Wattle COLLEGE



STUDENT HANDBOOK

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ABOUT WATTLE COLLEGE



WATTLE IS COMMITTED TO HELPING YOU ACHIEVE YOUR GOALS. WITH OUR CAREFULLY DESIGNED COURSES, YOU WILL GAIN SKILLS TO BE JOB READY. WE ARE PROUD TO OFFER A TECHNOLOGICALLY ENRICHED ENVIRONMENT, FLEXIBLE TIMETABLE AND A COMPREHENSIVE STUDENT SUPPORT TO MAKE YOUR EDUCATIONAL EXPERIENCE A REWARDING ONE. WITH STUDENTS FROM ALL OVER THE GLOBE, YOU WILL BUILD COUNTLESS MEMORIES FOR THE REST OF YOUR LIFE.

Wattle College, named after the Golden Wattle, known for its resilience and versatility, is established to provide high quality education to both local and international students.

We are a Registered Training Organisation (RTO number 45676, CRICOS number 03905A) and is able to deliver and assess Nationally Recognised Qualifications under the Australian Qualification Framework (AQF).

We are a comprehensive, learner-centred institution which strives to become the standard of excellence for fostering intellect, creativity, and character in an active, student-centred learning community.

Wattle College is conveniently located in the Melbourne CBD and is easily reached by public transport or by car and is well serviced with car parks in the area.

We strive to provide the best possible learning environment, highly educated Staff with recent industry experience and curriculum to ensure that you get a qualification that is highly regarded by industry.

Our mission is to offer transformative education through engaged learning and participation.

Our vision is to provide premium education and training that produces capable, thoughtful and ethical citizens who contribute to community with their knowledge, engagement and skills in enriching and transforming lives.

OUR CAMPUS



ALL OF THE COURSES ARE DELIVERED AT WATTLE COLLEGE MAIN CAMPUS, WHICH IS LOCATED AT LEVEL 6, 190 QUEEN STREET, MELBOURNE VIC 3000 AUSTRALIA. THE RESOURCES AVAILABLE AT THIS CAMPUS ARE CLASSROOM EQUIPPED WITH CHAIRS, TABLES, AV FACILITIES. STUDENT LIBRARY, COMMON ROOM, STUDENT KITCHEN, LOUNGE ROOM.



CONTACT US

General Enquiries
Level 6, 190 Queen Street
Melbourne VIC 3000
1300 118 185
www.wattle.edu.au
info@wattle.edu.au

Admissions & Pre Enrolment
admissions@wattle.edu.au

Financial & Fee Enquiries
accounts@wattle.edu.au

VET Enquiries
info@wattle.edu.au

USI & ESOS FRAMEWORK

UNIQUE STUDENT IDENTIFIER

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a secure online record of the nationally recognized training completed by an individual. From 2015, all Students participating in nationally recognized training must have a USI. The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript and will also ensure that your VET records are not lost.

As part of your enrolment, you must either supply your USI (if known) or provide authority for us to create or access your USI on your behalf. If you are providing the authority, you must also provide a suitable form of identification – as listed on the relevant section of the Enrolment Form.

Any student who would like to create their own USI can visit here:
http://www.usi.gov.au/Students/Pages/def ault.aspx

ESOS FRAMEWORK

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offer high-quality services and protection for international students to ensure they make the most of their time here. Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through the foundation and English language intensive courses, to vocational education and training (VET) and higher education. The laws that protect international Students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the National Code 2018.

More information on the ESOS framework can be viewed at:
https://docs.education.gov.au/system/files/doc/other/esosStudentfactsheetv3.pdf

BSB40120 CERTIFICATE IV IN BUSINESS (LEADERSHIP)

BSB40120 | 28 WEEKS |
ON CAMPUS | CRICOS 105396B

COURSE DESCRIPTION

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

Individuals in these roles carry out a mix of specialist and moderately complex administrative or operational tasks that require self-development skills. They use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

CAREER OPPORTUNITIES

The following employment pathways are available to students who finish this course

- administrator
- project officer
- accounts clerk
- customer service advisor
- office administration assistant

PROGRAM DURATION

28 Weeks (including holidays & breaks)

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

The classes will be delivered at Level 6/190 Queen Street, Melbourne - 3000.

COURSE INFORMATION

ASSESSMENT METHODS

Written Assessments, Projects and Observations

UNITS OF STUDY

BSBWHS411 Implement and monitor WHS policies, procedures, and programs	Core
BSBCRT411 Apply critical thinking to work practices	Core
BSBTWK401 Build and maintain business relationships	Core
BSBXCM401 Apply communication strategies in the workplace	Core
BSBWRT411 Write complex documents	Core
BSBTEC404 Use digital technologies to collaborate in a work environment	Core
BSBPEF402 Develop personal work priorities (Group A Elective)	Elective
BSBPEF502 Develop and use emotional intelligence (Group A Elective)	Elective
BSBCMM411 Make presentations	Elective
BSBXTW401 Lead and facilitate a team	Elective
BSBLDR411 Demonstrate leadership in the workplace	Elective
BSBHRM413 Support the learning and development of teams and individuals	Elective

ENTRY REQUIREMENTS

Minimum Entry requirement for enrolling at Wattle College are:

- Age: must be 18 years or over
- English Proficiency Level: an IELTS Band 5.5 or equivalent
- Academic: Successful completion of Year 12 or its equivalent

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

Demonstration of the completion of English language tests and preparation courses can be used as sufficient proof that an applicant has met the English language requirements, as long as the test has been taken within two years of the student applying for a place of study in a Wattle College course. Applicants must provide original test certificates. Certified copies are acceptable.

FEES STRUCTURE

Please contact our admissions team at info@wattle.edu.au or at 1300 118 085 for up-to-date information.

OPEN DAYS

Wattle College holds open days twice a year for the students to come and visit the campus and ask the academic staff for information relating to the course. The open day is held from 9 am to 2 pm. For the current schedule, please visit www.wattle.edu.au

BSB50420 DIPLOMA OF LEADERSHIP AND MANAGEMENT

BSB50420 | 52 WEEKS |
ON CAMPUS | CRICOS 105397A

COURSE DESCRIPTION

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

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

CAREER OPPORTUNITIES

The following employment pathways are available to students who finish this course

- branch manager
- business manager
- department manager
- production manager
- store manager
- team leader

PROGRAM DURATION

52 Weeks (including holidays & breaks)

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

The classes will be delivered at Level 6/190 Queen Street, Melbourne - 3000.

COURSE INFORMATION

ASSESSMENT METHODS

Written Assessments, Projects and Observations

UNITS OF STUDY

BSBCMM511 Communicate with influence	Core
BSBWHS521 Ensure a safe workplace for a work area	Elective
BSBTWK503 Manage meetings	Elective
BSBPEF502 Develop and use emotional intelligence	Core
BSBCRT511 Develop critical thinking in others	Core
BSBXCM501 Lead communication in the workplace	Elective
BSBLDR523 Lead and manage effective workplace relationships	Core
BSBFIN501 Manage budgets and financial plans	Elective
BSBLDR522 Manage people performance	Elective
BSBOPS502 Manage business operational plans	Core
BSBHRM522 Manage employee and industrial relations	Elective
BSBTWK502 Manage team effectiveness	Core

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- Age: must be 18 years or over
- English Proficiency Level: an IELTS Band 5.5 or equivalent
- Academic: Successful completion of Year 12 or its equivalent

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

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FEES STRUCTURE

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OPEN DAYS

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BSB60420 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

BSB60420 | 52 WEEKS | ON CAMPUS | CRICOS 107496D

COURSE DESCRIPTION

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

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters. They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

CAREER OPPORTUNITIES

The following employment pathways are available to students who finish this course:

- Team leader
- Product manager
- Senior Manager
- Department Manager
- Training Manager
- Regional Manager

PROGRAM DURATION

52 Weeks (including holidays & breaks)

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

The classes will be delivered at Level 6/190 Queen Street, Melbourne - 3000.

COURSE INFORMATION

UNITS OF STUDY

BSB60420 - Advanced Diploma of Leadership and Management	Core/ Elective
BSBCRT611 Apply critical thinking for complex problem solving	Core
BSBHRM615 Contribute to the development of diversity and inclusion strategies	Elective
BSBPMG633 Provide leadership for the program	Elective
BSBLDR602 Provide leadership across the organisation	Core
BSBOPS601 Develop and implement business plans	Core
BSBHRM613 Contribute to the development of learning and development strategies	Elective
BSBSTR601 Manage innovation and continuous improvement	Core
BSBLDR601 Lead and manage organisational change	Core
BSBPMG637 Engage in collaborative alliances	Elective
BSBHRM614 Contribute to strategic workforce planning	Elective

ENTRY REQUIREMENTS

The minimum Entry requirement for enrolling at Wattle College are:

- Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions) or
- Have two years of equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise

- Minimum age of 18 years
- English proficiency levels of IELTS 5.5 or equivalent or completion of a Literacy, Language and Numeracy (LLN) assessment at ACSF Level 4.

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

Demonstration of the completion of English language tests and preparation courses can be used as sufficient proof that an applicant has met the English language requirements, as long as the test has been taken within two years of the student applying for a place of study in a Wattle College course. Applicants must provide original test certificates. Certified copies are acceptable.

FEES STRUCTURE

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OPEN DAYS

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SIT30821 CERTIFICATE III IN COMMERCIAL COOKERY

SIT30812 | 52 WEEKS |
ON CAMPUS | CRICOS 110260J

COURSE DESCRIPTION

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.
Completion of this qualification contributes to recognition as a trade cook.
This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.
The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

CAREER OPPORTUNITIES

The following work roles are available to students who finish this course:

- Sous Chef
- Banquet Chef
- Pastry Chef
- Food Production Manager
- Purchasing Manager
- Private Club and Resort Manager

PROGRAM DURATION

52 Weeks (including holidays & breaks)

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

The theory classes will be delivered at Level 6/190 Queen Street, Melbourne - 3000
The practical classes will be delivered at a ADMS Kitchen - 178-180 Victoria St, Richmond VIC 3121

ASSESSMENT METHODS

Written Assessments, Projects and Observations

COURSE INFORMATION

UNITS OF STUDY

Units	Core/ Elective
SITHCCC023 Use food preparation equipment	Core
SITHCCC027 Prepare dishes using basic methods of cookery	Core
SITHCCC028 Prepare appetisers and salads	Core
SITHCCC029 Prepare stocks, sauces and soups	Core
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC031 Prepare vegetarian and vegan dishes	Core
SITHCCC035 Prepare poultry dishes	Core
SITHCCC036 Prepare meat dishes	Core
SITHCCC037 Prepare seafood dishes	Core
SITHCCC041 Produce cakes, pastries and breads	Core
SITHCCC042 Prepare food to meet special dietary requirements	Core
SITHCCC043 Work effectively as a cook	Core
SITHKOP009 Clean kitchen premises and equipment	Core
SITHKOP010 Plan and cost recipes	Core
SITHPAT016 Produce desserts	Core
SITXFSA005 Use hygienic practices for food safety	Core
SITXFSA006 Participate in safe food handling practices	Core
SITXHRM007 Coach others in job skills	Core
SITHCCC026 Package prepared foodstuffs	Elective
SITHCCC038 Produce and serve food for buffets	Elective
SITHCCC040 Prepare and serve cheese	Elective
BSBSUS211 Participate in sustainable work practices	Elective
HLTAID011 Provide First Aid	Elective

ENTRY REQUIREMENTS

The minimum Entry requirement for enrolling at Wattle College are:

- Minimum age of 18 years
- Completion of Year 12 and/or equivalent
- English proficiency levels of IELTS 5.5 or equivalent or completion of a Literacy, Language and Numeracy (LLN) assessment at ACSF Level 4

In addition, the students will be assessed for existing skills, knowledge and experience to undertake the work in a commercial kitchen and hospitality environment, the students will be required to undertake a Pre-Training Review.

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

Demonstration of the completion of English language tests and preparation courses can be used as sufficient proof that an applicant has met the English language requirements, as long as the test has been taken within two years of the student applying for a place of study in a Wattle College course. Applicants must provide original test certificates. Certified copies are acceptable.

FEES STRUCTURE

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OPEN DAYS

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SIT40521 CERTIFICATE IV IN KITCHEN MANAGEMENT

SIT40521 | 78 WEEKS |
ON CAMPUS | CRICOS 110261H

COURSE DESCRIPTION

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.
This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

CAREER OPPORTUNITIES

The following work roles are available to students who finish this course:

- Chef
- Chef de Partie

PROGRAM DURATION

78 Weeks (including holidays & breaks)

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

The theory classes will be delivered at Level 6/190 Queen Street, Melbourne - 3000

The practical classes will be delivered at a ADMS Kitchen - 178-180 Victoria St, Richmond VIC 3121

ASSESSMENT METHODS

Written Assessments, Projects and Observations

COURSE INFORMATION

UNITS OF STUDY

Units	Core/ Elective
SITHCCC023 Use food preparation equipment	Core
SITHCCC027 Prepare dishes using basic methods of cookery	Core
SITHCCC028 Prepare appetisers and salads	Core
SITHCCC029 Prepare stocks, sauces and soups	Core
SITHCCC030 Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC031 Prepare vegetarian and vegan dishes	Core
SITHCCC035 Prepare poultry dishes	Core
SITHCCC036 Prepare meat dishes	Core
SITHCCC037 Prepare seafood dishes	Core
SITHCCC041 Produce cakes, pastries and breads	Core
SITHCCC042 Prepare food to meet special dietary requirements	Core
SITHCCC043 Work effectively as a cook	Core
SITHKOP010 Plan and cost recipes	Core
SITHKOP012 Develop recipes for special dietary requirements	Core
SITHKOP013 Plan cooking operations	Core
SITHKOP015 Design and cost menus	Core
SITHPAT016 Produce desserts	Core
SITXCOM010 Manage conflict	Core
SITXFIN009 Manage finances within a budget	Core
SITXFSA005 Use hygienic practices for food safety	Core
SITXFSA006 Participate in safe food handling practices	Core
SITXFSA008 Develop and implement a food safety program	Core
SITXHRM008 Roster staff	Core
SITXHRM009 Lead and manage people	Core
SITXINV006 Receive, store and maintain stock	Core
SITXMGT004 Monitor work operations	Core
SITXWHS007 Implement and monitor work health and safety Practices	Core
SITHCCC026 Package prepared foodstuffs	Elective
SITHCCC038 Produce and serve food for buffets	Elective
SITHCCC040 Prepare and serve cheese	Elective
HLTAID011 Provide First Aid	Elective
BSBTWK501 Lead diversity and inclusion	Elective
SITXCCS014 Provide service to customers	Elective

ENTRY REQUIREMENTS

The minimum Entry requirement for enrolling at Wattle College are:

- Minimum age of 18 years
- Completion of Year 12 and/or equivalent
- English proficiency levels of IELTS 5.5 or equivalent or completion of a Literacy, Language and Numeracy (LLN) assessment at ACSF Level 4

In addition, the students will be assessed for existing skills, knowledge and experience to undertake the work in a commercial kitchen and hospitality environment, the students will be required to undertake a Pre-Training Review.

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

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FEES STRUCTURE

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OPEN DAYS

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SIT50416 DIPLOMA OF HOSPITALITY MANAGEMENT

SIT50416 | 78 WEEKS | ON CAMPUS | CRICOS

COURSE DESCRIPTION

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

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

Possible job titles include:

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

CAREER OPPORTUNITIES

The following work roles are available to students who finish this course:

• Chef de Cuisine
• Sous Chef
• Restaurant Manager

PROGRAM DURATION

78 Weeks (including holidays & breaks)

COURSE INFORMATION

INTAKE SCHEDULE

17/1/22, 14/2/22, 11/4/22, 9/5/22, 4/7/22, 1/8/22, 26/9/22, 24/10/22

MODE & METHOD OF DELIVERY

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ASSESSMENT METHODS

Written Assessments, Projects and Observations

UNITS OF STUDY

Units	Core/ Elective
BSBDIV501 Manage diversity in the workplace	Core
BSBMGT517 Manage operational plan	Core
SITXFSA001 Use hygienic practices for food safety	Elective
SITXCCS008 Develop and manage quality customer service practices	Core
SITXCCS007 Enhance customer service experiences	Core
SITXFIN003 Manage finances within a budget	Core
SITXCOM005 Manage conflict	Core
SITXFIN004 Prepare and monitor budgets	Core
SITXHRM002 Roster staff	Core
SITXHRM003 Lead and manage people	Core
SITXMGT002 Establish and conduct business relationships	Core
SITXWHS003 Implement and monitor work health and safety practices	Core
SITXMGT001 Monitor work operations	Core
SITHIND002 Source and use information on the hospitality industry	Elective
SITHCCC001 Use food preparation equipment	Elective
SITHCCC005 Prepare dishes using basic methods of cookery	Elective
SITHCCC006 Prepare appetisers and salads	Elective
SITHCCC007 Prepare stocks, sauces and soups	Elective
SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	Elective
SITXINV004 Control stock	Elective
SITHCCC012 Prepare poultry dishes	Elective
SITHCCC013 Prepare seafood dishes	Elective
SITHCCC014 Prepare meat dishes	Elective
SITXGLC001 Research and comply with regulatory requirements	Core
SITHCCC018 Prepare food to meet special dietary requirements	Elective
SITHCCC019 Produce cakes, pastries and breads	Elective
SITXINV003 Purchase goods	Elective
SITHCCC020 Work effectively as a cook	Elective

ENTRY REQUIREMENTS

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- Completion of Year 12 and/or equivalent
- English proficiency levels of IELTS 5.5 or equivalent or completion of a Literacy, Language and Numeracy (LLN) assessment at ACSF Level 4

In addition, the students will be assessed for existing skills, knowledge and experience to undertake the work in a commercial kitchen and hospitality environment, the students will be required to undertake a Pre-Training Review.

COURSE INFORMATION

DEMONSTRATION OF ENGLISH LANGUAGE PROFICIENCY FOR INTERNATIONAL STUDENTS

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PRE-TRAINING REVIEW AND LLN

PRE TRAINING REVIEW

At enrolment, all Students will be required to complete a Pre-Training Review (PTR). At a minimum the pre-training review including an interview must:

- ascertain the individual's aspirations and interests with due consideration of the likely job outcomes from the development of new competencies and skills;
- consider the individual's existing educational attainment and capabilities;
- include assessment of literacy and numeracy skills;
- Identify any competencies previously acquired (RPL, recognition of current competency (RCC) or credit transfer);
- ascertain that the proposed learning strategies and materials are appropriate for that individual;
- where the proposed learning includes portions delivered online, identify the individual learner's digital capability, including access to necessary technology, and where necessary identify steps to overcome any barriers in this regard;

Any special learning needs identified from this review will form the basis of any adjustment to the training program and appropriate strategies will be agreed upon with the student. Adjustments will be recorded in the student file, their individual training plan. This will be documented with evidence in Student records including the eCOE via PRISMS. The adjustment must comply with the training package requirements and must not compromise the competency standard.

LANGUAGE, LITERACY AND NUMERACY (LLN)

The LLN skills of the Student are a critical component of determining a Student's suitability to undertake specific VET study. Students enrolling at Wattle College will be required to undertake a LLN assessment at ACSF Level 4 using the LLN Robot System.

The LLN Robot Online LLN Assessment has been designed to give an indication of a learner's abilities across the 5 core skills of the ACSF. These are Learning, Reading, Writing, Oral Communication and Numeracy. The outcome of the online assessment is the first step in considering the support needs of the learner. The online assessment reacts dynamically to the answers of the learner and gets progressively easier or more difficult based on how the person is doing. This prevents learners from being asked questions that are either too easy or too difficult to save on assessment time and reduce negative assessment experiences.

LLN assessments are based on the community domain of communication, using examples from everyday life to avoid bias relating to specific training or working environments and experience. This approach keeps the assessments fair, valid and accessible to all learners.

LLN Robot uses a purpose-built diagnostic tool to determine the required ACSF/core skill levels of a unit of competency. The system uses a series of language analysis algorithms to scan the content of a unit of competency to identify trigger words and phrases and their associated values based on the training package, ACSF performance indicators and the AQF (certificate) level of the unit. This data is used to generate a training profile that reflects the core skills required to understand and perform the criteria outlined in the unit.

Any LLN Levels of a student that are not at the required ACSF Levels for the qualification will be considered to have an LLN Gap. Wattle College will generate a diagnostic report for each student using the LLN Robot system. This report along with the pre training review outcome will be part of the student records available to trainers/assessors at all times. This is to ensure appropriate and suitable interventions and support strategies are devised and implemented as relevant.

Wattle College takes all reasonable and feasible steps to assist Students during the course so they can successfully complete the course within the course schedule.

RECOGNITION OF PRIOR LEARNING & COURSE CREDITS

An RPL process is in place for Students who wish to gain either recognition for an individual unit or the complete qualification. Applicants from diverse backgrounds with prior industry experience, with or without formal VET qualifications, may apply to have their learning recognized using RPL process at Wattle College. If relevant, the RTO will provide information to the applicant and will encourage them to seek RPL. The applicant will be required to complete RPL tool along with evidence to substantiate their claims. It is only after a rigorous assessment by Wattle College, a decision to grant or not grant RPL will be provided.



A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us. Students who have successfully completed whole units of competency included in this course with another RTO can apply for Credit Transfer (CT). We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed. It allows the Student to reduce the time and study load associated with achieving this qualification. The CT application - process is provided to Students in pre-enrolment information in accordance with the CT policy and procedure.

Where RPL or CT have been successfully granted, the amount of training required will be adjusted by the Wattle College. This is to be reflected in individual training plan for the student. This will be documented with evidence in Student records including the eCOE via PRISMS. The adjustment must comply with the course requirements and must not compromise the competency standard.

Fees are applicable for Recognition of Prior Learning as given above. There are no fees for course credit assessment.

ORIENTATION @ WATTLE COLLEGE

All Students are required to participate in an Orientation Session prior to their course commencement at Wattle College.

The Orientation Session involves;

- Welcoming presentation to Australia
- Discussion of how study life works in Australia (Melbourne)
- Campus facilities etc.
- Orientation to Melbourne and a tour of the Wattle College campus
- Details of the course, timetable, Staff members contact details
- Welfare and Academic issues
- Details of other Student Services and Support available at the college
- Information provided about the first point of contact (contact officer) for Student support.

Students who are unable to attend the soonest orientation program to their commencement must make all reasonable attempts to attend the next one.

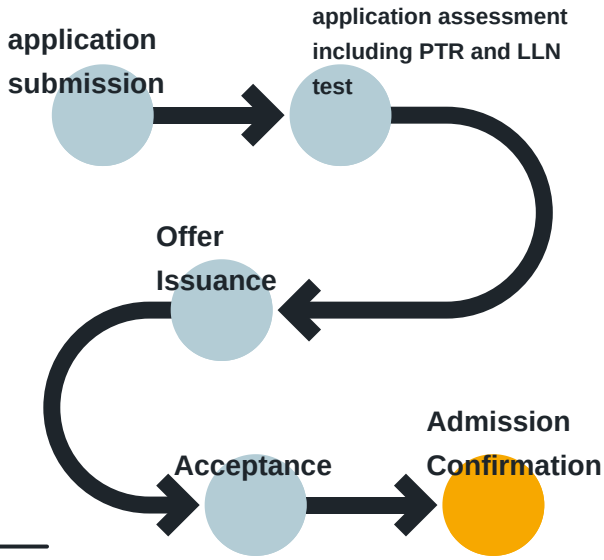
ORIENTATION BEGINS ONE WEEK BEFORE THE OFFICIAL COMMENCEMENT DATE OF THE COURSE AND WILL PROVIDE STUDENTS WITH INFORMATION RELATING TO THEIR COURSE.

PRIOR TO THE COMMENCEMENT OF ORIENTATION PROGRAMS ALL NEW STUDENTS TO WATTLE COLLEGE WILL RECEIVE A WELCOME LETTER WHICH WILL OUTLINE HOW STUDENTS CAN REGISTER FOR AN ORIENTATION PROGRAM.

ALL ORIENTATION PROGRAMS WILL TAKE PLACE AT WATTLE COLLEGE'S CAMPUS IN ORDER TO EFFECTIVELY INTRODUCE STUDENTS TO THE PHYSICAL FACILITIES ON SITE.*

*In an event, which is out of the college's scope i.e. lockdown, Wattle College will offer online orientation programs.

ADMISSIONS PROCESS





APPLICATION SUBMISSION

A prospective student will find all the information either through the website, this guide or by contacting the admission team. If the prospective student wishes to proceed, they must complete an application form, provide the required documentary evidence, and submit them to Wattle College.

APPLICATION ASSESSMENT

The admissions team at Wattle College will assess the application submitted by the applicant. The admissions team will do a completeness check on the submitted application. If the applicant has not completed all the fields or if the applicant has not provided all the relevant documents, then the application will be deemed incomplete, and the admissions team will request the applicant to resubmit the complete application.

If the application is complete, the student will be invited to undertake a Pre-Training Review and a Language, Literacy and Numeracy (LLN) test using LLN robot.

If the applicant has passed the minimum requirements, the applicant will be issued a letter of offer and student agreement as mentioned below.

If the applicant does not meet the minimum requirements, the admissions team may reject the application and inform the applicant in writing about the decision outcome. The applicant will be provided complaints and appeals policy if they wish to appeal the decision.

If the student does not meet the minimum English requirements, then the student may be offered a pathway with one of our English providers.

OFFER ISSUANCE

If the applicant has met all the requirements, then an unconditional offer would be issued to the applicant (no further conditions to be met for admission). If the applicant has to meet certain condition, then a unconditional offer would be issued to the applicant (conditions have to be met before the applicant can be accepted).

ACCEPTANCE

The applicant accepts the offer by signing the letter of offer and the student agreement and sending it back to the admissions team via email or post. The applicant also needs to make the initial deposit as set out on the letter of offer.

CONFIRMATION OF ADMISSION

Once the signed letter of offer and the initial deposit has been received, the applicant would receive a confirmation email on their acceptance at Wattle College.

For international students, they would receive a confirmation of enrolment, that would assist them in applying for a student visa.

STUDENT VISAS



Once you receive your electronic Confirmation of Enrolment, you will need to apply for your Student Visa. Information about applying for a Visa can be found at: http://www.immi.gov.au/allforms/pdf/appl ying-Student.pdf

This document explains the process for application, evidence that you must provide (including a valid passport), information on Student Visa conditions, permission to work, Overseas Student Health Cover and charges associated with the Visa application. You may wish to use a registered migration agent to assist you with your application, or Wattle College has a range of education agents who can assist you with the process of applying for a course to arrival at Wattle College and including assistance with Visas. Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a Visa can be a lengthy process.

If your Visa is not approved, you will receive a as per the Refund Policy stated in Refund Section of this Handbook.

VISA CONDITIONS

If you are granted a Visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your Visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify Wattle College of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.
- If you are traveling with your family, you will need to include their documents as well.
- Keep all documents in your carry-on luggage.

OVERSEAS STUDENT HEALTH COVER (OSHC)

Australia has a special system of health cover for international Students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a Student Visa in Australia. You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

•Australian Health Management OSHC www.ahmoshc.com
•BUPA Australia www.overseasStudenthealth.com
•Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
•OSHC Worldcare www.oshcworldcare.com.au

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DHA) Frequently Asked Questions. OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

•Extra OSHC provided by some OSHC providers;
•International travel insurance; or
•General treatment cover with any Australian private health insurer. You can find a list of these providers and search forthe one that suits you best at www.privatehealth.gov.au or www.iselect.com.au

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a Visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

School-Aged Dependents

If you are bringing school-aged children with you when you study in Australia, you will need to arrange for them to attend school.

The requirements for enrolling Students and school fees vary across Australian states and territories, and across schools.

Following is a summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information. Where you have dependent children that need to attend childcare or school, you should be aware of the following costs: Typical childcare costs in Victoria are as follows:

- Center-based childcare A$60 to $120 x per day
- Family daycare $3.50 to $7.50 per hour
- Nannies $10 to $25 per hour
- Au pairs (living in your home) $80 to $120 per week

Find out more at:
http://www.study.vic.gov.au/en/Pages/default.aspx?&Redirect=1

For school children, current costs range from $7,749 for Prep to Grade 6, $10,250 for Junior Secondary (Years 7 – 10) and $11,480 for Senior Secondary ($11,480).

- $19,830 a year for the main Student;
- $6,940 a year for the Student's partner;
- $2,970 a year for the Student's first child; and
- $2,790 a year for every other child and where required.

To find out more about application processes and costs go to:

- https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs
- https://www.study.vic.gov.au/en/living- in-victoria/cost-of- living/Pages/default.aspx

You should also be aware that the above costs for childcare and schooling are in addition to living costs.

PRE-DEPARTURE INFORMATION



ENTRY TO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back. Once you have passed through the immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

Make sure you have your passport and Incoming Passenger Card ready for the Entry Control Point.

When you have passed through the Entry Control Point, you will collect your baggage and exit via Customs and Quarantine (AQIS). There are 2 exit channels after you have collected your baggage.

- If you have any goods to declare, you must walk through the red channel
- If you have nothing to declare, you can proceed through the green channel

ARRIVING IN MELBOURNE

Melbourne Airport's international and domestic terminals are located under one roof. The airport is a 25-minute drive from the city on the Tullamarine Freeway. On the plane, you will be given an Incoming Passenger Card to complete. You will need to fill in your flight details and customs information. There is an information service on the ground floor of the arrivals hall of the International terminal (T2) and the Domestic terminal (T1). You'll find information on events, tours, accommodation, and special needs.

NEED AIRPORT PICKUP?

Please contact the Wattle College Admission team to arrange for an Airport Pick up. You will be required to fill and email us the 'Airport Pickup Request form' along with a copy of your air tickets. Airport Pick up service is chargeable. Please refer to the Fee and Charges in the section for fee details.

LIFE IN AUSTRALIA

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Australia is an island continent in the southern hemisphere. It is a huge country is one of the oldest land masses. It is also called 'Oz' and its people like to call themselves 'Aussies'. Australia is a multi-cultural society and you can find people from all around the world.

Australia is a country of oddities and there are many unusual animals and plants. The native people of Australia are called Aborigines. They have lived on this island for more than 40,000 years and have a rich culture.

Australia offers a lot both in the way of cultural and natural attractions. From the Great Barrier Reef to Uluru. From Darwin in the north to Hobart in the south. There is so much to see and do here.

VICTORIA – THE PLACE TO BE

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

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



MELBOURNE

CROWNED THE WORLD'S MOST LIVEABLE CITY FOR SEVEN YEARS STRAIGHT UNTIL 2017

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. Melbourne, which has been voted many times the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.
Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter. It is a beautiful spacious city with world famous sporting venues and beautiful parks and gardens.

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. The city and surrounding suburbs are well serviced by a public transport network of buses, trains and trams.

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city. The city centre is on the banks of the Yarra River and close to St Kilda beach.

CLEAN, SAFE, COSMOPOLITAN

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

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage. Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean up Australia campaign is being adopted worldwide.

CLIMATE

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Spring
Sep to Nov - 12-22 degrees C

Summer
Dec to Feb - 28-32 degrees C

Autumn
Mar to May - 12-20 degrees C

Winter
Jun to Aug - 10-15 degrees C

ANNUAL EVENTS IN MELBOURNE

- International Comedy Festival
- International Festival of Arts
- Chinese New Year Celebrations
- Moomba Festival
- ANZAC Service at Dawn

MAJOR SPORTING EVENTS

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



MELBOURNE

HEALTH CARE

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

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

FOOD

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

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

TIPPING

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

ELECTRICITY

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

TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

International students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. Taxi drivers do not have to be tipped.



SPORTS & RECREATION

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney and the 2006 Commonwealth Games in Melbourne highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional, and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating, and water sports.

ENTERTAINMENT

Wattle campus offers spacious surroundings suitable for social activities. They are also centrally located for students to experience the sophistication of our cities and the 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.

BUDGETING

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. The average international student in Australia spends about $360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location and individual lifestyle.

MONEY & BANKS

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

Major hotels and some shops, depending on individual store policy, will cash travellers' cheques. It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at http://www.studyinaustralia.gov.au/global/live-in-australia/banking

LIVING IN AUSTRALIA

AUSTRALIAN CURRENCY

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

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclables set an example for the world to follow.

CREDIT CARDS

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

ACCOMMODATION

The following types of accommodation are available for International students:

- Accommodation placement
- Homestay (Half Board)
- Homestay (Room Only)
- Student hostel
- Renting a house/flat

This accommodation can be booked before you arrive. Please confirm the prices with our Student Services Team.

WORKING IN AUSTRALIA

Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia.

Once your course has started you can work a maximum of 40 hours every two weeks when your course is in session and unlimited hours when your course is not in session. Students are not permitted to work if it interferes with their studies.

TAX FILE NUMBER (TFN)

A tax file number (TFN) is a unique nine-digit number that the Australian Taxation Office (ATO) issues to individuals and organisations to help them administer tax and other Australian Government systems. You will need a TFN if you work in Australia.

Please contact Student Services at Wattle College if you wish to apply for TFN.

COST OF LIVING (MELBOURNE)

Melbourne is a reasonably priced city providing good quality affordable living and a lot of accommodation. Students will need about $18,610 per year (excluding tuition) to cover living expenses. The cost of living depends a lot on the kind of accommodation a student chooses.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well. Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices. Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

- Renting a room $120-$180
- Part-time job up to 20 hours a week: $100-$350.
- Groceries: $50-$80 a week
- 1 packet of noodles: $1.50
- 1 kg rice: $3-$4
- 1 kg fresh fruit: $3-$5
- 1 litre of milk: $2.00
- Pre-paid mobile phone contract: around $30 per month
- Litre petrol: $1.20 - $1.50
- Hairdresser: $20.00 - $40.00
- Movie tickets: $15.00 onwards

FINDING WORK

There are a number of ways that you can look for a job in Australia. Ranging from newspaper classified ads to online job sites, these resources are very useful. Some of the common job search websites are:

- www.seek.com.au
- https://au.jora.com/Casual-jobs-in-Melbourne-VIC
- www.mycareer.com.au
- www.gumtree.com.au
- https://www.backpackerjobboard.com.au/
- https://www.sidekicker.com.au/

SUPPORT SERVICES

LEGAL SERVICES

If you need legal advice from a solicitor, you can go to LIV's online Legal Referral Service. This is a free referral service, and the solicitors who you will be referred to provide the first 30 minutes of consultation for free. After that, you will have to pay. The website is http://www.liv.asn.au/

As this is the Law Academy of Victoria, it has a listing of all solicitors and their specializations, so it is the most reliable place for information regarding solicitors.

POLICE

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

FIRE

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

AMBULANCE

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

MEDICAL ASSISTANCE

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to a hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

TRANSPORT

Melbourne's train and tram services run between5am and midnight, Monday to Thursday, with extended hours to around 1 am on Friday and Saturday nights. On Sunday, trains and trams run from 7 am to 11 pm. Many of Melbourne's bus routes run from
6 am – 9 pm Mon – Fri
8 am – 9 pm Saturday and;
9 am – 9 pm Sunday

Visit public transport Victoria at: http://ptv.vic.gov.au

SUPPORT SERVICES AROUND WATTLE COLLEGE CAMPUS

Police, Fire, Ambulance
Dial: 000

Department of Home Affairs (DHA)
Dial: 131 881
Level 2/2 Lonsdale Street,
Melbourne VIC 3000

LOCAL MEDICAL CENTRES

Melbourne City Medical Centre
Tel: 03 9639 9600
68 Lonsdale Street,
Melbourne VIC 3000
Opening Hours:
Open 7 days a week
Weekdays 8:30am – 6:00pm
Weekends 9:30am – 6:00pm

Collins Street Medical Centre
Tel: 03 9654 6088
Level 7, 267 Collins Street,
Melbourne VIC 3000

Swanston Street Medical Centre
Tel: 03 9205 7500
393 Swanston Street,
Melbourne VIC 3000

PUBLIC FACILITIES

Post Office
Melbourne GPO - The Strand
250 Elizabeth Street
Melbourne VIC 3000 Australia
Phone 13 13 19 or 03 9203 3040
Mon – Fri 8:30am - 5:30pm
Saturday 9:00am - 5:00pm
Sunday Closed

AUTOMATIC TELLER MACHINE (ATM) LOCATIONS

Food works Latrobe
323-331 Latrobe Street
Melbourne VIC 3000

Queen Victoria Markets
Queen Street
Melbourne VIC 3000

SUPPORT SERVICES

READING AND WRITING HOTLINE
Telephone: 1300 655 506

Website:
http://www.literacyline.edu.au/index.html

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

THE VICTORIAN EQUAL OPPORTUNITY AND HUMAN RIGHTS COMMISSION
Telephone: (03) 9281 7100

Website:
http://www.equalopportunitycommission.vic.gov.au/home.asp

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

LEGAL AID VICTORIA
Telephone: 1800 677 402

Website: http://www.legalaid.vic.gov.au

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

DISABILITY RIGHTS VICTORIA
Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information, and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves, or helping others to advocate for them.

LIFELINE
Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counseling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counseling, you can call about anything that might be troubling you.

FAIR WORK OMBUDSMAN
Telephone: 13 13 94

The Fair Work Ombudsman is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system.

BEYOND BLUE
Telephone: 1300 224 636

Beyond Blue is an Australian independent non-profit organisation working to address issues associated with depression, suicide, anxiety disorders, and other related mental disorders.

BLACK DOG INSTITUTE
Telephone: (02) 9382 2991

Information on symptoms, treatment, and prevention of depression and bipolar disorder

EMBRACE MULTICULTURAL MENTAL HEALTH
Telephone: (02) 6285 3100

A national platform for multicultural communities and Australian mental health services to access resources, services, and information in a culturally accessible format.

REACH OUT
Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

STUDENT POLICIES

FEE PAYMENT

- Students must pay course fees, tuition fees, Application fee, OSHC or any other non-tuition fees as mentioned on letter of offer and written agreement, to secure their enrolment with college. AUD 200.00 will be charged as Application fee is Non-refundable.
- Students will pay the required fee at time of enrolment until completion of the same course as per written agreement however re-scheduling of any course or subject may incur fee increase or decrease
- Enrolment in a new course may incur any new fees charged.
- Application fee, accommodation placement and airport pickup fees are non-refundable.
- Fees can be paid in full or an initial deposit payable on enrolment as mentioned in the Letter of Offer/Written agreement.
- Balance of fees is to be paid on an instalment program outlined in Payment Agreement that is scheduled on enrolment.
- Late payment of Fees will incur a penalty on the fee instalment owed to college as referred in the Payment Agreement.
- College may restrict or withhold services or materials from the student if fees are overdue.
- Fees paid by credit card will incur a further charge of 3% as a surcharge.



COURSE ABANDONMENT

- In the event a Student abandons the course, all fees due are payable to college upon demand.
- International Students are not allowed by Government regulations to transfer to other institutes prior to completing the first six months of their principal course.

COURSE DEFERRAL, SUSPENSION OR CANCELLATION (COLLEGE INITIATED)

- ·College may defer, suspend or cancel a student's enrolment in accordance with Deferral, suspension or cancellation of enrolment Policy and Procedure
- College may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of deferral or cancellation before course Commencement College will refund fees in accordance with the ESOS Act Section 27 and the Student agrees that there shall be no further entitlement to damages whatsoever.
- Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement

COURSE DEFERRAL, SUSPENSION OR CANCELLATION (STUDENT INITIATED)

- Students may defer, suspend, or cancel their course in accordance with College Student Deferral, suspension or cancellation of enrolment Policy and Procedure
- In the event of deferral or cancellation before course Commencement College will refund fees in accordance with the College Refund Policy
- Upon suspension of the course, the fees scheduled in Payment Agreement, remain due on the scheduled dates.
- Regarding cancellation of enrolment during a course refer College Student Refund Policy.

COURSE MATERIALS

- Course fees do not include the cost of resource materials, equipment, tools and uniforms required for specific courses.
- Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged. Material Fee includes learning resources (PowerPoint handouts, textbooks, printouts, soft copies of learning resources)

TUITION FEE PROTECTION

- College assures the security of Student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).
- Wattle College has tuition protection for international students through the Australian Government's Tuition Assurance Scheme (TPS). The TPS provides tuition protection for international students in the unlikely event that Wattle College is unable to deliver the course which international students are enrolled in. Wattle College ensures that prepaid tuition fees from international students are isolated in a separated bank account until they commence their course. For further information about Tuition Assurance Scheme, please refer to https://tps.gov.au.
- Wattle College also has a membership of the Australian Students Tuition Assurance Scheme (ASTAS) through The Independent Tertiary Education Council Australia (ITECA). ITECA provides tuition protection for domestic students in the unlikely event that Wattle College is unable to deliver the course which domestic students are enrolled in.

COURSE EXTENSION

- Course extension arising due to implementation of intervention strategy or on request by student to complete pending units will be free of charge.

CHANGING ECOE

- Request for Changes to the CoE which does not arise due to compelling circumstances will incur an administration cost of $200 per request.

ADDITIONAL CHARGES

- Course Fees do not include cost of any additional documents required for specific reasons. See charges below for additional documents:
- Re-Issue of Student ID Card $20
- Re-Issue of Certificates and transcript $50

STUDENT RECORDS

- A Student may access their files at any time. To request to see their records a student must apply in writing and lodge at Reception and normally access can be provided within 24 hours of the request. If student finds any errors in the records, they are to advise us immediately so that the corrections can be made.



RE-ASSESSMENT

For each assessment where:

- the student's performance has been deemed 'NS - Not Satisfactory'; and/or
- the student failed to submit the assessment; and/or
- the student has been afforded special consideration by the RTO Manager primarily due to compelling and compassionate circumstances;

The student will be provided with 3 attempts to complete the assessment with 'S – Satisfactory' outcome. If after, 3 attempts the assessment results remain 'NS – Not Satisfactory; or a student fails to undertake/submit the assessment in these 3 attempts despite all efforts by Wattle College to provide the student with opportunities to undertake 3 attempts, the outcome for the Unit of Competency will be marked as 'NYC – Not Yet Competent'.

Students will be given an opportunity to attempt 2 re-assessments (this re-assessment is conducted free of charge). Each Student is to fill out and submit a 1st reassessment request to their Trainer/Assessor and from this a suitable time will be arranged for the reassessment to occur within 14 days of the completion of the unit in question. Should a Student either not make an attempt within this time frame (in spite of all efforts by Wattle College, its Trainers and administration Staff to have the Student attend a reassessment session) or the Student does not achieve a satisfactory result after the first re-assessment they will be provided with the opportunity of a second reassessment attempt which must be completed within 14 days of the unsuccessful first attempt.

For this 2nd re-assessment attempt, it is free of charge. Should the Student still not achieve competence after these assessment attempts, it will be necessary for them to re-enrol in (repeat) the unit of competency at a cost of $12 per study hour.

REFUNDS

The following procedures ensure all Students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Wattle College's Accounts Officer and the following procedure is followed in assessing the application. All refund information is made available to students through the enrolment process. Any Student wishing to apply for a refund must complete a 'Refund Request Form. The 'refund request form' may be downloaded from the college website (www.wattle.edu.au) or maybe requested via email (admin@wattle.edu.au). 'Refund Request Form' and all supporting documents are to be sent to the college contact details provided above. Applications for refunds are to be processed by Wattle College's Admissions Officer within 14 days from the date of application. Provider defaults will be paid within 14 days. All refunds must be approved by the CEO. Exemptions to any of the above-mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

Cancellation of Course or Program by the College
Should Wattle College cancel a course for any reason, participants enrolled at the time the cancellation is announced, will be entitled to a full refund, and this will incur no administrative charges or penalties. Participants who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

Withdrawal Prior to Course or Module Commencement
If a participant withdraws from a course before the commencement of the course, a full refund of the fees will be made, less the non-refundable administration fee.





REFUND (CONT.)

Withdrawal after Course Commencement

Once enrolled and the participant has commenced the course, a refund will NOT apply. A participant is considered to have commenced a course once they have received their log-in details and they have accessed the course materials.

Withdrawal due to Illness or Hardship

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Wattle College may, at its discretion, allow a refund of the course fees. The following conditions apply:

- Participant must produce satisfactory evidence of the circumstances of his/her withdrawal,
- Medical certificates, etc.
- The Participant will forfeit the non-refundable administration fee
- Withdrawal must take place prior to the expiration of the course.

STUDENT STANDARDS

Students are required to ensure all work they submit for assessment is their own work. Cheating and Plagiarism will not be tolerated, and the student will be deemed to have failed in any work which is plagiarised.

Students confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment. To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all enrolled learners:

You are required to maintain minimum standards of etiquette and courtesy during your online discussions with all stakeholders in your learning.

These standards include but are not restricted to:

- Use of appropriate language in all forms of communication
- Copying work and breaching plagiarism standards

Consequences for inappropriate and discriminatory communication may result in your enrolment being terminated and a statement of attainment issued for any units completed to date.

Any person who has had their enrolment suspended or terminated has the right of appeal through our appeals process.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Wattle College has a no-tolerance policy for plagiarism, cheating, and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgments of all texts and resource materials utilized in the development of the work. When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other Student/s.

Where a student is suspected of plagiarizing, cheating, or colluding, Wattle College will take the necessary steps to detect if plagiarism, cheating, or colluding has occurred by comparing work with electronic reference materials, internet resources, and the work of other Students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated, or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarized, cheated, or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

In the case of plagiarism, cheating, or colluding on an exam, students will be awarded a zero for that exam. If the policy states that they are allowed a second attempt, they will sit an alternative exam. Please refer to our Plagiarism Policy. A student may be excluded from a final assessment in a unit for any of the following reasons:

- Unauthorised continuous absence from class
- General misbehavior (see below)

General Misbehaviour

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

- contravenes any rules or acts;
- engages in cheating or plagiarism
- prejudices the good name or reputation of Wattle College;
- prejudices the good order and governance of Wattle College or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of Wattle College;
- fails to comply with conditions agreed in the contract;
- fails to reconcile course fees where applicable
- wilfully disobeys or disregards any lawful order or direction from Wattle College personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of Wattle College;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of Wattle College, or on college premises or other premises to which the student has access as a Student of Wattle College;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to Wattle College;
- knowingly makes any false or misleading representation about things that concern the Student as a Student of Wattle College or breaches any of Wattle College rules;
- alters any documents or records;
- harasses or intimidates another Student, a member of Staff, a visitor to Wattle College, or any other person while the Student is engaged in study or other activity as a Wattle College Student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of Wattle College;
- misuses any facility in a manner that is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the Student has access at or away from Wattle College premises while acting as a Wattle College Student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys, or damages a facility or property of Wattle College or for which Wattle College is responsible; or
- is guilty of any improper conduct.

Wattle COLLEGE

COMPLAINTS & APPEALS

Wattle College recognises the need for Students, Staff, and other clients to have confidence that the college will deal with grievances in a fair and equitable manner based on procedures that are appropriate, accessible, and easily understood. Wattle College has a duty of care in ensuring Student study in a happy environment, free of coercion, unfair treatment, or harassment. Nothing in these procedures limits the rights of individuals to act under Australia's Consumer Protection laws. Wattle College is constantly reviewing and updating policies, as a grievance helps us to fix a problem and assists with continuous improvement.

Overseas Student Ombudsman (OSO)

The Overseas Students Ombudsman investigates complaints about problems that overseas students or intending overseas Students may have with private education and training in Australia. The legal basis for the Ombudsman role is the Education Services for Overseas Students (ESOS) Legislation Amendment Act 2011, passed by the Australian Parliament on 21 March 2011.

The Ombudsman:

- provides a free service
- is independent and impartial, and does not represent either overseas Students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

The Ombudsman can only investigate a complaint if:

- it relates to a private education provider registered with the Australian Government on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- the problem relates to an overseas Student who is already studying in Australia on a Student Visa or is intending to come to Australia soon.

The Ombudsman cannot investigate a complaint if:

- it relates to a public or government education provider. These complaints can be directed to the Ombudsman for your state or territory.

The Ombudsman may also decide not to investigate complaints if:

- the complaint has not first been raised with the education provider
- another organisation is better able to help.

All complaints processes will be dealt with in three stages:

Informal Process
The informal resolution process will be conducted between the student who has made the complaint and the relevant member of staff in question, or a member of staff who works in the relevant work area of Wattle College that the complaint refers to. If a resolution cannot be made through informal processes, the complaint should move to the formal processes outlined at 6.4 and 6.5, below.

Formal Process
If a student is unsatisfied with the outcome of the informal complaint process, they are eligible to initiate a formal complaint process, as described at 6.4 and 6.5, below.

Students should lodge their complaint with the Student Services Officer.

External Process: If a student remains unsatisfied with the internal formal complaint resolution process, they are entitled to commence an external resolution process under the External Grievance Resolution Policy.

Formal complaints process

Upon receipt of the complaint or appeal, the Student Services Officer will designate an appropriate staff member to investigate the claim, acting as Investigating Officer. The staff member responsible must be relevant to the claim and present no conflict of interest.

The Investigating Officer will conduct a thorough investigation of all evidence presented by the student and any other relevant parties. This may involve meeting with the student face to face. Students will be notified 10 days prior if they will be required to meet with the Investigating Officer. Students may opt for a third party to also be in attendance at any face-to-face meetings. The Investigating Officer will conclude the investigation and prepare a written decision on the outcome of the complaint within 10 working days after collecting all required evidence.

The designated staff member may dismiss the complaint based on an invalid case. The student will be notified within 10 working days that their case is invalid and will have the opportunity to resubmit their claim if they believe they have further information that would validate their claim or initiate an appeal.

COMPLAINTS & APPEALS (CONT.)

Appeals Process

Students have the right to appeal the decision of the complaint resolution process if they feel that the outcome is unsatisfactory.

Students should lodge an appeal in writing to the Student Services Officer. The appeal must outline what aspect of the complaint outcome is being appealed, including the grounds upon which it is being appealed. All appeals must be lodged within 30 days of being notified of the outcome of a complaint. Upon receipt, the Student Services Officer will refer the appeal to the relevant senior manager for investigation and decision, who will act as Investigating Officer for the purpose of the appeal.

The Investigating Officer will then make a thorough review of the initial complaint process, the initial complaint outcome, the appeal, and any subsequent information pertinent to the appeal.
The Investigating Officer may request to meet with the student face to face. Students will be notified 10 days prior if they will be required to meet with the staff member.

Students may opt for a third party to also be in attendance at any face-to-face meetings.
The Investigating Officer will make a decision of the outcome of the appeal within 10 working days, and the subsequent resolution that will be implemented.

The Investigating Officer will make a decision of the outcome of the appeal within 10 working days, and the subsequent resolution that will be implemented.
The Investigating Officer will communicate the decision and the rationale behind it to all parties involved and provide information on any existing further avenues of appeal.

If the student is still unsatisfied with the outcome of the appeal, they are eligible to initiate an external complaint process under the External Grievance Resolution Policy.

ISSUING OF CERTIFIED DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/ record of results) and a record of results within thirty (30) days. The record of results will shows units in the course and corresponding results. Where a student withdraws or partially completes a course, a record of results will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid.

A record of results will only be provided with a statement of attainment where requested. Wattle College reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Wattle College is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. The current fees are provided above.

STUDENT SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies. Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

•details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and Student learning assistance, English language support, and social inclusion activities.
•legal, emergency, and health services
•facilities and resources
•organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer, and complaints and appeals.
•any Student Visa conditions relating to course progress and attendance.

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in, and your support needs can also be discussed during the orientation. Services that we can offer to you include:

•Mentoring from appropriately qualified educators including their phone and email contact details.
•Dedicated mentor and mentor groups for each Student.
•Receiving English language support.
•Access to a counselor if required.
•Review of learning materials with the Student and providing information in a context you can understand.

STUDENT SUPPORT SERVICES (CONT.)

•Providing extra time to complete tasks if required
•Providing access to supplementary or modified materials.
•Providing supplementary exercises to assist understanding.
•Supervised study groups.
•Job placement assistance for those participating in courses that require practical placement.
•Online support and exercises for some courses.
•Computer and technology support.
•Referral to external support services.

If you require support or assistance with your course or aspects of your stay in Australia, please contact your Student Support Officer who will assist or direct you to the appropriate support. If you are having trouble contacting any of these persons, please make an appointment through reception.

Welfare Services

We can also offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about accommodation, counseling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student. Contact us at 1300 118 085 for details about the welfare services we can offer.

CONTACT US

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1300 118 085 | info@wattle.edu.au
www.wattle.edu.au
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