and procedure in accordance with tithe the requirements Standard 3 of the National Code 2018 and the VET Quality Framework. This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- iLearn Oz defaults (Provider default)
- The Student defaults (Student default)

1. Provider (iLearn Oz) Default:

iLearn Oz will be considered to have defaulted when:

- The course the student has enrolled in does not start on the agreed starting day; or
- The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
- The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on iLearn Oz
- There is a change of iLearn Oz's legal entity and as a result, a corresponding change to the iLearn Oz's RTO/CRICOS registration
- In the case, where iLearn Oz defaults, the iLearn Oz will advise affected students in writing of the default within 3 working days of the default taking place.
- Within 10 working days of the default taking place, the iLearn Oz will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the iLearn Oz will give the student a statement explaining how the unused prepaid tuition fees have been calculated.
- Where students choose to accept placement in a suitable alternative registered course, iLearn Oz will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.
- Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa
- iLearn Oz's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.
- iLearn Oz will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.
- In the event that iLearn Oz is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are

advised to contact the Department of Home Affairs (DHA) for implications to their student visa.

2. Student (You) Default:

A student will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to iLearn Oz for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the iLearn Oz due to serious misconduct

In the case of student default, no refunds will be made. iLearn Oz reserves the right to claim any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – verified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Visa Refusal

a. If a student visa application or visa renewal is refused by the Australian Government, a full refund of tuition fees, less administration fees, will be made. The refund administration fee is $500 or 5% of the total paid tuition fees, whichever is lesser. iLearn Oz will process the refund within 28 days (20 working days) from the day the student visa is refused by the Department of Home Affairs.

b. If the student is an international student who is currently in Australia and has their student visa application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements; iLearn Oz will calculate and refund the unspent portion of tuition fees paid to date (that is, the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred).

c. iLearn Oz must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

d. No refunds will be granted where:

   1. an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or

2. the student was refused a student visa, and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

    i. the student's failure to start the course at the location on the agreed starting day;

    ii. the student's withdrawal from the course at that location;

    iii. the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Refund Situation	Applicable Refund
Provider default	Full refund of unused prepaid tuition fees (less Administration Fee)
Student default	No refund
Visa refused (prospective overseas students)	Full refund of prepaid tuition fees (less Refund Administration fees of $500 or 5% of the total paid tuition fees, whichever is lesser).
Visa extension is refused (continuing onshore overseas student)	Full refund of unused prepaid tuition fees (Less Refund Administration fees of $500 or 5% of the total paid course fees, whichever is lesser).
Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees
Student withdraws after agreed starting day	No refund
Visa cancelled due to the actions of the student (overseas students only)	No refund
Expulsion from the college due to breach of college rules or misconduct	No refund
Application Fees, Material Fees and all other fees stipulated in the Fees and Charges schedule	No Refund (except in case of visa refusal)

Refunds granted may incur an education agent's fee, except in the case of visa refusal.

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify the iLearn Oz of his/her intentions, the iLearn Oz may cancel the student's enrolment after 14 days. Refunds will

be calculated in accordance with the above Refund Table and the Refund Policy. The cancelling of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit an Application to Defer Studies form in line with the iLearn Oz's Student Deferment, Suspension and Cancellation Policy.
- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- iLearn Oz is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the iLearn Oz's Student Deferment, Suspension and Cancellation Policy

Refund Process

a. Student must complete a *Refund Application form* to request for a refund.
b. Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
c. All applications will be considered by the Chief Executive Officer within 10 working days of the completed application being submitted.
d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
e. Application approved and refund processed.
f. Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
g. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. iLearn Oz with also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
h. Until the application has been assessed and a decision reached, students must continue to attend schedules classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the iLearn Oz's attendance and course progress policies
i. If the application for refund is successful, iLearn Oz will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.
j. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
k. This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student Rights to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- iLearn Oz 's appeals process does not circumscribe the students right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the Institute's Complaints and Appeals Procedure should they wish to appeal to any decision made by iLearn Oz.

STUDENT SUPPORT SERVICES

A Student Support Officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.

Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at iLearn Oz. It also provides an introduction to studying at iLearn Oz, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and iLearn Oz staff.

Arrival and Accommodation Assistance

The Student Welcome Desk at Melbourne airport, run by the government, is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit www.studymelbourne.vic.gov.au. Alternatively, iLearn Oz can arrangement airport pick and temporary accommodation for a minimal cost.

Student Support Services Staff

At iLearn Oz all academic and non-academic staff act as student support officer in their areas of expertise. However, iLearn Oz will also have at least one dedicated Student Support Officer on campus all the time to assist our students. Learn Oz will ensure that the number of student support staff are proportionate to the number of student enrolment. iLearn Oz will review the adequacy of Student Support Officer numbers at the beginning of each term to ensure that they are able to identify if additional dedicated student support staff are needed to be recruited to service the students.

Student Administration officer:
Responsible for all admissions and enrolment related issues specific course related queries.

Student Support Officers:
Provide academic and non-academic counselling to Students and handle course related queries.

Student Welfare Officer:
services like counselling, information and advice on safety, legal Rights, workplace Rights, Health & Welfare Issues and Mental Health Support, referral to external medical professionals and specialists.

Floor Warden
Responsible for providing instruction for evacuation in case if fire

First Aid Officer:

Responsible for rendering first aid in case of emergency

Trainers and Assessors:
Responsible for all specific course related queries and assessment issues and course counselling.

Reception
Our reception is open to assist Students from 8.00am to 5:30pm Monday to Sunday (and until 9.30 on Friday)

The table below outlines the list of staff to provide student support service. This list will be update on regular basis for currency.

Support Area	Position/Role	Primary Contact	Phone Number
Afterhours emergency Critical Incident Admissions and Enrolment Overseas Student Health Cover Visa Issues Enrolments Re-enrolment Change of Address Certificates, Record of Results and Statements of Attainment Graduation	PEO RTO Manager Student Administration Officer Marketing Officer	Shanta Shrestha Tara Gaire	0425 327 953 0433 175 232
Academic Issues Academic Intervention Classroom Issues Credit Transfer/ Recognition of Prior Learning Timetabling Reassessments Work placement Issues	RTO Manager Training Coordinator Trainer/Assessor	Tara Gaire Roslina Maharjan	03 9999 7401
Airport Pickup Accommodation Issues Orientation	RTO Manager Student Administration Officer	Tara Gaire	03 9999 7401
Bank Account Assistance Career/Job Counselling Access to Policies and Procedures Complaints and Appeals Deferment, Suspension or Cancellation Applications	Student Support Officer	Annie Bhutiya	

Support Area	Position/Role	Primary Contact	Phone Number
Transfer of College			
Change of course			
Refund Applications			
Change of Address			
Cultural Adjustment			
English Language Support			
Finance/Fees Issues			
Settlement Issues			
Privacy matters			
Critical Incident			
Extra-curricular activities			
Any other matters			
Counselling	Welfare Officer		
Safety Advice			
Legal Rights			
Workplace Rights			
Health & Welfare Issues			
Mental Health Support			
Referral to external medical professionals and specialists			
Personal Files and Documentation	RTO Manager Training Coordinator	Tara Gaire	03 9999 7401
Student ID Cards/ SMS Login	Student Administration Officer		
Fees payment	Reception		
Emergency Fire Evacuation	Designated Fire Warden	Check notice board	
First Aid (First aid box is located in Student Admin Office)	First Aid Officer (onsite)	Check notice board	

Student and Study Support

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our staff members, so that we can assist you. External counselling will be available for Students seeking further assistance. Student support and referral by iLearn Oz is provided free of cost to students. Students are however informed that fees may be charged by professionals or service providers for their service. Please refer to iLearn Oz Student Support Services policy and procedures available at www.ilearnoz.edu.au/policies for details.

We carefully monitor course progress to ensure Students do not fall behind course requirements, because we want our Students to succeed. Please refer to Monitoring Student Course Progress Policy at www.ilearnoz.edu.au/policies for details.

Where a Student has been identified as not attending consecutive classes and has not satisfactorily completed assessments (and are being deemed Not Yet Competent), they will be contacted for support needs or any barriers to learning and meetings will be conducted where necessary. Intervention strategies are then put in place to assist Students to achieve the study goal they initially set out to attain. If you are having any difficulties, we ask that you contact student services at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception and our staff or your trainer will assist where they can or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Assistance when applying for credit transfer and RPL
- Language, Literacy and Numeracy (LLN) support
- Course progress and attendance
- Complaints and appeals
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- health services
- Education and career counselling
- Stress management
- Access and equity issues
- Any other issues

Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line. Open: Monday-Friday 9:00am to 5:00pm, 599 Little Bourke St, Melbourne, 1800 056 449

Critical Incidents

iLearn Oz has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. The Critical Incident Policy and Procedure is available at our website www.ilearnoz.edu.au/policies

Please contact our Critical Incident Officer, **Shanta Shrestha** from 8:30 am to 5:30 pm on (+613) 9999 7401 or call 0425 364 345 for after hour emergencies.

Student Safety

iLearn Oz provide safe workplace and study environment to its staff and students.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Melbourne CBD area where the main campus is located. Information will include the contact numbers for emergency services and a contact details of designated staff member.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed.

The Work, Health and Safety Policy and Procedure is available at our website www.ilearnoz.edu.au/policies

Some important information on staying safe in Australia are available from the following website:
https://www.studymelbourne.vic.gov.au/help-and-support/some-tips-for-staying-safe

HELPFUL CONTACTS NUMBERS

In case of Fire, ambulance, police (life-threatening emergencies): Ring **000**

Study Melbourne Student Centre (SMSC)   1800 056 449

Hospitals and Medical Issues:
- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111

Solicitors/ Lawyer:
- The Institute of Arbitrators & Mediators Australia: Freecall 1800 651 650
- Victoria Legal Aid: www.legalaid.vic.gov.au
- Study in Australia: www.studyinaustralia.gov.au
- Youth Central: www.youthcentral.vic.gov.au

Places of Worship
- Churches: www.australianchurches.net
- Mosques: www.living-in-melbourne.com/muslims-mosques-in-melbourne.html
- Temples Australia: www.hinducouncil.com.au

Other Support Services
The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Abortion & Grief Counselling	1300 363 550
Aidsline	1800 133 392
Alcohol & Drug Information	1300 368 186
Child Protection	1800 688 009
Children'S Help Line	1800 55 1800
Coroner'S Office	1300 309 519
Crisis Accommodation Information (Homelessness Help Services):	1800 627 727
Crisis Pregnancy	1800 650 840
Drug And Alcohol Service	1800 888 236
Domestic Violence 24X7	1800 811
Emergency Animal Disease	1800 675 888
Funeral Advice	1300 888 188
Gamblers Anonymous	1800 002 210
Griefline (Telephone Counselling Service) (12 Noon - 3 Am, 7 Days A Week)	1300 845 745

Lifeline 24 Hours	131 114
Mensline Australia	1300 78 99 78
National Translating And Interpreting Service	131 450
Poisons Information Centre	131 126
Qlife LGBTI Community Services	1800 184 527
Quit Line	131 848
Rape Crisis	1800 424 017
Sexual Health	1800 451 624
Suicide Helpline	13 11 14
The Gambling Help Line	1800 858 858
Women's Domestic Violence Crisis	1800 015 188 or (03) 9322 3555
Youth Emergency Services	1800 641 792

COMPLAINTS AND APPEALS PROCEDURE

Policy

The iLearn Oz's Complaints and Appeal Policy and Procedures is designed to ensure that the Institute responds effectively and efficiently to student complaint and dissatisfaction in during the course of study in accordance with Standard 10 of The National Code 2018 and the Standards for the Registered Training Organisations (RTOs) 2015.

This policy outlines a mechanism to ensure students and prospective students can have their dissatisfaction regarding any academic or non-academic matters addressed appropriately in a timely, fairness and confidential manner.

Students who are dissatisfied with decisions made by the Institute will be able to access the iLearn Oz's internal and external appeal processes.

When a student initiates iLearn Oz's complaint and appeal process, the student's enrolment will be maintained until the full internal complaint and appeal process, including the internal and external appeal process, has been completed. Once the appeal process has been completed, Institute will undertake necessary actions depending on the outcome of the appeal process, within 10 working days of the process being finalised. Where Institute considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

iLearn Oz will provide the Student with a written statement of the outcome of the complaint or appeal process, including detailed reasons for the outcome.

Policy Guidelines

1.0 A complaint is defined as a dissatisfaction with a treatment or service made by:

    1.1 iLearn Oz, its trainers, assessors or other staff

    1.2 A third party providing services on Institute's behalf (including, the third party organization itself, their trainers, assessors or other staff)

    1.3 Another learner of Institute

Examples of complaint include, but are not limited to:

    a) Unfair treatment conducted by any party identified in point 1.0 of this policy

    b) State of classroom facilities, equipment or resources of iLearn Oz or third party organisations providing services on Institute's behalf

    c) Time taken to receive feedback on academic results

    d) Time taken to access any service provided by Institute or a third party organization providing services on Institute's behalf

    e) Any interaction conducted by a party identified in point 1.0 of this policy

2.0 An appeal is defined as a dissatisfaction with a decision made by iLearn Oz, or a third party

providing services on Institute's behalf. Examples of appeal include, but are not limited to, a review of:

    a) A decision, including an assessment decision made by iLearn Oz assessor or assessor of a third party providing services on Institute's behalf

    b) Institute's intention to report a student for non-compliance of a visa condition

    c) Institute's decision to not provide a student refund

    d) Institute's decision to not approve a transfer request

    e) Institute's decision to not accept an enrolment

    f) Institute's decision to not approve a suspension of studies, deferment or cancellation request

Note that grounds for internal appeal generally fall in to, but are not limited to, one of the following categories:

    a) New evidence being received by the Institute, which was not reasonably available at the time that Institute or a third party providing services on Institute's behalf, made its decision

    b) Procedural irregularity by Institute or a third party providing services on Institute's behalf

    c) Other (compassionate or compelling circumstances)

3.0 Internal Complaint and Appeal

3.1   There is no cost involved to students in accessing iLearn Oz's internal complaint and appeal process

3.2   All parties directly involved in the internal complaint and appeal process may be accompanied and assisted by a support person at any relevant meeting

3.3   Complaint and Appeal applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine Institute's investigative activities and will form the basis of Institute's decision

3.4   Should a student not make an internal appeal within 20 working days of the initial decision made by Institute or a third party providing on Institute's behalf, the initial decision will be maintained and the Institute or third party acting on Institute's behalf will act on the decision

3.5   Within 5 working days of the complete complaint/appeal (including supporting evidence) being received, the student lodging a complaint or appeal will receive an acknowledgement of a receipt of a complaint or appeal.

3.6   iLearn Oz will maintain the students' enrolment while the complaint and appeal process is ongoing, and will not act on the initial decision until the appeal process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

3.7   All students that access Institute's complaint and appeal process will be provided with written notification of the outcome, including reasons for the outcome, within 10 working days of the complete complaint/appeal being received.

3.8   Where the complaint or appeal process results in a decision that supports the

student, Institute or a third party acting on Institute's behalf, will complete any corrective actions within 10 working days from the decision

3.9 Where the complaint or appeal process results in a decision that is not in favour of the student, the student may choose to access Institute's external appeal process within 10 working days of the internal appeal outcome

3.10 Institute will assist all students with the external appeal process and will provide the student with written acknowledgement that the external appeal process has been activated upon advice from the student

3.11 All records of the complaint and appeal process will be filed in the students file

4.0 External Complaint and Appeal

4.1 Students who are dissatisfied with the outcome of iLearn Oz's internal complaint and appeal process, have the right to access Institute's external appeal process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, iLearn Oz's initial decision will be maintained and the Institute will act on the initial decision.

- iLearn Oz's external appeal reviewer for International Students is Overseas Students Ombudsmen (OSO)

  website: http://www.ombudsman.gov.au/about/overseas-students

4.2 The external review is provided at minimum cost to students that wish to access it. For international students, Overseas Students Ombudsmen service is free.

4.3 iLearn Oz will maintain the students' enrolment while the complaint and appeal process is ongoing, and will not act on the initial decision until the appeal process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

4.4 In most cases, the purpose of the external appeal process is to consider whether iLearn Oz's, or a third party providing services on its behalf, has followed its policies and procedures, not to make a decision in place of the Institute

4.5 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:

▪ The National Training Complaint Hotline 13 38 73

▪ Australian Skills Quality Authority (ASQA) http://www.asqa.gov.au/complaint/make-a-complaintother-stakeholders/making-a-complaint---other-stakeholders.html (complaint about information provided by RTO's, the quality of delivery and assessment and qualifications issued or yet to be issued only)

▪ Department of Fair Trading (http://www.fairtrading.nsw.gov.au)

▪ Administrative Appeal Tribunal (http://www.aat.gov.au)

4.6 Where the external complaint or appeal process results in a decision that supports the student, Institute will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days

4.7 Where the external complaint or appeal process maintains Institute's or a third party providing services on Institute's behalf initial decision, the Institute will implement the actions as stated in the initial decision

4.8 All records of the complaint and appeal process will be filed in the relevant students' file

4.9 Students not satisfied with Institute's complaint and appeal process can contact the Department of Education & Training via https://www.education.gov.au/contact-department or phone **1300 566 046**

5.0 Complaint and Appeal Process

Where possible Student Services will initially attempt to resolve student's complaints informally through discussions and general mediation in relation to the student's grievance. The formal a complaint or appeal process will follow if the student is not satisfied with outcome of the informal attempt.

Informal Stage (Complaint only):

Student advises Student Services and attempts to solve the problem informally with the relevant party identified in clause 1.0 of this policy.

- If the student is **satisfied** with the outcome, no further action is needed.
- If the student is **not satisfied** with the outcome, progress to formal complaints process (step 1).

STEP 1 – Complaint and Appeal (Internal):

Student completes a Complaint Form or an Appeal Form with supporting documentation and lodges it with the Student Administration. For an appeal, the application must be within 20 working days of the initial decision being made by Institute or third party providing services on its behalf.

The Student Administration Officer:

a. Reviews the case and provides written advice of receiving the complaint/appeal within 5 working days of receiving the complete student submission
b. Schedules a meeting with the relevant parties involved
c. Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission
   - If the student is satisfied with the outcome, no further action is needed.
   - If the student is not satisfied with the outcome, progress to step 2.

STEP 2 – Complaint and Appeal (External):

Within 10 working days of receiving the outcome, the student makes an external appeal to Overseas Students Ombudsmen (International Students) and completes and submits the iLearn Oz's External Appeal Form to the Student Administration Officer.

The Student Administration:

a) Provides ongoing assistance to the student in accessing the Institute's external appeal process
b) Provides written advice acknowledging the student's external complaint/appeal within 5 working days

c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within 10 working days of receiving notification from RI or Overseas Students Ombudsmen (OSO)

OSO will review the appeal and inform Institute and the student of the outcome.

Note that in most cases, the purpose of the external appeal process will be to consider whether Institute or a third party providing services on Institute's behalf has followed its policies and procedures, not to make a decision in place of Institute. RI and OSO decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaint or appeal process with OSO results in a decision that supports the student, Institute will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days.

Where the external complaint or appeal process with OSO, maintains Institute's or a third party providing services on Institute's behalf's initial decision, the Institute will implement the actions as stated in the initial decision

Contact details for lodging External Appeal:
International students lodging an external appeal with should vist OSO website
http://www.ombudsman.gov.au/about/overseas-students or contact the OSO
on 1300 362 072.

Related Documents
- Complaint Form
- Internal Appeal Form
- External Appeal Form
- Internal Appeal Acknowledgement Letter
- Internal Appeal Outcome Letter
- External Appeal Acknowledgement Letter
- External Appeal Outcome Letter
- Complaint Register
- Appeal Register

Related Policies
- Student Entry Requirements, Selection, Enrolment and Orientation Policy
- Student Deferment, Suspension and Cancellation Policy
- Transfer between Providers Policy
- Student Refund Policy
- Student Attendance Policy
- Student Course Progress Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines Policy

MONITORING STUDENT COURSE PROGRESS

Policy

The Monitoring Student Course Progress Policy outlines a process to monitor the progress of overseas students to ensure that they progress through their study and complete the course within the expected course duration.

iLearn Oz systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counseling students at risk of not meeting course requirements.

In addition, the Institute continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and, only allow course duration extensions in certain limited circumstances.

Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

iLearn Oz also students can access student support services in academic and non-academic matters, particularly by students who are deemed to be 'at risk' or 'in need'.

1. Definitions

At Risk Student: When a student has achieved 1 Not Yet Competent out of 2 delivered units or at any point throughout the Term as identified by their Trainer

Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit

Intervention Strategy: Support and guidance that is provided to the student by ILearn Oz for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress

Satisfactory Course Progress: When a student achieves a Competent (C) result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) result in 50% or more of the enrolled units in a Term

Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, OR

when a student does not qualify for extension of course duration, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE

Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit

Term: A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.

2. Information to Students

2.1. Students will be informed of this policy about course progress requirement and its consequences prior to the enrolment through the following means:

2.1.1. Inclusion of information about the policy in the student prospectus and the handbook and on the website www.ilearnoz.edu.au

2.1.2. Inclusion of information about the policy in the enrolment application form

2.1.3. Overview of the policy at the selection interview

2.1.4. Inclusion of information about the policy in the offer letter and agreement form

2.2. Students will be informed of this policy about course progress requirement after the enrolment and during the course through the following means:

2.2.1. Overview of the policy at the student orientation program

2.2.2. Inclusion of information about the policy in the student handbook and on the website www.ilearnoz.edu.au

2.2.3. Information disseminated in the class by the trainers

3. Recording Course Progress

3.1. Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment

3.2. On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Sheet and will provide the complete and signed Marking Sheet to the Student Services Department

3.3. The Student Administration will ensure that the Marking Sheet is entered into the Student Management System within 10 working days of the classes final assessment task and will sign the Marking Sheet as confirmation that all results have been accurately entered into the system

3.4. Students are able to access their results by logging into the Student Portal

4. Monitoring Course Progress

4.1. Student Course Progress is monitored on a regular basis by Trainers and the Student Administration

4.2. Trainers monitor student course progress at a unit level. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in completing the unit and progressing in their course. The Trainer will also inform the Student Administration to arrange counseling, and activate a formal intervention strategy with the student

4.3. The Student Administration monitors student course progress on the conclusion of each second unit in the Term and in each student's final 5 weeks of study. The Student Administration will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Administration Officer.

4.4. The Administration Manager monitors student course progress on the conclusion of each Term of study. The Training Coordinator will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.

4.4.1. On the conclusion of each term of study, the Student Administration Officer

will identify all students who have achieved a NYC result and send them an "Student at Risk of Unsatisfactory Course Progress" letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa). The letter will also advise the student to contact the Training Coordinator so that an Intervention Strategy can be initiated.

4.5. Student Administration Officer will also provide the Trainers will the list of students receiving a "Student at Risk of Unsatisfactory Course Progress" letter. Trainer will be instructed to send the students on that list to see Student Administration Officer prior to them being permitted into class. This is to ensure that students can be counselled, and an appropriate Intervention Strategy can be put in place for the student. The Student Administration Officer will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

5. Assessing Course Progress

5.1. At the conclusion of each Term, the Student Administration Officer will make an assessment on whether or not the student is achieving satisfactory course progress by generating a report from the Student Management System

5.2. Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Training Coordinator. The Training Coordinator will counsel the student and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Training Coordinator will have implemented clause 4.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress.

5.3. Students who have attained Satisfactory Course Progress, however have outstanding NYC's will be provided with information regarding reassessment of the NYC units

5.4. All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy and which will remain until the student achieves Satisfactory Course Progress

5.5. At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to see Student Administration prior to being permitted into the class. The Student Administration will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated

6. Intervention Strategies

6.1. Where a student is identified as at risk of achieving unsatisfactory course progress or is deemed as achieving Unsatisfactory Course Progress, an Intervention Strategy will be developed and activated to support the student.

6.2. Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet successfully progress through the curse and complete the course within their COE duration:

6.2.1. identifying reasons behind unsatisfactory course progress

6.2.2. reviewing study load

6.2.3. attending additional training or study assistance

6.2.4. extending deadline for assessment submission

6.2.5. providing opportunity for additional training and/or reassessment

6.2.6. receiving individual case management

6.2.7. attending counseling

6.2.8. receiving assistance with personal issues which are influencing progress

6.2.9. receiving mentoring

6.2.10. providing English language support

6.2.11. being placed in a suitable alternative course

6.2.12. A combination of the above

6.3. All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file

7. Additional Student Support

7.1. All students studying at iLearn Oz will have access to Student Support in both academic and non-academic matters. They include but not limited to Health and Wellbeing counselling, referral to Medical Professional and Specialists, Financial Support, English language support. All support services and referral are provided at no cost to students however the professional or service provider may charge a fee for their service. Refer to **Student Support Policy and procedures** for details.

7.2. Student should at first talk to student administration or Student support officer or their trainer if they need any assistance, who will direct them to the appropriate staff or services. Student Support Policy and procedures list the contact details who ca offer support in their respective areas.

8. Reporting Unsatisfactory Course Progress

8.1. Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course; OR

Students whose course duration cannot be extended (see clause 8.0), have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (e-mail and hand delivered or by registered post), advising them of iLearn Oz's intention to report them for Unsatisfactory Course Progress and Not Meeting Course Requirements to the Department of Home Affairs through PRISMS.

8.2. The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision

8.3. A student may only appeal where one or more of the following circumstances exist:

8.3.1. Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)

8.3.2. Academic results were recorded incorrectly

8.3.3. An intervention strategy was not implemented or given enough time to run its

course

    8.3.4. This policy was not adhered to

8.4. In the event that a student lodges an appeal, the student will only be reported when the appeals process (including internal, and external appeal) has been completed and the initial decision made by iLearn Oz's is upheld.

8.5. During the appeals process, the student must continue to attend classes

8.6. Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results upholding a decision made by iLearn Oz, the Institute will report the student to the Department of Home Affairs for unsatisfactory course progress, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

9. Extension of Course Duration

9.1. iLearn Oz will monitor the workloads of students (as per clauses 4.0, 5.0, 6.0 and 7.0 of this policy) to ensure all students complete their course within their specified durations of their CoE

9.2. Where a student is unable to complete their course within the specified durations of their COE, iLearn Oz will only grant an extension in the following limited circumstances:

    9.2.1. Compassionate or compelling circumstances apply (See Compassionate and Compelling Circumstances Policy)

    9.2.2. an Intervention Strategy has been implemented

    9.2.3. deferment or suspension of studies has been approved

9.3. Should an extension be granted, iLearn Oz will notify the student in writing specifying the details of the extension.

9.4. iLearn Oz will also advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

9.5. The Student Administration Officer will also ensure the Department is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE

9.6. All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the students file

10. Extension of Course Duration (Other Guidelines)

10.1. iLearn Oz will not deliver any unit by distance or online learning to International Students

10.2. Except in the circumstances specified in clause 8.2 of this policy, iLearn Oz will ensure that the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.

OTHER POLICIES AND PROCEDURES

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.ilearnoz.edu.au/policies or they are available from the Student Administration.

STUDENT RIGHTS AS A CONSUMER

As a consumer, a student has the right to receive factual and accurate information about the courses offered by iLearn Oz before making an enrolment decision. To ensure this, iLearn Oz has stringent policies and procedures in place.

It is very important that you read this prospectus carefully before enrolling with iLearn Oz to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australia's consumer protection laws.

MEDIA CONSENT

From time to time, iLearn Oz staff may request to take photographs/videos or verbal/written interviews/testimonials of students at iLearn Oz or at workplaces where the student is involved in a training or assessment activity. These material can be published by iLearn Oz in print or digital and can be used as professional development materials for trainers and marketing collateral.

You have a right to refuse use of your image or work for such creations or withdraw your media consent at any time by sending a mail or contacting iLearn Oz student administration.

LIVING IN AUSTRALIA

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it 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 communities. iLearn Oz takes 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, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is 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 differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slang, and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (Traditional Chinese Medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See, Student Visa Obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can sample almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major

global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo (available in supermarkets) and Crocodile (available in some restaurants)

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Electricity

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

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Melbourne below for more details.

Driving

Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers. **Uber**
Uber service is also available at airport and there is designated pick up place available outside airport for Uber customers.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are run by Australia's largest telecommunications company, Telstra, and are available at all post offices, shopping centres and are often situated on street corners. Telstra public pay phones accept a variety of coins and Telstra phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of $A5, $A10, $A20 and $A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers including Vodafone, Optus, Virgin

mobile. A local call from a payphone costs $0.50c. Calls interstate (STD) cost between $0.50c and $0.75c per minute. Calls to mobiles cost $1.00 per minute.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on Living in Australia costs, visit www.studyinaustralia.gov.au.

Travel

During term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals

Money and banks

Australian currency is the only legal tender in Australia. When students 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 also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

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 www.studyinaustralia.gov.au. Normal bank trading hours Monday to Thursday - 9.30 am – 4.00 pm Friday - 9.30 am – 5.00 pm Some banks are open Saturday mornings.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

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 coins 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 good quality restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, tipping is a matter of individual choice.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the other people will feel about your friends visiting, your music and the hours that you keep. There are different types of home stay arrangements:

Cost: A$110.00 - A$270.00 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A$110.00 - A$270.00 per week

Half Board

Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A$ 70.00 - A$ 100.00 per week

Board in Exchange

Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Cost: Free or low cost (below A$70.00)

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A$100.00 - A$400.00 (unfurnished)

Useful internet sites for student housing are:

http://www.s-h-a.com.au

http://www.lestudent8.com

http://www.find-studentaccommodation.com

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

http://homestaydirect.com.au

http://gumtree.com.au

http://flatmatefinders.com.au

http://www.studymelbourne.vic.gov.au

http://studyinaustralia.gov.au

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - $90 to $150 per week
- **Shared Rental** - $85 to $215 per week
- **On campus** - $90 to $280 per week
- **Homestay** - $235 to $325 per week
- **Rental** - $165 to $440 per week
- **Boarding schools** - $11,000 to $22,000 a year

Other living expenses

- **Groceries and eating out** - $80 to $280 per week
- **Gas, electricity** - $35 to $140 per week
- **Phone and Internet** - $20 to $55 per week

- **Public transport** - $15 to $55 per week
- **Car (after purchase)** - $150 to $260 per week
- **Entertainment** - $80 to $150 per week

Minimum cost of living

The Department of Home Affairs(opens in a new window) has financial requirements you must meet in order to receive a student visa for Australia. From October 2019 the 12-month living cost is:

- **You** - $21,041
- **Partner or spouse** - $7,362
- **Child** - $3,152

All costs are per year in Australian dollars. To convert to your own currency, visit http://www.xe.com/(opens in a new window).

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au(opens in a new window)

If you experience financial trouble while in Australia, talk institution's student support staff for assistance.

LIVING IN MELBOURNE

Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city center.

Melbourne is a truly multicultural city. The population is approximately 4 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and 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.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information please visit www.studymelbourne.vic.gov.au.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures: Spring - September to November - 12-22C Summer - December to February - 28-32C Autumn - March to May - 12 - 20C Winter - June to August - 10 - 15C.

Melbourne does not have a specific wet season; it can rain at any time of the year.

Cost of Living

See 'Living in Australia' section in this handbook.

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.
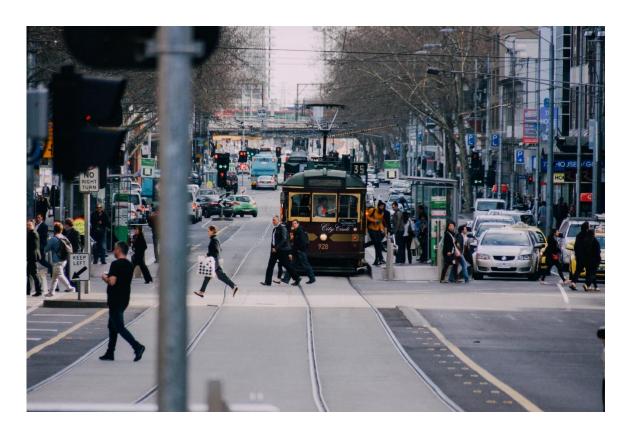
Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic

Entertainment

Being located close to Melbourne's Central Business District (CBD), Richmond campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: www.myki.com.au. Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area (effective 1 Jan 2015). If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit www.myki.com.au and Public Transport Victoria at http://ptv.vic.gov.au/ for more details. Cost: approximately $25- $38 a week.

LIVING IN HOBART

Hobart is the capital and most populous city of the Australian island state of Tasmania. It is known for its charming small-town atmosphere, picturesque waterfront, and proximity to nature.

If you are considering living in Hobart, here are some things to keep in mind:

Cost of living

Hobart has a lower cost of living compared to other major Australian cities like Sydney and Melbourne, but it is still important to factor in expenses such as housing, transportation, and healthcare.

Housing

Hobart has a range of housing options, from apartments in the city center to suburban homes. The median house price in Hobart is lower than the national average but has been increasing in recent years due to high demand.

Weather

Hobart has a cool climate with mild summers and cold winters. It can also be quite rainy, so be prepared for wet weather.

Employment

Hobart has a diverse economy with industries such as tourism, agriculture, and manufacturing. However, job opportunities may be more limited compared to larger cities.

Lifestyle

Hobart offers a relaxed lifestyle with access to a range of outdoor activities such as hiking, fishing, and skiing. The city also has a vibrant arts and culture scene, with events such as the MONA FOMA music and arts festival.

iLearn Oz Pty Ltd

ABN 56 610 041 775 | RTO 52791 | CRICOS 03831C
Level 5, 440 Elizabeth Street
Melbourne VIC 3000 Australia
Email: info@ilearnoz.edu.au
Website: www.ilearnoz.edu.au
Phone (+61) 3 9999 7401
version 1.6

Disclaimer: Information contained in this Student Prospectus is current at the time of printing and is subject to change. Please refer to information published on website www.ilearnoz.edu.au for the most current information or speak to a iLearn Oz staff member for details.