



# Stott's Colleges

*... An Australian tradition since 1883*

## International Student Prospectus for VET Students

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**Stott's Colleges Pty Ltd, trading as Stott's Colleges  
CRICOS Provider Number: 00197D**

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# Stott's Colleges

## Mission:

*“To Stay a Challenging, Relevant Leader in Education and Training”*

Since 1883, Stott's Colleges has delivered quality education in Australia and we will continue to meet the needs of our students. We know that good educators are critical for success and that good teaching is also about care and support for the students. Therefore, Stott's Colleges based its delivery of programs on this commitment for continuous care and support.

Stott's Colleges has evolved over the past 120 years to meet the demands of an ever-changing world. From its beginnings as one of the first Business Colleges in Australia, through to the delivery of Diploma and Certificate courses and Pathways to Universities around Australia, Stott's Colleges has grown to become stronger and more committed in providing excellent services for its clients and ultimately for students. Stott's Colleges also offers an outstanding Senior High School program at years 11 and 12, which focuses on results, academic achievement and tertiary entrance.

Stott's Colleges is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by the Federal, State and Territory Governments in Australia.

In delivering our programs, we support and will promote the principles and practice of Australian democracy, including a commitment to the system of representative government, the rule of law and equal rights for all before the law. We will also ensure that human rights and basic freedoms are respected. These include freedom of religion, freedom of speech and freedom of association. Moreover, every member of Stott's Colleges, including students, are expected to treat each other equally and with respect.

Stott's Colleges management is also responsive to its clients' needs and regular surveys are conducted in order to ensure continuous improvement of its services. Stott's Colleges' organisational hierarchy is also structured in such a way as to ensure that continuous improvement of its services is capable of being undertaken efficiently and effectively.

This prospectus aims to provide you with all the relevant information you need before arriving and commencing your studies with Stott's Colleges. The information includes pre-departure and pre-arrival tips, general information on Melbourne, information on enrolment and payment of fees, information on refund policy, and important information on Stott's Colleges' policies. These policies include the Deferment, Suspension and Cancellation policy, the Course progress and Attendance policy and the Complaints and Appeals Policy.

The prospectus also provides important contact information of the relevant administrative, academic and student support officers.

*Stott's Colleges wishes your success in studying with us and in your further studies. We hope you can adjust to Melbourne smoothly and as soon as practicable.*

# Student Recruitment, Selection and Enrolment Procedure

When prospective students apply to enter Stott's Colleges to study for Certificate or Diploma courses, the following criteria applies:

- The Registrar assesses the applicant's educational qualifications (either obtained in Australia or overseas) necessary for studying at a certificate or diploma level. The applicant is also assessed to determine whether he or she has the required entry level competencies for the particular course in which he or she wants to enrol.
- Having arrived at an admission decision, the English language skills will be assessed. If the applicant has a satisfactory IELTS score (IELTS 5/5.5 for VET qualifications and IELTS 6 for Bachelor qualifications), the applicant will be admitted to his/her chosen course.
- If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the applicant's English language skills to cope in an academic environment, the applicant is advised to enroll in an English (ELICOS) course for an appropriate duration until the applicant achieves an IELTS 5/5.5 for VET qualifications and IELTS 6 for Bachelor qualifications.
- Melbourne Language Centre as Stott's Colleges' preferred English Language Provider has a robust student support procedures for students who are falling behind on their pathways due to their English competency.
- In a situation where the applicant can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the applicant will be required to complete an IELTS test or equivalent (such as English Language Proficiency Test) in Melbourne.

The applicants for each program offered by Stott's Colleges will be selected in a manner that reflects access and equity principles.

## ***Entry requirements***

Selection for enrolment in our courses will be approved for applicants who meet the following selection criteria.

*In line with Government policy, students with intellectual and physical disabilities are encouraged to participate in training.*

## **Certificate III Qualifications**

- Applicants should have satisfactorily completed Year 10 or equivalent; **or**
- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered; **and**
- A proficiency in English equivalent to IELTS 5.0 or higher is also required.

## **Certificate IV and Diploma Qualifications**

- Applicants should have satisfactorily completed Year 11 or equivalent; **or**

- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered; **and**
- A proficiency in English equivalent to IELTS 5.5 or higher is also required.

### ***Process for Assessing English Language Proficiency***

Stott's Colleges has the following procedure in place to assess whether the student's English language proficiency is appropriate for the course for which enrolment is sought.

1. On application, the applicant provides Stott's Colleges with a copy of his or her "IELTS Test Report" stating the applicant's IELTS score.
  - a) If the applicant has the required IELTS score for entry into their chosen course, then, he/she is deemed to have met the requirements.
  - b) If the applicant does not have the required IELTS score, then he/she must enrol in an ELICOS program. For each 0.5 band of improvement in IELTS, it is recommended that the student attends at least 10 weeks of ELICOS.
2. If the student chooses to study ELICOS at MLC, the student's progress is monitored and the appropriate Student Support Services Procedure will be put in place.
3. In order for the student to be accepted, the student must continue with ELICOS study until they meet the English proficiency requirement for their chosen course of study.

### ***Stott's Colleges Enrolment Procedure***

#### **Enrolment Steps**

1. The applicant completes the Application Form and forward his or her academic and English test results;
2. Stott's Colleges sends a Letter of Offer, any pre-enrolment information and Stott's Colleges Acceptance of Offer Agreement for the applicant to sign;
3. The applicant signs and returns written agreement;
4. Stott's Colleges receives the agreement; and
5. The applicant pays accordingly;
6. Stott's Colleges sends the CoE.

#### **To apply for a place at Stott's Colleges, the following must be submitted:**

- a. Signed and completed Application form;
- b. Certificate of Graduation from Junior Secondary School;
- c. Updated academic records from Senior Secondary School;
- d. For under 18 years of age student, details of proposed accommodation arrangements;
- e. Evidence of results of English Assessment or details of proposed English Language Course\*

*\* Note: Melbourne Language Centre is the preferred English Language Provider for Stott's Colleges, for details please contact the Registrar on phone +61 3 9663 3399 or email [registrar@melblang.com.au](mailto:registrar@melblang.com.au).*

#### **The documentation needs to be forwarded to:**

The Registrar  
 Stott's Colleges  
 Head Office: 252 Lygon Street  
 Carlton Victoria 3053 Australia  
 Phone: + 61 3 9663 3399  
 Facsimile: + 61 3 9663 3517  
 Email: [registrar@stotts.vic.edu.au](mailto:registrar@stotts.vic.edu.au)

### **Letter of Offer**

Once the Registrar has received the completed application form together with the required documentation and information outlined above, a Letter of Offer will be issued which will state all fees payable for enrolment.

To accept the offer, the applicant/parent or legal guardian must sign and return the “Stott’s Colleges Written Agreement with Overseas Students”, together with the required payment. Once written agreement and full payment of fees have been received, Stott’s Colleges will provide an electronic Confirmation of Enrolment, e-CoE. This is necessary to obtain a Student Visa.

### **English Language Course**

If the applicant’s level of English is not sufficient to enter the College immediately, the applicant may be required to undertake an English Language Course at Melbourne Language Centre for a recommended length of time.

Towards the end of their course the applicant must have a satisfactory level of English and will be interviewed by the head teacher/ the course co-ordinator of the pathway school. The applicant may be required to do an additional number of weeks of study than stated in the Letter of Offer if the applicant’s level of English is considered by the head teacher/ the pathway school to be unsatisfactory. In addition, the applicant must demonstrate a good work ethic and positive attitude to his studies whilst at MLC.

Stott’s Colleges reserves the right to withdraw the offered place if the applicant does not pass a subsequent entry interview.

### **Commencement at Stott’s Colleges**

To commence at Stott’s Colleges after the pre-requested English Language study, the applicant must have a satisfactory attendance, satisfactory outcome from their English Reports at MLC and a successful interview with Course Coordinator/ Principal.

Stott’s Colleges’ Registrar will notify DIAC via PRISMS within 14 days of expected course commencement date of the details of the applicant who does not commence course when expected, including whether a visa has been granted to the applicant, whether the applicant has arrived in Australia and any other relevant information.

### **Conditions of Enrolment**

It is understood that unless you contact the Principal regarding the contents of the Conditions of Enrolment, you have read and understood the following Conditions of Enrolment and agree to accept them. Any further amendments will be advised to you as they occur.

- Successful completion of the pre-requested ELICOS course.
- Stott's Colleges reserve the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice.
- Interest will not be credited to Student Fees or Disbursements and therefore no interest will be recovered by students in the event of a cancellation.
- Students are to abide by the rules and policies of Stott's Colleges for the duration of their enrolment. These are:
  - Accommodation Policy;
  - Complaints and Appeals Policy;
  - Course Progress and Attendance Policy;
  - Codes of Conducts;
  - Student Transfer Request Assessment Policy;

- Deferment, Suspension and Cancellation Policy.
- In accordance with Australian visa regulations, students must have a satisfactory attendance of at least 80% in order to continue study in Australia.\* After cautioning and counselling, students who continue to have unsatisfactory attendance may be excluded from classes and will be reported to the Australian Immigration Authorities.
- The registered provider must not accept an overseas student, or intending overseas student for enrolment in a course unless the provider has advised them that any school aged dependants accompanying the student in Australia must be enrolled in either a government or non-government school and the student is responsible for the payment of the dependant's school fees.

\* This does not apply to Higher education students.

### **Overseas Student Health Cover**

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

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

### **Payment Method**

Cash, Cheque or Credit Card Payment

Cheques and Bankdrafts should be made payable to "Stott's Colleges"  
The Academic Registrar  
252 Lygon Street  
Carlton, VIC 3053

Cash payments can be made in person at the above-mentioned address. Please ensure to bring the correct money, as limited change is available.

Credit and Debit Cards

Credit Card Payments can be made in person by the card holder at the Colleges

Fax Credit Card Form, fully completed and faxed to the Colleges on +61 3 9663 3517

Fax Credit Card Form returned to:

The Academic Registrar  
252 Lygon Street  
Carlton, VIC 3053

Telegraphic or Inter-bank Transfer

If payment is made by Telegraphic or Inter-bank Transfer the student number needs to be noted and a fax copy of the receipt needs to be forwarded to the Registrar on +61 3 9663 3517

Note: Telegraphic Transfers may take up to 5 days to appear on the Colleges' Bank Statement.

The bank details are as follows:

Name: Stott's Colleges Trust  
BSB: 083 007  
Account No: 459873294

Bank: National Australia Bank  
Swift Code: NATAAU3303M  
330 Collins Street, Melbourne Vic 3000

# Refund Policy

Applications for refunds must be made in writing to Stott's Colleges Pty Ltd. Refunds will be issued within 28 days of receipt of a written application and will include a statement including how the refund was calculated. Please note the following clauses:

- i. Enrolment fees are not refundable;
- ii. For packaged courses, the administration service fee is also not refundable;
- iii. There will be no refund if cancellation occurs after course commencement;
- iv. Homestay, homestay placement and airport transfer fees are not refundable if cancelled less than two weeks before arrival;
- v. Early termination of homestay is subject to a 10% cancellation fee on monies paid;
- vi. Fees will be refunded in full if proof of visa rejection is provided;
- vii. Stott's Colleges reserves the right to cancel or not offer a program. If any program is cancelled and/or not offered. In accordance with the provisions of sections 27 and 29 Education Services for Overseas Students Act 2000, and the ESOS regulations 2001 (as amended), one of the following options will be offered:
  - a) Fees will be refunded in full, within two (2) weeks from the date of default; or
  - b) An alternative course or part course can be arranged at the providers' expense. If accepted by the student the payment of course fees will be paid to the alternative provider within two (2) weeks from the date of notice of default.
- viii. Notice of student cancellation must be received in writing before course commencement, fees will be refunded less:
  - i. Fees paid to a representative (if applicable); and
  - ii. A cancellation fee of 20% of course tuition fees
- ix. Tuition fees are not transferable to another person;
- x. Refunds will be paid to the person who enters into the written agreement with the centre; and
- xi. This agreement and the availability of complaints and appeal proceeds does not remove student right to take further action under Australian Consumer Protection laws or to pursue other legal remedies.

## Other Important Information

### ***Welfare and accommodation arrangement Policy***

**Students under the age of 18** are required to maintain adequate welfare and accommodation requirements as a condition of their student visa. Where a student under the age of 18 is not in the care of a parent or suitable relative, as defined by the Department of Immigration and Citizenship, their accommodation arrangements must be approved by Stott's Colleges.

Students under the age of 18 are also required to have a guardian / responsible adult who is over the age of 21, nominated by the student's parents / legal guardian and approved by Stott's Colleges. Guardianship Australia is Stott's Colleges' preferred guardianship service provider. In particular, Stott's Colleges will require students engage Guardianship Australia services if the student is having social, attendance or academic problems.

### ***Change of Address***

Upon arriving in Australia you are required to advise Stott's Colleges of your residential address and telephone number and of any subsequent changes to your residential address.

This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000, Stott's Colleges is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at Stott's Colleges to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Citizenship website: <https://www.diac.gov.au>.

### ***Student Orientation***

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at Stott's Colleges and provide an introduction to studying, Melbourne's costs of living, transportation, facilities and accommodation. In addition, Stott's Colleges' staff will be introduced, a tour of Stott's Colleges and the local area will take place and an opportunity to ask questions will be given.

Topics to be covered at orientation include:

- Stott's Colleges and MLC ;
- Structure of academic year;
- Introduction to Course - outline and objectives;
- Requirements and expectations of students (e.g. agency visits, work placement, attendance, code of conduct etc);
- Weekly outlines and assessments for relevant competencies;
- Set up of work groups for Group Project and identify Project topics;
- Introduction to the Australian Health, Palliative and Aged Care systems;
- Familiarization with LAN, Internet, Library and audio visual rooms;
- Company policies and procedures – Student Handbook issued; and
- Compliance with student visa requirements.

### ***Use of Personal Information***

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The information provided by the student to the provider may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2007.

Stott's Colleges is required, under s19 of the ESOS Act 2000, to inform the Department about:

- changes to student's enrolment; and
- any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

Based on the Australian Quality Training Framework, students can access personal information held by Stott's Colleges and may request corrections to information that is incorrect or out of date. If the student wishes to view his or her record, the student should apply in writing to the Director of Studies/ Co-ordinator.

### ***Recognition of prior learning***

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Application may only be made after enrolment and payment of fees and must be made using the RPL/Credit Transfer Application Form that will be provided during orientation.

### ***Credit transfer***

Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript, an award or a statement of attainment.

# General description of facilities

Stott's Colleges has three campuses in Melbourne:

## 1. **Carlton Campus**

252 Lygon Street, Carlton Victoria 3054  
Tel: (+613) 9663 3399; Fax: (+613) 9663 3517

This modern campus is only seven minutes by tram or bus from the Melbourne's Central Business District. It is located on Lygon Street, close to Melbourne University and the heart of Melbourne's intellectual life. Carlton is an inner suburb of Melbourne, famous for its Italian cafes and restaurants, and is well serviced by buses and trams.

The Carlton campus has classrooms across three floors. It also has a computer room and lunch areas for students, as well as kitchenette facilities.

## 2. **City Campus**

51 Elizabeth Street, Melbourne Victoria 3000  
Tel: (+613) 9899 2666; Fax: (+613) 9614 0907

Our city campus is located in the heart of Melbourne. It is less than one block from the main railway station. Such centrality creates an exciting atmosphere for serious study with everything Melbourne has to offer.

The City Campus has classrooms across five floors and includes two computer rooms, kitchenettes and lunch areas for students.

## 3. **South Melbourne (Bowen) Campus**

Level 2, 7 Bowen Crescent, South Melbourne, Victoria 3205  
Tel: (+613) 9867 1122; Fax: (+613) 9867 1166

Our South Melbourne Campus has a number of spacious classrooms, computer rooms and study rooms. It is situated in the beautiful area of St Kilda Road, South Melbourne. It is surrounded by many offices, restaurants and cafes and it is easily accessible by public transport.

## **Other Facilities**

- A fully stocked Library at the Carlton Campus will be functional for the students;
- A LAN, access to the Internet and Audiovisual room will be available for all students to utilise;
- Additional resources are available from the Stott's Colleges Campus in Elizabeth Street ;
- An online resource called *General One* is also available to all Diploma of Community Welfare Work students. This resource can be used for researching journals and periodicals.

# Qualifications

Stott's Colleges offers the following accredited and nationally recognised qualifications to overseas students:

<i>Course Code</i>	<i>Course Name</i>	<i>Course Level</i>	<i>Duration (Weeks)</i>	<i>Tuition Fee</i>
057075K	Bachelor of Business	Bachelor Degree	156	\$36,000
063246A	Bachelor of Business (Community Services Management)	Bachelor Degree	156	\$36,000
047702D	Certificate III in Business Administration (BSB30201)	Certificate III	20	\$5,000
047703C	Certificate IV in Business Administration	Certificate IV	20	\$5,000
057020C	Diploma of Community Welfare Work (CHC50702)	Diploma	102	\$20,000
065924G 065925F 065926E	SIT50307 Diploma of Hospitality (Incorporating SIT30807 Certificate III in Hospitality (Commercial Cookery) & SIT40407 Certificate IV in Hospitality (Commercial Cookery))	Diploma	102	\$23,900

### ***Course Delivery***

The different courses will be delivered through a range of delivery methods. These include, teacher led classroom delivery, workshops, seminars, tutorials and supervised study. Integrated delivery of some units might also occur.

### ***Course Assessment***

In general terms, assessment during training will involve:

- Observation of performance in class, workshops and laboratories;
- Case studies;
- Projects;
- Assignments;
- Presentations;
- Role plays;
- Written tests and exams; and
- Integrated assessment of some units may occur.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for. In addition, students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

## Information on Qualifications

*BSB30407*

*Certificate III in Business Administration*

**CRICOS 047702D**

**(Duration 20 weeks)**

Requires 13 units

This qualification reflects the role of individuals who apply a broad range of administrative competencies in varied work contexts, using some discretion and judgment. They may provide technical advice and support to a team.

Students undertaking Certificate III will gain important skills and knowledge in Business IT and communication required to enter employment in Business Administration. Subjects studied include Word-processing, Spreadsheets, Presentations and Databases. Much emphasis is placed on workplace communication and interaction.

This course is delivered over 22 weeks which comprises of 20 weeks full time study and 2 weeks break during school holiday. The classes are run over three days a week.

Students will be expected to meet the following learning outcomes:

- To demonstrate some relevant theoretical knowledge;
- To apply a range of well-developed skills;
- To apply known solutions to a variety of predictable problems;
- To perform processes that require a range of well-developed skills where some discretion and judgment is required;
- To interpret available information, using discretion and judgment;
- To take responsibility for own outputs in work and learning;
- To take limited responsibility for the output of others.

### ***Core units***

BSBITU307A	Develop keyboarding speed and accuracy
BSBOHS201A	Participate in OHS processes

### ***Administration Units***

BSBADM307B	Organise schedules
BSBITU302A	Create electronic presentations
BSBITU303A	Design and produce text documents
BSBITU304A	Produce spreadsheets
BSBITU306A	Design and produce business documents
BSBITU309A	Produce desktop published documents

BSBCUS301A Deliver and monitor a service to customers

***Electives***

BSBDIV301A Work effectively with diversity

BSBADM311A Maintain business resources

BSBIBN301A Organise workplace information

BSBWIR301A Organise personal work priorities and development

***Entry Requirements***

- Completion of Year 10 or equivalent; and
- IELTS 5.0 or equivalent

***Method of Delivery***

Classroom based learning.

***Assessment Methods***

The assessment methods consist of portfolio of work, tests, role-plays, presentations and simulations.

***Employability Skills***

Employers in Australia and overseas insist that the task specific knowledge and skills people develop in learning programs are not enough to make them productive, valued employees. Today, employers value people who fit well into their workplace, use their initiative to solve day-to-day problems, work productively, manage their time effectively and are keen to continue learning. These types of skills are known as employability skills.

Because of the high value that employers place on employability skills, they now play an important part in the way that students will be assessed in this Course. The following is the summary of the employability skills for Certificate III in Business Administration:

**A. Communication**

1. Clearly communicating workplace information to others (verbal and non-verbal);
2. Communicating sensitively in a cross-cultural context;
3. Communicating with colleagues and clients to handle verbal enquiries such as clarifying instructions and responding to requests for information communicating with people who speak languages other than English interpreting needs of clients (internal or external);
4. Interpreting the needs of customers;
5. Reading and interpreting workplace related documentation; and
6. Writing to audience needs.

**B. Teamwork**

1. Applying knowledge of own role to complete activities efficiently to support team activities and tasks;
2. Working in a team of people to provide office administration services; and
3. Working with diverse individuals and groups.

**C. Problem Solving**

1. Developing practical responses to common breakdowns in workplace systems and procedures;
2. Rectifying discrepancies or errors in documentation and transactions; and
3. Taking action to resolve concerns.

#### **D. Initiative and Enterprise**

1. Adapting to new and emerging situations in the workplace; and
2. Being proactive and creative in responding to workplace problems, changes and challenges.

#### **E. Planning and Organising**

1. Allocating resources to workplace tasks and requirements;
2. Collecting, analysing and organising workplace data;
3. Identifying risk factors and taking action to minimise risk;
4. Organising meeting schedules for clients and colleagues;
5. Negotiating alternative arrangements;
6. Planning for contingencies;
7. Planning information and documentation requirements; and
8. Utilising or determining required resources.

#### **F. Self-management**

1. Following workplace documentation such as codes of practice or operating procedures;
2. Projecting a professional image when representing the organisation;
3. Setting own work program and managing time to ensure tasks are done on time;
4. Taking personal responsibility at the appropriate level;
5. Working ethically when dealing with financial transactions.

#### **G. Learning**

1. Maintaining continuous learning by seeking out opportunities for improvement; and
2. Developing new skills seeking assistance and expert advice.

#### **H. Technology**

1. Using business related technology safely (OHS); and
2. Using business technology such as software programs for word processing spreadsheets, presentation and scheduling.

#### ***Career Prospects***

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include: Customer Service Advisor, Data Entry Operator, General Clerk, Payroll Officer, Word Processing Operator, Administrator and Project Officer.

This qualification reflects the role of individuals who use well-developed administrative skills and a broad knowledge in a wide variety of administrative contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Students will learn how to keep minutes of meetings and organise business travels. Students will also get the skills to manage work, either as an individual or as a part of a team. An essential part of the course is to learn how to promote products and services to clients.

This course is delivered over 22 weeks which comprises of 20 weeks full time study and 2 weeks break during school holiday. The classes are run over three days a week.

***Course Units***

BSBADM405B	Organise meetings
BSBADM406B	Organise business travel
BSBITA401A	Design databases
BSBITU401A	Design and develop complex text documents
BSBITU402A	Develop and use complex spreadsheets
BSBADM407B	Administer projects
BSBCMM401A	Make a presentation
BSBMKG413A	Promote products and services
BSBMKG414A	Undertake marketing activities
BSBOHS407A	Monitor a safe workplace

***Entry Requirements***

- Completion of Year 11 studies or equivalent; and
- IELTS 5.5 or equivalent

***Method of Delivery***

Classroom based learning.

***Assessment Methods***

The assessment methods consist of portfolio of work, tests, role-plays, presentations and simulations.

***Employability Skills***

Employers in Australia and overseas insist that the task specific knowledge and skills people develop in learning programs are not enough to make them productive, valued employees. Today, employers value people who fit well into their workplace, use their initiative to solve day-to-day problems, work productively, manage their time effectively and are keen to continue learning. These types of skills are known as employability skills.

Because of the high value that employers place on employability skills, they now play an important part in the way that students will be assessed in this Course. The following is the summary of the employability skills for Certificate IV in Business Administration:

#### **A. Communication**

1. Communicating with colleagues and customers to gather information about their needs and to provide services;
2. Listening to and following complex oral instructions;
3. Proofreading and editing; and
4. Writing clear and detailed instructions.

#### **B. Teamwork**

1. Agreeing on the purpose and structure of documents, spreadsheets and databases with colleagues and clients;
2. Collecting feedback from customers and colleagues;
3. Coordinating and consulting with meeting participants; and
4. Referring queries to colleagues.

#### **C. Problem Solving**

1. Analysing document requirements and using online help, manuals and user documentation;
2. Determining appropriate strategies to respond to user requests;
3. Diagnosing customer service complaints; and
4. Taking steps to improve the service making decisions about classification and storage of records.

#### **D. Initiative and Enterprise**

1. Designing complex documents, databases and spreadsheets;
2. Evaluating tasks to improve efficiency; and
3. Suggesting improvements to the structure and design of existing systems.

#### **E. Planning and Organising**

1. Organising resources, equipment and time lines; and
2. Organising work schedules and meetings;
3. Planning future business technology requirements; and
4. Planning task organisation to meet time lines.

#### **F. Self-management**

1. Evaluating own performance and identifying areas for improvement;
2. Managing time and ensuring ergonomic requirements are met; and
3. Planning and reviewing own work using judgement and discretion with confidential information.

#### **G. Learning**

1. Actively participating in coaching and mentoring sessions to improve standards of service provision; and
2. Attending training/induction in the use of administrative systems.

#### **H. Technology**

1. Maintaining existing business technology; and

2. Planning for future requirements using business technology such as computers, word processing programs and printers

***Career Prospects***

Job roles and titles vary across different industry sectors. Possible job titles relevant to these qualifications include: Customer Service Advisor, Data Entry Operator, General Clerk, Payroll Officer, Word Processing Operator, Administrator and Project Officer.

***Expected Outcomes***

After completing a Certificate III and IV you can continue your studies to the university level or work in general administration duties.

***Potential Pathway to Bachelor of Business***

Successful completion of Certificate III and IV may give you possible entry to Stott's Colleges' Bachelor of Business programs. You may be eligible for up to two credit exemptions for completing a combined Certificate III and IV.

The course is designed to prepare students for a career in **Community Welfare Work**. Students who successfully complete this extensive training course will be equipped with the skills, knowledge and confidence to gain employment in a variety of community-based positions with a focus on providing a holistic approach to client needs. This includes social, emotional, psychological and practical support. Alternatively, students can proceed to further studies at the Bachelor Degree level.

Stott's is committed to providing individuals with the broadest possible combination of skills and attributes to maximise employability. There are **19 units of study for the qualification supported by 400 hours of mandatory Supervised Practical Placement outside of Stott's Colleges**. Each unit has the function of describing work activities required by the welfare environment and includes gaining hands-on experience in the field.

Lastly, any applicant who applies for Stott's Colleges two year Diploma of Community Welfare Work will be offered Confirmation of Enrolment on request for the Stott's Bachelor of Business (Community Services Management 063246A). A \$1,000 non-refundable deposit as an administration service fee is required for the Bachelor confirmation of enrolment.

***Core Units***

CHCADMIN4B	Manage the organisation's finances, accounts and resources
CHCCD15B	Develop and implement a community development strategy
CHCCOM4B	Develop, implement and promote effective communication techniques
CHCCM3B	Develop, facilitate and monitor all aspects of case management
CHCCS402A	Respond holistically to client issues
CHCCWI3B	Work with clients intensively
CHCGROUP3C	Plan and conduct group activities
CHCINF5B	Meet statutory and organisational information requirements
CHCNET3B	Develop new networks
CHCOHS401A	Implement and monitor OHS policies and procedures for a workplace
CHCORG28A	Reflect and improve upon professional practice
CHCORG6B	Co-ordinate the work environment
CHCPOL3A	Undertake research activities
CHCPOL4A	Develop and implement policy
CHCAD4A	Provide advocacy and representation

***Elective Units***

CHCCD13C	Working with Specific Communities
CHCCS6B	Access and Deliver Services to Clients with Complex Needs

CHCCSL601A Work within a Structured Counselling Process

CHCCSL603A Provide support for clients implementing a course of action

### **Entry Requirements**

- Satisfactory completions of Year 12 or equivalent and work experience or completion of training resulting in competencies equivalent to the AQF Level 4 CSTP competencies; or
- For mature age applicants 18 years and above with no formal qualification and with relevant work experience will also be considered; and
- A proficiency in English equivalent to IELTS 5.5 or equivalent.

### **Method of Delivery**

The method of delivery for the Diploma of Community Welfare Work is 20 contact hours of class delivery per week. Class delivery includes a combination of theory based work, class participation and exercises and one on one contact with Educators.

### **Assessment Method**

The Diploma of Community Welfare Work is a competency based course, and as such students are either graded as competent or not yet competent for each unit undertaken. Each unit consists of two or more assessments which can include written or oral assessments and tests.

### **Employability Skills**

Employers in Australia and overseas insist that the task specific knowledge and skills people develop in learning programs are not enough to make them productive, valued employees. Today, employers value people who fit well into their workplace, use their initiative to solve day-to-day problems, work productively, manage their time effectively and are keen to continue learning. These types of skills are known as employability skills.

Because of the high value that employers place on employability skills, they now play an important part in the way that students will be assessed in this Course. The following is the summary of the employability skills for Diploma of Community Welfare Work:

#### **A. Communication**

1. Listening to and understanding work instructions, directions and feedback, including complex information;
2. Speaking clearly/directly to relay information,, including complex information;
3. Reading and interpreting workplace related documentation, such as safety requirements and work instructions, including complex information;
4. Writing to address audience needs, such as work notes and reports, including complex information;
5. Interpreting the needs of internal/ external customers from a range of information sources;
6. Applying numeracy skills to workplace requirements involving measuring, counting, calculating, monitoring and evaluating;
7. Establishing and using networks;
8. Sharing information (eg. with other staff and with clients);
9. Negotiating responsively (eg. in relation to own work role and/or conditions, and with clients);
10. Persuading effectively (eg. in line with own work role and including staff, clients and other stakeholders);

11. Being appropriately assertive (eg. in relation to safe or ethical work practices and own work role); and
12. Empathising.

#### **B. Teamwork**

1. Working as an individual and a team member;
2. Working with diverse individuals and groups;
3. Applying knowledge of own role as part of a team;
4. Applying teamwork skills to a range of situations;
5. Identifying and utilising the strengths of other team members; and
6. Giving feedback, coaching and mentoring.

#### **C. Problem Solving**

1. Developing practical and creative solutions to workplace problems (ie. within scope of own role);
2. Showing independence and initiative in identifying problems (ie. within scope of own role);
3. Solving problems individually or in teams (ie. within scope of own role);
4. Applying a range of strategies in problem solving;
5. Using numeracy skills to solve problems (eg. in relation to client assessment and management);
6. Testing assumptions and taking context into account (ie. with an awareness of assumptions made and work context);
7. Listening to and resolving concerns in relation to workplace issues (ie. within scope of own role); and
8. Resolving customer concerns relative to workplace responsibilities (ie. in relation to direct client contact).

#### **D. Initiative and Enterprise**

1. Adapting to new situations (ie. within scope of own role);
2. Being creative in response to workplace challenges (ie. within relevant guidelines and protocols);
3. Identifying opportunities that might not be obvious to others (ie. within a team or supervised work context);
4. Generating a range of options in response to workplace matters;
5. Translating ideas into action (ie. within own work role); and
6. Developing innovative solutions (ie. within a team or supervised work context and within established guidelines).

#### **E. Planning and Organising**

1. Collecting, analysing and organising information (ie. within scope of own role);
2. Using organisation systems for planning and organising (ie. if applicable to own role);
3. Being appropriately resourceful;
4. Taking initiative and making decisions within workplace role (ie. within authorised limits);
5. Participating in continuous improvement and planning processes (ie. within scope of own role)
6. Working within or establishing clear work goals and deliverables;
7. Determining or applying required resources (ie. within scope of own role);
8. Allocating people and other resources to tasks and workplace requirements (ie. within scope of own role);
9. Managing time and priorities (ie. in relation to tasks required for own role); and
10. Adapting resource allocations to cope with contingencies (ie. as relevant to own role).

#### **F. Self-management**

1. Being self-motivated (ie. in relation to requirements of own work role);
2. 2. Articulating own ideas and vision (ie. within a team or supervised work context)

3. 3. Balancing own ideas and values with workplace values and requirements
4. 4. Monitoring and evaluating own performance (ie. within a team or supervised work context)
5. Taking responsibility at the appropriate level.

### **G. Learning**

- a. Being open to learning new ideas and techniques;
- b. Learning in a range of settings including informal learning;
- c. Participating in ongoing learning;
- d. Learning in order to accommodate change;
- e. Learning new skills and techniques;
- f. Taking responsibility for own learning (ie. within scope of own work role);
- g. Contributing to the learning of others (eg. by sharing information and as a coach/mentor);
- h. Applying a range of learning approaches (ie. as provided); and
- i. Participating in developing own learning plans (eg. as part of performance management).

### **H. Technology**

1. Using technology and related workplace equipment (ie. if within scope of own role);
2. Using basic technology skills to organise data (ie. within scope of own role);
3. Adapting to new technology skill requirements (ie. within scope of own role);
4. Applying Occupational Health and Safety knowledge when using technology; and
5. Applying technology as a management tool.

## **Career Prospects**

Careers in **Community Welfare Work** can be both demanding and highly rewarding. Those seeking to work in community welfare should enjoy working with people and understand the nature of social disadvantage. Desirable qualities for Community Welfare work are tolerance, empathy, flexibility and well-developed interpersonal skills. The Community Welfare sector provides graduates with a wide variety of career opportunities, including:

- Case Co-ordinator
- Case Manager
- Welfare Worker
- Client Service Assessor

## **Potential Pathway**

Graduates of the Diploma of Community Welfare Work are eligible to enrol in the Bachelor of Business (Community Services Management) (Cricos 063246A). Students who have completed the Diploma of Community Welfare Work may then be eligible for an exemption of 8 credits and will be able to complete the degree in 2 years.

## **Professional Recognition**

Students who successfully complete the course will be accredited with the **Diploma of Community Welfare Work CHC50702**. This award comprises units of competency as described in the course outline. All successful graduates will also be eligible to gain professional accreditation (provisional) with the Australian Institute of Welfare and Community Workers, as assessing authority for Australia's General Skilled Migration Program. More information on migration to Australia is available at <http://www.immi.gov.au>.

[SIT50307; SIT 30807; SIT 40407 Diploma of Hospitality \(Incorporating Cert III and IV Hospitality \(Commercial Cookery\)](#)

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. The individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

The Diploma incorporates a **Certificate III in Hospitality (Commercial Cookery)**. This qualification provides the skills and knowledge for an individual to be competent as a qualified cook. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

In your studies you will also complete a **Certificate IV in Hospitality (Commercial Cookery)**. This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in a supervisory or team leading role in the kitchen. Work would be undertaken in various kitchen settings, such as in restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. The qualification is suitable for an Australian apprenticeship pathway.

**PROGRAM STRUCTURE** The Program is taught over eight 10 week blocks as indicated below. The blocks will not be delivered in this sequence for all students so check your group timetable for every block.

Unit Code	Unit name	hours
<b>Block One (B1)</b>		
SITXOHS002A	Follow workplace hygiene procedures	24
SITHCCC001A	Organise and prepare food P	36
SITHCCC005A	Use basic methods of cookery P	46
SITHCCC008A	Prepare stocks, sauces and soups P	36
SITHCCC002A	Present food P	24
SITHCCC003A	Receive and store kitchen supplies	10
SITHCCC004A	Clean and maintain kitchen premises	24
<b>Block Two (B2)</b>		
HLTFA301B	Apply first aid	24
SITHCCC006A	Prepare appetisers and salads P	32
SITHCCC009A	Prepare vegetables, fruit, eggs and farinaceous dishes P	42
SITHCCC010A	Select, prepare and cook poultry P	34
SITXOHS001A	Follow health, safety and security procedures	12
SITHCCC007A	Prepare Sandwiches P	20
SITHCCC011A	Select, prepare and cook seafood P	38
<b>Block Three (B3)</b>		
SITHCCC012A	Select, prepare and cook meat P	50
SITHCCC013A	Prepare hot and cold desserts P	50
SITHCCC014A	Prepare pastries, cakes and yeast goods P	44
SITHCCC016A	Develop cost-effective menus	26
SITXFSA001A	Implement food safety procedures	30
<b>Block Four (B4)</b>		

SITHCCC015A	Plan and prepare food for buffets P	24
SITHCCC029A	Prepare foods according to dietary and cultural needs P	40
SITHCCC026A	Establish and maintain quality control of food	20
SITHCCC027A	Prepare, cook and serve food for food service P	44
SITHCCC028A	Prepare, cook and serve food for menus P	72

Please note that the sequence can be different from the one indicated above

<b>Block Five (B5)</b>		
SITXFIN003A	Interpret financial information	40
SITXHRM005A	Lead and manage people	40
SITXINV002A	Control and order stock	30
SITXINV001C	Receive and Order Stock	
<b>Block Six (B6)</b>		
SITXMPR004C	Coordinate Marketing Activities	40
SITXFIN008A	Manage Business Risk	20
SITXHRM002A	Recruit, select and induct staff	40
SITXHRM003A	Roster staff	
SITXMGT004A	Develop and implement a business plan	40
<b>Block Seven (B7)</b>		
SITHCCC025A	Monitor catering revenue and costs	30
SITXCCS003	Manage Quality Customer Service	30
SITXFIN004C	Manage Finances within a budget	60
SITXFIN005C	Prepare and Monitor Budgets	
SITXGLC001C	Develop and Update Legal Knowledge Required for Business Compliance	80
<b>Block Eight (B8)</b>		
SITXHRM007C	Manage Workplace diversity	60
SITXMGT002C	Develop and Implement operational plants	60
SITXMGT001A	Monitor work operations	
SITXMGT006C	Establish and Conduct Business Relationships	60
SITXOHS004A	Implement and monitor workplace health, safety and security practices	20
SITXOHS005C	Establish and Maintain an OHS system	

Please note that the sequence can be different from the one indicated above

**ONLINE MODULES can be undertaken after successfully completing two blocks. There will be an information session at the start of each block regarding the completion of these units.**

These modules are part of the Certificate III.

SITXFSA002A	Develop and Implement a food safety program
SITHIND001A	Develop and Update Hospitality Industry Knowledge
SITXHRM001A	Coach others in job skills
SITXCOM001A	Work with colleagues and customers
SITXCOM002A	Work in a socially diverse environment
SITXCOM003A	Deal with conflict situations
SITXCCS002C	Provide quality customer service

It is very important that you make sure that you are here on the first Monday in every block. Failure to start your studies on time will result in you being denied in the kitchen for that block, which may prolong your studies.

The theory classes will be delivered in the Carlton campus 252 Lygon Street. In the timetable these units will be marked with a T.

The practical classes will be delivered in our kitchens next to the Carlton Campus: 242 Lygon Street. In the timetable these units will be marked with a P.

There are seven online units in the program. You can start working on these units after successfully completing two blocks of study. These units are not timetabled. At the start of every Block there will be an information session where your eligibility will be checked.

In addition, a Certificate III in Commercial Cookery has two holistic units (240 hours):

SITHCCC027A                      Prepare, cook and serve food for foodservice

SITHCCC028A                      Prepare, cook and serve food for menus

Contact the Program Co-ordinator for more information on how to complete these units.

### **Menu Planning Session**

Before you attend the kitchen session you have to attend the weekly menu planning session as outlined in your timetable.

During this session the trainer explains

- The menu and the recipes for the practical session
- The sequence in which the menu needs to be cooked
- The cooking method and the equipments used
- History and origin of the dish
- Student completes the Work flow plan and the food order for the Practical session
- Trainer checks and signs the Workflow plan
- Student needs to produce the WFP at the time of the practical session.

You cannot attend the practical session in the kitchen  
without a signed work flow plan (WFP)

### **Entry Requirements**

#### **Certificate III in Hospitality (Commercial Cookery)**

- Satisfactory completion of Year 11 or equivalent; or
- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience in the hospitality sector; and
- English language proficiency of 5.0 or equivalent.

#### **Certificate IV in Hospitality (Commercial Cookery)**

- Satisfactory completion of Year 11 or equivalent; or
- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience in the hospitality sector; and
- English language proficiency of 5.0 or equivalent.

#### **Diploma of Hospitality**

- Satisfactory completion of Year 12 or equivalent; or

- Applicants with no formal qualification and who can provide evidence of relevant and sufficient work experience in the hospitality sector; and
- English language proficiency of 5.5 or equivalent.

### **Method of Delivery**

This Program is undertaken over two Years. In the first year you can complete the Certificate III in Commercial Cookery and the in the second year you will study the Certificate IV in commercial cookery and Diploma of Hospitality

The year is divided into four blocks. One block is 10 weeks. The start dates for the blocks in 2009 are as follows:

02/03/2009  
20/04/2009  
13/07/2009  
28/09/2009

There are four different methods of study and learning which include theory classes, practical classes in the kitchen, online learning and workplace training

### **Assessment Method**

The range of assessments include written work, verbal questioning, observation, classroom and practical participation, work samples and supplementary assessments such as role plays, case studies and portfolios.

### **Employability Skills**

Employers in Australia and overseas insist that the task specific knowledge and skills people develop in learning programs are not enough to make them productive, valued employees. Today, employers value people who fit well into their workplace, use their initiative to solve day-to-day problems, work productively, manage their time effectively and are keen to continue learning. These types of skills are known as employability skills.

Because of the high value that employers place on employability skills, they now play an important part in the way that students will be assessed in this Course. The following is the summary of the employability skills for Diploma of Hospitality:

#### **A. Communication**

- Communicating with colleagues to determine their specific needs and the needs of customers; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to colleague and customer problems and complaints; interpreting and providing clear and accurate information to colleagues to ensure a positive outcome.

#### **B. Teamwork**

- Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in kitchen operations and servicing the needs of colleagues and customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.

### **C. Problem Solving**

- Anticipating problems that may arise with kitchen operations; mitigating problems by making acceptable adjustments to kitchen operations that adhere to the predetermined requirements and colleague and customer requests; identifying and clarifying the extent of problems that arise during kitchen operations, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to problems in the kitchen.

### **D. Initiative and Enterprise**

- Showing independence and initiative required to take a lead role in kitchen operations; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts affecting kitchen operations to improve existing product and service options for the enterprise and its customers.

### **E. Planning and Organising**

- Collecting, analysing and organising customer and product information to allow for efficient kitchen operations; collecting, analysing and selecting appropriate information and products to meet the needs of customers, pacing the delivery of information and services to meet operational and customer requirements; participating in continuous improvement by reporting success or deficiencies in kitchen operations.

### **F. Self-management**

- Understanding and complying with the legal responsibilities that apply to own role in kitchen operations; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and cooking a diverse range of food items; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.

### **G. Learning**

- Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the commercial cookery knowledge required; sharing information with colleagues.

### **H. Technology**

- Understanding the operating capability of, selecting and using the appropriate technology to prepare for and cook a diverse range of food items.

### **Course Material**

In the orientation week you will be given all material for the two years of study

You will receive

- Carry bag
- Uniform with chefs hat and shoes

- Knife set and kitchen utensils
- Books for the Certificate III in Commercial Cookery (One for each block)
- Book for the Certificate IV in Commercial Cookery and Diploma of Hospitality
- This Student Handbook
- Medibank Information
- SIA Guide to Studying and Living in Australia

It is important that you get measured for your uniform on the orientation day.  
Take good care of all the material given. Any lost material has to be replaced at your own expense.

You cannot attend the practical session in the kitchen  
without a full uniform)

### **Career Prospects**

This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

#### ***Job roles***

Individuals with this qualification are able to perform roles such as:

- managing a department in a large hospitality enterprise
- managing a small hospitality enterprise.

Possible job titles include:

- restaurant manager
- kitchen manager
- front office manager
- housekeeper
- chef
- sous chef
- gaming manager
- motel manager
- unit manager (catering operations)

This Diploma incorporates a **Certificate III in Hospitality (Commercial Cookery)**

#### ***Descriptor***

This qualification provides the skills and knowledge for an individual to be competent as a qualified cook. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

#### ***Job roles***

Individuals with this qualification are able to perform roles such as:

- preparing appetisers, salads, stocks, sauces and soups
- preparing vegetables, fruit, eggs and farinaceous dishes
- selecting, preparing and cooking poultry, seafood and meat
- preparing hot and cold desserts, pastries, cakes and yeast goods
- planning and preparing food for buffets.

Possible job title includes:

- cook.

In your studies you will also complete a **Certificate IV in Hospitality (Commercial Cookery)**

### ***Descriptor***

This qualification provides the skills and knowledge for an individual to be competent as a qualified chef or cook in a supervisory or team leading role in the kitchen. Work would be undertaken in various kitchen settings, such as in restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.

The qualification is suitable for an Australian apprenticeship pathway.

### ***Job roles***

Individuals with this qualification are able to perform roles such as:

- supervising one or more sections in a large kitchen
- supervising a small kitchen.

Possible job titles include:

- chef
- chef de partie.

# Student Codes of Conduct

*The Codes of Conduct stipulate the minimum standards that students should adhere to at all times when studying at Stott's Colleges:*

- 1) Students must treat Stott's Colleges' staff and other students with respect, fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- 2) Students must ensure the safety and cleanliness of the study environment;
- 3) Students must not intimidate or attempt to intimidate Stott's Colleges' staff and other students;
- 4) Students must not damage or misuse Stott's Colleges property and other students' properties;
- 5) Students must not use mobile phones during class times;
- 6) Students must not smoke in non-smoking areas.

*Students are also expected to:*

- 1) Inform themselves of, and comply with, all relevant laws and Stott's Colleges policies and procedures;
- 2) Participate constructively in the learning process and experience;
- 3) Inform themselves of their courses and their unit requirements as well as their individual academic progress;
- 4) Must use university facilities and services in a honest and responsible manner;
- 5) Recognise that cheating, plagiarism and fabrication or falsifications of data are not acceptable;
- 6) Recognise, embrace and promote diversity;
- 7) Adhere to the proper use of copyrighted material and the internet.

*Corresponding to the above-mentioned standards stipulated in the Codes of Conduct, Stott's Colleges' students are afforded the following rights:*

- 2) The right to study in an environment free from unlawful discrimination, bullying, intimidation or harassment;
- 3) The right to be provided with accurate and accessible information about all relevant aspects of a course including unit learning outcomes, content, assessment and timetables in a timely manner before the start of each study period;
- 4) The right to have any disputes settled in a fair, efficient and rational manner (this is accomplished by the **Complaints and Appeals Policy**: page 26);
- 7) The right to express and share ideas and the right to ask questions in class rooms or in individual consultations with educators; and
- 8) The right to provide feedback on unit or subject quality, educators' delivery performance, student support services and facilities.

## Non-Compliance

*Students should note that non-compliance with the Codes of Conduct will result in an investigation by Stott's Colleges. The following procedures will be followed:*

**STEP 1:** A member of the Stott's Colleges staff will contact students in the first instance to discuss the issue or the non-compliant behaviour and to determine how the issue might be

rectified. This meeting and its outcomes will be documented, signed by all parties and included in the student's personal file.

**If the issue or the behaviour constitutes a gross breach of the Codes of Conduct, the student will be excluded from his or her class (or suspended) in accordance with the Stott's Colleges' Deferment, Suspension and Cancellation Policy. If, on the other hand, the breach does not constitute a gross breach of the Codes of Conduct, the student will not be excluded from his or her class. However, the student behaviour and conducts will continue to be monitored.**

**STEP 2:** Where the issue or behaviour continues, students will be invited for a personal meeting with the principal or the course-coordinator to discuss it further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

**STEP 3:** Should the issue or behaviour continues, the student will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included in the student's personal file.

**After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.**

**At any stage of this procedure, students are able to access the Complaints and Appeals Policy to settle any disputes that may arise.**

# Stott's Colleges Policies

Students should read and comply with the following policies and procedures. If students do not understand any aspect of the policies or the procedures, students should contact their educators, administrative staff, student support services officers or bilingual officers for clarification as soon as practicable.

## Access and Equity Policy

Stott's Colleges' courses, by their very nature, are congruent with access and equity, as they are designed for individuals from all social backgrounds.

When applying course selection procedures and assessment practices, Stott's Colleges ensure equality of opportunity, regardless of age, gender, social or educational background.

In addition, course design and delivery observe the principles of equal opportunity. This involves avoiding both direct and indirect discrimination against any potential students. Stott's Colleges fulfils this by:

- Equal Access to training for both men and women. Both groups are made aware of the availability of courses.
- All programs are reviewed by management and senior training staff for consistency with affirmative action principles. This includes any case studies, videos, training aids and terminology using derogatory or racial overtones be deleted.
- Examples and case studies used in training courses refer to both men and women.
- Course administration and design take in the special requirements of people of different races, nationalities and religions.

Stott's Colleges also ensure that following procedures are adhered to during the conduct of your course:

- Proposed subjects/modules are to be taught according to the course documentation. No changes are to be made without prior approval of the Programs Manager.
- Assessments are to be conducted for all stated competencies.
- Assessments are equitable for all persons, taking into account individual needs relevant to the assessment.
- Students will, at all times, be treated with respect and dignity.
- Professionalism, strong work ethics and empathy must always underpin the treatment of students.

## Course Progress and Attendance Policy

### Purpose

The ESOS Act and the National Code 2007 require schools to systematically monitor the course progress and attendance records of overseas students to ensure compliance with their student visa conditions. Stott's Colleges' Course Progress and Attendance Policy is set out to meet the standards as set out by the relevant Australian laws and regulations.

## Scope

Stott's Colleges will monitor students' course progress and attendance and it will be proactive in identifying and counselling those students who are at risk of failing to meet their course progress and attendance requirements.

### 1) Course Progress

- a) Stott's Colleges will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment or at the end of an assessment period.
- c) Students who have begun part way through a semester will be assessed after one full period of attendance or at the end of an assessment period.
- d) To demonstrate satisfactory course progress, students will need to achieve "Satisfactory" results in at least 50% of units in any study period.
- e) If a student does not achieve 'Satisfactory' in at least 50% of units studied in an assessment period, the course – co-ordinator / head of the program will meet with the student to develop an intervention strategy for academic improvement. This may include:
  - i) additional supervised study periods;
  - ii) tutorial assistance; and
  - iii) other intervention strategies as deemed necessary. (Please refer to *Stott's Colleges Student Progress and Intervention Policy and Procedure* for a more detailed explanation)
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents or nominated representative. In addition, a copy will also be placed in the student's academic folder.
- g) The student's individual strategy for academic improvement will be monitored over the following semester by the course – coordinator / head of program and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Stott's Colleges will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Colleges' complaints and appeals process.
- i) Stott's Colleges will notify DEEWR via PRISMS of the student not achieving satisfactory course progress as soon as practicable where the student does not access the complaints and appeals process within 20 days, or withdraws from the complaints and appeals process, or the complaints and appeals process results in favour of the Colleges' decision.

### 2) Completion within expected duration of study (course progression)

- a) As noted in 1.a., Stott's Colleges will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that he or she is expected to complete his or her course within the expected duration of the course.
- c) Stott's Colleges will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
  - i) compassionate or compelling circumstances; or
  - ii) student participation in an intervention strategy as outlined in 1.e; or
  - iii) an approved deferment or suspension of study has been granted in accordance with the Stott's Colleges' ***Deferment, Suspension and Cancellation Policy***.
- d) Where the Colleges decides to extend the duration of the student's study, the Colleges will report via PRISMS and/or issue a new CoE if required.

### 3) Course attendance

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.
- b) Student attendance is to be checked and recorded daily by teacher via class rolls. Class rolls will be provided to the Registrar /Administration officer on each Friday afternoon by 3.00pm and recorded onto database. Attendance database is to be monitored each week to ensure no student is in danger of becoming in breach of their visa conditions regarding attendance.
- c) Late arrival at the Colleges will be recorded and will be included in attendance calculations. Any period of exclusion from class will not be included in student attendance calculations (Refer to Stott's Colleges' ***Deferment, Suspension and Cancellation Policy***).
- d) All absences from Colleges should be accompanied by a medical certificate, and if the student is under 18, an explanatory communication from the student's carer/guardian, or evidence that leave has been approved by the principal/head of programs. Even where the leave of absence is supported by any of the above documents, it will still be recorded in the database as 'absent' (unless specified otherwise in Stott's Colleges ***Deferment, Suspension and Cancellation Policy***).
- e) When a student's attendance falls below 90% of the scheduled contact hours for the study period the student will be required to provide reasons for non-attendance. The student will be counselled and offered any necessary support. The student may be required to enter into a negotiated plan of action, including changing accommodation or guardianship arrangement. Any absences longer than 5 consecutive days without approval will be investigated. (Please refer to Stott's Colleges ***Procedure for Contacting Students With Prolonged Absences***)
- f) The first warning letter must be issued at 85%. The warning letter is to be posted to the student's address and to the student's agent/guardian. At this stage, the student will be counselled by the relevant member of staff to ascertain if there are any difficulties the student may be facing and whether Stott's Colleges can assist the student in any way to overcome these difficulties. This process must be documented and a record of the interview placed in the student's file.
- g) Another 2 Warning letters will be issued to the student if attendance does not improve. The student will be counselled each time.
- h) If the student can not achieve 80% attendance for the remainder of the study period (normally the semester), Stott's Colleges will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Colleges' complaints and appeals process.

- i) Stott's Colleges will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
  - i) the student does not access the complaints and appeals process within 20 days;
  - ii) the student withdraws from the complaints and appeals process; or
  - iii) the complaints and appeals process results in a decision for the Colleges; or
- j) Students will not be reported for failing to meet the 80% threshold where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate or where the student's attendance level has not fallen below 70% attendance.

#### **4) Definitions**

- a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
  - i) serious illness, where a medical certificate states that the student was unable to attend classes;
  - ii) bereavement of close family members such as parents or grandparents;
  - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies;
  - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
  - v) where the Colleges was unable to offer a pre-requisite unit; or
  - vi) inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

Colleges day – any day for which the Colleges has scheduled course contact hours.

### **Deferment, Suspension and Cancellation Policy**

#### **Purpose**

The policy sets out the limited circumstances whereby a student or Stott's Colleges may defer, suspend or cancel a student's enrolment with the Colleges.

#### **Scope**

The policy covers deferment, suspension and cancellation initiated by a student or by Stott's Colleges.

#### **1) Deferment of commencement of study requested by student**

- a) Stott's Colleges will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
  - i) illness, where a medical certificate states that the student was unable to attend classes;
  - ii) bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);

- iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
  - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports).
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the principal/ the course co-ordinator.

**2) Suspension of study requested by student**

- a) Once the student has commenced the course, Stott's Colleges will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
- i) illness, where a medical certificate states that the student was unable to attend classes;
  - ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
  - iii) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; or
  - iv) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports).
- b) The period of suspension will not be included in attendance calculations.
- c) The final decision for assessing and granting a suspension of studies lies with the principal/ the course co-ordinator.

**3) Assessing requests for deferment or suspension of studies**

- a) Applications will be assessed on their merit by the principal.
- b) All applications for deferment or suspension will be considered within 14 working days.

**4) Exclusion from class**

- a) Stott's Colleges may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Stott's Colleges' Code of Conduct as provided for in the Student handbook.
- b) Exclusion from class is also possible during internal appeals processes and external appeal processes.
- c) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal/ Course Co-ordinator;
- d) The length of the exclusion will be determined by the principal or the Course Co-ordinator taking into consideration students' continued access to educational programs, progress and assessments.
- e) Excluded students will be provided with study materials or homework during the period of exclusion. This will be determined by the Course Co-ordinator.
- f) Where the student is under 18, the guardian and parents will be notified of the intended exclusion and they will be responsible for the student whilst the period of exclusion is completed.
- g) If the exclusions are short term, they will not be recorded on PRISMS. If for any reason, the exclusion will be for a long-term, then Stott's Colleges may alternatively initiate a suspension of studies according to (5)(i).
- h) Periods of 'exclusion from class' will not be included in attendance; and calculations of the attendance will be in accordance to Stott's Colleges' *Course Progress and Attendance Policy*.

#### 5) School initiated suspension of studies (28 days +)

- a) Stott's Colleges may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Stott's Colleges' Code of Conduct;
- b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal;
- c) Students who have been suspended for more than 28 days are required to return to their home country by DIAC unless special circumstances exist (e.g. the student is medically unfit to travel);
- d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the principal;
- e) Suspensions will be recorded on PRISMS;
- f) The period of suspension will not be included in attendance calculations;

#### 6) School initiated suspension of studies (compassionate and compelling circumstances)

Stott's Colleges may also initiate a deferment or suspension for compassionate and compelling circumstances. These include but are not limited to:

- i) illness, where a medical certificate states that the student was unable to attend classes;
- ii) bereavement of close family members such as parents; or
- iii) grandparents (where possible, a death certificate should be provided);
- iv) major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- v) a traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' reports); and
- vi) any other compassionate and compelling circumstances.

#### 7) Cancellation of enrolment

- a) Stott's Colleges will cancel the enrolment of a student under the following conditions:
  - i) failure to pay course fees;
  - ii) failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
  - iii) any behaviour identified as resulting in cancellation in Stott's Colleges' Code of Conduct;
  - iv) non-commencement of studies without an accompanying application to defer studies (this will be done within three weeks of the student not showing up);
- b) Stott's Colleges is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which will result in automatic cancellation.

#### 8) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to the Stott's Colleges' ***Complaints and Appeals Policy***.
- b) Exclusion from class is subject to Stott's Colleges' ***Complaints and Appeals Policy***.
- c) School initiated suspension and cancellation, where the suspension is to be recorded in PRISMS, are subject to Stott's Colleges' ***Complaints and Appeals Policy***.
- d) For the duration of the appeals process, the student is required to maintain his or her enrolment and attendance at all classes as normal. The Course co-ordinator / principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Stott's Colleges' complaints and appeals processes regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the

suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.

- f) Extenuating circumstances include:
  - a) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
  - b) the student is missing;
  - c) the student has medical concerns or severe depression; or psychological issues which lead the school to fear for the student's wellbeing;
  - d) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
  - e) the student is at risk of committing a criminal offence.

## **9) Record Keeping and Notification**

- a) Stott's Colleges will notify DEEWR through PRISMS of deferment, suspension or cancellation of enrolment. The information will be electronically transferred to DIAC.
- b) Stott's Colleges will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the Complaints and Appeals policy.
- c) Stott's Colleges will also inform the student of the potential effect of the deferment, suspension or cancellation on his or her visa. The student should be advised to contact DIAC.
- d) If the student access the registered provider's internal complaints and appeals process, suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
- e) Extenuating circumstances include:
  - i) the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
  - ii) the student is missing;
  - iii) the student has medical concerns or severe depression; or psychological issues which lead the school to fear for the student's wellbeing;
  - iv) the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
  - v) the student is at risk of committing a criminal offence.

## **Complaints and Appeals Policy**

*Under the National Code 2007, education providers are required to have an appropriate complaints handling and appeals process. The education provider must also have in place arrangements for an external and independent person/body to hear complaints arising from the education provider's internal complaints and appeals process.*

*Under the National Code where a student is under 18, the term 'student' also refers to the student's parent(s)/legal guardian.*

### **Purpose**

The purpose of Stott's Colleges' Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint at minimal or no cost. These procedures are conciliatory and non-legal in nature.

### **Scope**

The policy covers the handling of both academic<sup>1</sup> and non-academic<sup>2</sup> disputes or complaints. All disputes and complaints will be handled professionally, equitably, confidentially and in a timely manner, with a view to achieving satisfactory resolution.

### **Student Privacy**

Stott's Colleges acknowledges and respects the privacy of students. It is required under the *Privacy Act 1988 (Cth)* to comply with the National Privacy Principles in respect of the collection, use and disclosure of personal information from individuals.

### **Record-keeping**

Each complaint or appeal and its outcome will be recorded in writing and a written statement of the outcome, including details of the reason for the outcome will be given to the complainant or appellant.

### **Enrolment**

If the student chooses to access Stott's Colleges' complaints and appeals processes, Stott's Colleges will maintain the student's enrolment while the complaints and appeals process is ongoing.

Stott's Colleges will maintain the student's enrolment throughout the internal appeals process (Step 3) for all types of complaints and appeals. However, whether Stott's Colleges must maintain the enrolment throughout an external appeals process depends on the type of appeal.

If the appeal is against Stott's Colleges' decision to report the student for *unsatisfactory course progress and unsatisfactory attendance*, Stott's Colleges must maintain the student's enrolment until the external complaints process is complete and has supported Stott's Colleges' decision to report.

If, on the other hand, the appeal is against Stott's Colleges' decision to *defer or suspend a student's enrolment due to misbehaviour* or to *cancel the student's enrolment*, Stott's Colleges is only required to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.

### **Learning Opportunities**

For the duration of the appeals process, the Course co-ordinator / principal will determine if participation in studies will be in class. Excluded students will be provided with study materials or homework during the period of exclusion and Stott's Colleges recognises that to deny students learning opportunities throughout the complaints and appeals processes may ultimately disadvantage the students in their subsequent studies should the appeals process find in their favour.

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<sup>1</sup> An *academic* complaint can be brought where a complainant feels that his or her academic progress, assessment, curriculum and award in a course of study have not been handled fairly and within the Stott's Colleges policies and procedures.

<sup>2</sup> A *non-academic* complaint can be brought where a complainant feels that he or she has been unlawfully discriminated against, harassed, vilified or victimised based on his or her race, ethnic origin, nationality, gender, sexual preferences, marital status, pregnancy or potential pregnancy, age, disability and trade union or political affiliation. A *non-academic* complaint can also be brought where a complainant believes that an unfair interpretation of a non-academic Stott's Colleges' policies and procedures has been made by any of the Colleges' staff or students.

**Step 1 - Internal Informal Resolution (Teacher, Course Co-ordinator, Bilingual Counsellor or staff member concerned)**

- In the first instance, students (complainants) should contact the teacher/ course – coordinator / bilingual student counsellor/ the staff member concerned to attempt an informal discussion and resolution of the complaint.
- If, within 5 working days, the outcome of the discussion is not favourable to the complainant then the complainant is encouraged to lodge a formal complaint.

**Step 2 - Internal Formal Resolution (Principal, Course Co-ordinator, Head of Department, Homestay Manager)**

- The student should lodge a signed written complaint, in the form of a written letter, to the relevant principal/ Course Co-ordinator/ head of department/ homestay manager who will investigate the complaint.
- The resolution process must begin within 10 working days of the formal lodgement of the complaint.
- Each complainant has the opportunity to present his/her case to the relevant officer. Importantly, students may be accompanied by a support person (for e.g. another student, a relative, a teacher or a bilingual counsellor)
- The relevant personnel will review any relevant documentation, review the informal resolution process to date and notify student of his or her recommendation in writing.
- If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required.
- On the other hand, if the student is dissatisfied with the outcome of this process, then he or she may institute an internal appeals process by completing the *Internal Appeal Form*.<sup>3</sup>

**Step 3 – Internal Appeal Process (Appeal Panel)**

The internal appeal process can be instigated in the following circumstances:

1. An appeal from Step 2 process;
  2. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to deferment, suspension or cancellation of the student's enrolment (please refer to Stott's Colleges **Deferment, Suspension and Cancellation Policy** for further information);
  3. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to non achievement of satisfactory attendance; and
  4. An appeal, within 20 working days, of notification of an intention to report the student to DIAC relating to non achievement of satisfactory course progress.
- The appeal resolution phase must commence within 10 working days of lodgement of the *Internal Appeal Form*.

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<sup>3</sup> The *Appeal Form* is available from the Administration officer/ the Registrar (Carlton Campus: Level 1&3; Bowen Campus: Administration; Elizabeth Street Campus: Level 1).

- An Appeal Panel comprising of the Academic Programs Manager and two other senior staff members who are not directly involved in the matter will conduct the appeal process during the monthly Course Co-ordinators' meeting. An earlier sitting of the Panel may be arranged where the appeal timeframe warrants it.
- The decision of the Appeal Panel will be communicated to the student in writing within 5 working days unless the Appeal Panel decides that additional investigation, information or monitoring are required. In this case, the student will be notified and once the ultimate decision is reached, the student will immediately be advised of the decision.
- If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required.
- On the other hand, if the student is dissatisfied with the outcome of this process, then he or she may institute an external appeals process, at minimum or no cost, by completing the *External Appeal Form*.<sup>4</sup>

**Step 4 – External Appeal Process- Australian Council of Private Education and Training/ “ACPET”-**

The purpose of the external appeals process is to consider whether Stott's Colleges has followed its student complaint and appeals procedure and not to make a decision in place of Stott's Colleges.

- Students must lodge appeals via email and will be required to complete the appeals form which includes payment details. The form is available at ACPET's website: <http://www.acpet.edu.au> or from the Registrar of Stott's Colleges.
- The external appeals procedure will be determined by ACPET. Only paper based appeals will be considered.
- Fees and charged are to be shared equally between students and Stott's Colleges. If the student is successful in their appeal \$100 will be refunded.
  - Students are charged on lodgement of the appeal.
- If the outcome of the process is favourable to the complainant, Stott's Colleges will immediately advise the complainant of this and implement any decision and/or corrective and preventative action required. (Step 3)
- If the outcome of the process supports Stott's Colleges' original decision, Stott's Colleges will implement its original decision.

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<sup>4</sup> The *Appeal Form* is available from the Administration officer/ the Registrar (Carlton Campus: Level 1&3; Bowen Campus: Administration; Elizabeth Street Campus: Level 1).

## Student Complaints and Appeals Procedure

**Step 1. Internal Informal Resolution**  
(Relevant officers)

**Step 2. Internal Formal Resolution**  
(Principal, Course Co-ordinator, Head of Department, Homestay Manager)

**Step 3. Internal Appeal Process**  
(Appeal Panel)

**Step 4. External Appeal Process**  
(ACPET)

## Student Transfer Policy

### Purpose

This policy will be made available for both staff and students to enable the effective, efficient and fair handling of incoming transfer students and outgoing transfer students.

### Scope

This policy will be divided into two parts. Part 1 will centre on incoming students, while Part 2 will be centred on outgoing students.

### Part 1

- 1) Stott's Colleges will *not* knowingly enrol a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study<sup>5</sup> except where:
  - a. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
  - b. the original registered provider has provided a written letter of release;
  - c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
  - d. any government sponsor of the student considers that change to be in the student's best interest and has provided written support for that change.
- 2) In accordance with Clause 1, Stott's Colleges will not actively recruit a student before the student has completed six months of his or her principal course unless the exceptions in Clause apply.
- 3) Stott's Colleges' Registrar will follow the procedure in PRISMS to ensure that a CoE is only issued according to Standard 7 of the National Code.
- 4) Any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

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<sup>5</sup> This restriction also applies to any course(s) packaged with their principal course of study.

## Part 2

- 1) Overseas students are restricted from transferring from their principal course of study for a period of six months.
- 2) Notwithstanding Clause 1 in this part, students can nevertheless apply for a letter of release to enable them to transfer to another education provider in the following circumstances:
  - a. where the basis of application for release is deemed to be exceptional circumstances relating to the welfare of the student;
  - b. where Stott's Colleges deems that the student would be better placed in a course that is not available at Stott's Colleges;
  - c. where a student can provide evidence that he or she was misled by Stott's Colleges or an education or migration agent regarding Stott's Colleges or its courses, which constitute a breach of the ESOS Act;
  - d. where an appeal (internal or external) on a matter that may reasonably result in the student wishing to seek a transfer supports the student; or
  - e. any other reason stated in the policies of Stott's Colleges.
- 3) If any of the exception in Clause 1 of this part applies, a release letter will only be issued where:
  - a. a student has a valid enrolment offer from the receiving provider; and
  - b. a student under 18 years of age must have written evidence that the student's parent or legal guardian supports the transfer and, if appropriate, written confirmation that the new provider will accept responsibility for approving a student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code.
- 4) Stott's Colleges will *not* provide a letter of release to students in the first six months of their principal course in the following circumstances:
  - a. where the student's progress is likely to be academically disadvantaged;
  - b. where the transfer may jeopardise the student's progression through a package of courses;
  - c. where the transfer may be detrimental to the student's welfare;
  - d. where Stott's Colleges is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
  - e. where the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student; or
  - f. where student is intending to avoid being reported to DIAC for failing to meet Stott's Colleges attendance or academic progress requirements.
- 5) All applications for transfer will be considered within 14 working days and the applicant will be notified of the decision.
- 6) A letter of release, if granted, must be issued at no cost to the student. Stott's Colleges will also advise the student of the need to contact DIAC to seek advice on whether a new student visa is required.
- 7) If a letter of release is not issued, the student will be provided with written reasons for the refusal to issue. The student will also be advised as to the possibility of appealing Stott's Colleges' decision according to the Colleges' Complaints and Appeals Policy.
- 8) Stott's Colleges will maintain records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

## Recognition of Prior Learning and Credit Transfer Policy

### 1. Recognition of Prior Learning

- a. RPL applications are made using the application form (Appendix F).
- b. The RPL/Credit Transfer application form should be completed and forwarded to the Course Co-ordinator together with the required fee.
- c. A copy of the application form is placed on the student file.
- d. The provider will provide RPL applicant's access to the relevant Units or Modules prior to the application being completed.
- e. The course administrator, the counsellor, teaching staff or the Course Co-ordinator will give applicants advice on completing the RPL application form and gathering reliable evidence.
- f. Teaching staff will assess completed RPL applications and students advised promptly of the decision. Further information or an interview with the student may be required before evaluation of the application is completed.
- g. The completed RPL record must be signed by the student and the assessor.
- h. RPL application documentation, assessment processes and outcomes are to be placed in the student file.
- i. Granting of RPL must be recorded as a unit outcome in the students file.
- j. Stott's Colleges' *Complaints and Appeals Policy* (page 26) might apply.
- k. After RPL is granted, a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.
- l. Any course duration reduction as a result of RPL granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

### 3. Credit Transfer

- a. Applicants for Credit Transfer must complete the RPL/Credit Transfer application form (Appendix F), attach a copy of a verified Award or Statement of Attainment and submit the application to the course co-ordinator.
- b. The course co-ordinator must check the Award or Statement of Attainment and grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.
- c. Verified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be kept on the student files
- d. The completed Credit Transfer record must be signed by the student and the assessor.
- e. Granting of Credit Transfer must be recorded as a unit outcome in the students file
- f. After Credit Transfer is granted, a student's course schedule must be reviewed and modified to ensure a full time load and details of this placed on the student's file.
- g. Any course duration reduction as a result of Credit Transfer granted to students must be indicated on the electronic Confirmation of Enrolment if granted prior to the issue of a visa **or** on PRISMS if granted after the issue of a visa.

## Student Support Services

**Stott's Colleges based its provision of services to students on the commitment of continuous care. This is reflected in the various support services programs and initiatives that it provides to students before commencement of their studies, during their studies and when they complete their studies. Our student support officers are committed to support and assist students in various areas of their academic and personal lives.**

Before commencing study with Stott's Colleges, students or their education agents will be assisted by the registrar, the administration officer and the relevant bilingual officers in preparing their application for study, their departure and arrival and where relevant, their accommodation in Australia. In addition to consulting this prospectus, students can directly contact the following officers for support services or for more information relating to their courses before they commence their studies:

- Mandy Simonds (Registrar)  
Tel: (+613) 9663 3399  
Email: [registrar@stotts.vic.edu.au](mailto:registrar@stotts.vic.edu.au)
- Sue Parker (Administration officer)  
Tel: (+613) 9663 3399  
Email: [sueparker@melblang.com.au](mailto:sueparker@melblang.com.au)
- Hitomi Ogawa (for Japanese students)  
Tel: (+613) 9663 3399  
Email: [hitomi@melblang.com.au](mailto:hitomi@melblang.com.au)
- Huong Pham (for Vietnamese students)  
Tel: (+613) 9663 3399  
Email: [mlcmktg2@netspace.net.au](mailto:mlcmktg2@netspace.net.au)
- Rose Nguyen (for Vietnamese students)  
Tel: (+613) 9629 9966/ 9663 3399  
Email: [roschongnguyen@melblang.com.au](mailto:roschongnguyen@melblang.com.au)
- Benjamin Saporta (for Indian students)  
Tel: (+613) 9663 3399  
Email: [b.saporta@melblang.com.au](mailto:b.saporta@melblang.com.au)
- Rachel Tan (for Indonesian students)  
Tel: (+613) 9663 3399  
Email: [rachel@melblang.com.au](mailto:rachel@melblang.com.au)
- Wen Shan (for Chinese students)  
Tel: (+613) 9663 3399  
Email: [wen@melblang.com.au](mailto:wen@melblang.com.au)
- Karis Sim (Diploma of Community Welfare Work- Administration Officer)  
Tel: (+613) 9663 3399  
Email: [karis.sim@stotts.vic.edu.au](mailto:karis.sim@stotts.vic.edu.au)

- Sven Bergstrom (Bachelor of Business- Course Co-ordinator)  
Tel: (+613) 9663 3399  
Email: [sven@stotts.vic.edu.au](mailto:sven@stotts.vic.edu.au)
- Fernando Lopez (Student Support Services Officer)  
Tel: (+613) 9663 3399

Once students have commenced their studies with Stott's Colleges, students can always contact the above officers whenever they have questions regarding their studies. In addition to the availability of these officers, Stott's Colleges will also provide a comprehensive orientation program whereby students are introduced to their campuses, Stott's Colleges' facilities and staff, Stott's Colleges' policies and Codes of Conduct and the availability of student support services.

Stott's Colleges has comprehensive student support service programs that are designed to target students who are at risk of failing, who are having language difficulties, who are behind in their studies and or students who are lacking life skills. The student services sessions/classes will provide students with supports in the following areas:

- Reading and comprehension of the assignments and lesson notes;
- Producing assignments for presentations, this will include grammar and spelling elements;
- Verbal and visual presentation skills;
- Developing folders, flip charts, word documents or image files according to the requirements of the assignment and presentation;
- Referencing skills;
- Researching from texts, journals and the internet;
- On going practise of presentation and conversing in English;
- Developing the confidence and esteem of the students to be able to assimilate into, enjoy and comprehend their future classes;
- Creating letters of application and resumes for future employment.

In addition, Stott's Colleges also offers the Student Support Link Program to be utilised by students who are experiencing considerable difficulties that might impact on their studies and course attendance. The students will be given information about the availability of relevant services in their local area or region.

This program ensures that students are referred and linked to the most appropriate agencies and services within their area. Stott's Colleges will follow up with the students as to the outcome of the referral service and as to whether or not the students' needs have been assisted.

**Stott's Colleges' educators will be pro-active in identifying and referring students who need support services from within or outside of Stott's Colleges. A student who has been identified as needing support services will be sent a letter inviting him or her to speak to the student support services officer or to attend any student support services class.**

Further, Stott's Colleges has an open-door policy in its dealings with students. Students are always welcomed and encouraged to speak or consult the relevant staff of Stott's Colleges once they have an issue or concern. This enables the educators to identify the students and refer them to the appropriate services more efficiently.

As part of our commitment o continuous care and improvement, Stott's Colleges also conduct surveys each semester in order to ensure the continuous improvement of our service provisions to students and to ensure that its students support services programs are effectively targeting the needs of its students.

Students who are about to finish their studies with Stott's Colleges will also have the opportunity to consult the relevant course co-ordinators about their potential career pathways or their opportunities for further study within or outside of Stott's Colleges.

#### **Costs**

**As part of our commitment of continuous care, Stott's Colleges' Student Support Services Classes can be utilised by students at no cost. However, when Stott's Colleges refer students to external agencies or organisations, students might be required by those external bodies to pay service fees.**

## Important Contact Details

The following is the list of other important contact details that students should be aware of:

No.	Services	Contact Number
1.	Department of Immigration and Citizenship Police, Ambulance, Fire	131 881 000
2.	National Security Hotline	1800 123 400
3.	Victoria State Emergency Service	132 500
4.	Interpreting Services	131 450
5.	Poisons Information Centre (24hr advice on all exposures to poisons, medicines, plants, bites/stings)	13 11 26
6.	Abortion Grief Counselling	1300 363 550
7.	Centres Against Sexual Assault	1800 806 292
8.	DirectLine (24hr telephone counselling, information and referral)	1800 888 236
9.	Gambler's Help	1800 156 789
10.	Nurse-on-call (24hr health advice and information from a registered nurse)	1300 606 024
11.	Pregnancy Help Line (Pregnancy options and alternatives to abortion)	1300 139 313
12.	Suicide Help Line Victoria (24hr crisis intervention, support and information)	1300 651 251
13.	Disability Information and Support (9.00 am to 5.00pm, Monday to Friday)	1800 783 783
14.	Royal Children's Hospital	9345 5522
15.	St Vincent's Hospital (Melbourne)	9288 2211
16.	The Royal Dental Hospital of Melbourne	9341 1000
17.	The Royal Melbourne Hospital	9342 7000
18.	The Royal Victorian Eye & Ear Hospital	9929 8666
19.	The Royal Women's Hospital	9344 2000
20.	Medical One (23 QV Terrace, 292 Swanston Street, Melbourne 3000)	8663 7000
21.	Alcoholics Anonymous	9429 1833
22.	North Melbourne Legal Service (504 Victoria Street, North Melbourne 3051)	9328 1885
23.	Fitzroy Legal Service (124 Johnston Street, Fitzroy 3065)	9419 3744

# Planning Your Arrival

Leaving your home country and traveling to study and live abroad can be challenging, particularly for those who have never been away from home. Nevertheless, preparation can help you get settled into your new school, city and study life soon after arriving. Stott's Colleges' student support officers will also be available to help you adapt to Stott's Colleges and Melbourne. Below are some tips and suggestions to make your transition smoother.

## *Pre-Departure Tips*

Before leaving your home country, it is worthwhile to check if you have completed the important tasks listed below.

- Accepted your offer from the Colleges?
- Paid the tuition and other required fees?
- Received an electronic Confirmation of Enrolment form from the Colleges?
- Applied for and received your student visa?
- Booked your air ticket and planned to arrive in Melbourne a couple of days prior to the beginning of the Orientation Program?
- Requested airport pick-up?
- Applied for accommodation? Or have any approved accommodation?
- Organised an emergency contact number in Australia?
- Checked the dates for the International Student Orientation program?
- Thought about how to deal with moving to a new environment?

## *Australian Customs & Quarantine*

Australia has strict quarantine laws to protect its valuable agriculture industries and unique environment. Before you get off the plane, you will need to complete an Incoming Passenger Card. On this card you must declare whether you are carrying any items of quarantine concern, including all food, plant material and animal products. **If in doubt, declare! Do not take any risks!**

The Customs Service is responsible for, among other things, ensuring that people who cross Australia's borders comply with customs laws. All arriving air passengers are screened and their luggage will usually be inspected or x-rayed by Customs and Quarantine officers.

International students can bring into Australia an unlimited amount of Australian or foreign currency. However, students need to notify the Australian Customs Service through the Travellers' Statement if the amount to be brought in is AUD\$10,000 (or equivalent in foreign currency). If you are using prescribed medication for regular use, you will need to contact your nearest Australian diplomatic office to confirm that the medicines and the quantities required by you are permitted. It is also a good idea to carry a letter from your doctor providing details about the medication and its purpose.

For further information, please refer to the Australian Customs and Quarantine Information website: <http://www.aqis.gov.au> and <http://www.customs.gov.au>.

## *Important Documents to Bring*

There are some important items which you should bring with you to Melbourne. These include:

- Valid passport with current student visa;
- Letter of offer from Stott's' Colleges;
- Acceptance form;
- Certified results transcripts from your previous educational institution;
- Other official forms of identification (eg. certified copies of your birth certificate, international driver's licence, etc);
- This prospectus.

## Studying and Living in Melbourne

We understand that studying and living in a new environment is exciting and challenging. We understand the needs of overseas students and we will therefore attempt to help making your transition smoother. Here are some information about Melbourne and living in Melbourne.

### *Melbourne*

Melbourne is the capital city of Victoria, the second largest city in Australia. It is set around the shores of Port Phillip Bay. The City of Melbourne sits beside the Yarra River, around 5 kilometres from the Bay.

Melbourne is a home of 3.85 million people from a wide range of cultural backgrounds (at June 2008).

The City of Melbourne covers the city centre and a number of inner-city suburbs. Each suburb has its own personality and character.

Melbourne has many precincts. Each precinct has unique character and offers different cultural experiences. For example, you can experience Greek culture from the Greek Quarter around Lonsdale Street, Vietnamese on Victoria Street, Italian on Lygon Street, Chinese in Chinatown and French on Collins Street.

### *Multiculturalism*

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

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

### *Language*

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

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

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. As you improve your English in Australia you will learn some of our slangs, and have much fun explaining the meanings to your friends and relatives at home.

### ***Religion***

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

### ***Weather***

Melbourne's weather is very unpredictable and is known to occasionally provide 'four seasons in one day'. A range of clothing for all conditions is recommended for anyone planning to study in or visit Melbourne.

More information about weather forecast, warnings and observation around Australia see <http://www.bom.gov.au> or <http://weather.com.au>.

### ***Transportation***

Traveling in Melbourne and around Australia is convenient. Public transport and facilities including buses, trams, trains, planes, domestic and international airports, coach and train stations as well as bus and tram stops are available for public use.

Melbourne's public transport system consists of bus, tram and train and is divided into two travel zones. Zone 1 includes the city centre and Zone 2 includes the middle to outer suburbs of Melbourne. Regional areas are serviced by V/Line trains.

The system uses an automated ticketing system called Metcard and can be purchased at train stations, machines in trams, major tram stops and retail outlets displaying the Metcard flag. There are no conductors; however, you must ensure you have a validated ticket as inspectors (Authorised Officers) conduct random inspections. Fines start from \$160. Please note international students are ineligible for concession fares.

You can also catch a taxi on the street or book prior by telephone. There are also taxi ranks in most busy locations, especially near railway stations, hotels, and the airport. At the ranks, taxis wait in a queue for passengers. Taxis are more expensive after 9pm and at weekends.

### ***Banking***

You will receive more information about banking in Australia during the Orientation and Enrolment day. The Customer Service staff at every branch of an Australian bank can also give you more information about bank accounts.

EFTPOS (Electronic Funds Transfer at Point of Sale) is widely accepted in Australia. By using EFTPOS it reduces the need to carry large sum of cash. Please do note that fees apply and check with your Australian bank on the fees and charges associated with the use of EFTPOS.

Major credit cards are widely accepted in Australia, and can be very useful as most things (including tuition fees) can be paid for with a credit card. However, students should be careful not to let their credit card usage get 'out of hand' or to lend it to other people.

### ***Settling in***

International students and their families may experience a wide range of feelings and moods when studying or living in Australia. It is very important that you seek help if you find that the process of cultural adjustment is adversely affecting you.

### ***Accommodation***

For a student who is not in the care of a parent or a suitable relative while in Australia, Stott's Colleges uses the homestay program provided by Melbourne Language Centre ('MLC') and guardianship services provided by Guardianship Australia. Stott's Colleges authorises the co-ordinator of MLC homestay program to approve and monitor homestay arrangements for international students under the age of 18.

Homestay rates are inclusive of breakfast and dinner at the following rates:

Over 18:                      A\$ 220 per week  
Under 18:                     A\$ 250 per week

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart Australia. Further details can be obtained from Mr John Cumming, (03) 9663 3399 or email to [enquiries@guardianshipaustralia.com.au](mailto:enquiries@guardianshipaustralia.com.au).

### ***Cost Of Living***

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by Stott's Colleges. A single person studying in Australia will need A\$13,000 - A\$16,000 each year in addition to the tuition fees. This amount also depends on the kind of accommodation a student chooses. For a married person with a dependent, he/she will need another A\$4,000 each year. If there are children, the living expenses needed will be approximately A\$3,000 for each child.

<b>Food</b>	<b>Personal Effects/Services</b>
Milk 1 litre \$1.70	Shoes 1 pair \$70.00
Bread 1 loaf \$2.20	Jeans 1 pair \$80.00
Apples 1 kg \$2.30	Toothpaste 140g \$3.00
Potatoes 1 kg \$1.30	Shampoo 500ml \$3.50
Beefsteak 1 kg \$7.00	T-shirt \$20.00
Eggs 1 dozen \$3.00	Hairdresser \$20.00 to \$60.00
Cereal \$3.00 - \$4.00	Newspaper \$1.80
Fruit Juice 2 litres \$4.00	Cinema ticket \$15.00
Rice 1 kg \$2.20	Public transport: please refer to <a href="http://www.metlinkmelbourne.com.au">http://www.metlinkmelbourne.com.au</a> .

### ***Entertainment***

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

### ***Travel***

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

### ***Places of Interest***

- Cook's Cottage
- Crown Entertainment Complex;
- Federation Square;
- Melbourne Aquarium;
- Melbourne Exhibition Centre;
- Melbourne Maritime Museum;

- National Gallery of Victoria;
- Old Melbourne Gaol;
- Parliament House;
- Queen Victoria Market;
- Shrine of Remembrance;
- St Patrick's Cathedral;
- State Library;
- Town Hall.

*International sporting events*

- Spring Racing Carnival (Melbourne Cup);
- Australian Open (Grand Slam tennis);
- Grand Prix Motor Racing;
- World Series and Test cricket;
- Bells Beach Surf Classic.

*Stott's Colleges and the City of Melbourne await you  
and welcoming you in advance.*

**Stott's Colleges Pty Ltd trading as Stott's Colleges**  
*CRICOS Provider No 00197D*

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