

INTERNATIONAL STUDENT

Prospectus
2016-2017



RTO: 91595



Boston Institute of Technology

642 Nicholson Street Fitzroy North VIC 3068

Phone: 1300 736 750, Visit: www.biot.edu.au



Contents

General Manager's Message	4
Introduction to BIOT	4
Introduction	4
Qualifications offered to overseas students/International students:	5
Student recruitment, selection and enrolment process	5
Unique Student Identifier	7
Language literacy and numeracy requirements	7
Enrolling at BIOT (for ELICOS Students)	9
A. Selection and Enrolment	9
Additional documents may be requested if necessary.	10
A. Commencement of Study at BIOT	10
B. What if I Change my Mind and Cancel?	10
C. Complaints and Appeals	10
Course Information – ELICOS Courses at BIOT	10
What is ELICOS	10
Entry requirements	12
English language entry requirements (for accredited courses only)	12
Credit transfer	12
Recognition of prior learning (RPL)	13
Fees and Refund arrangements	13
Fee schedule	13
Refund arrangements	13
If the Institute defaults on delivery of qualifications	14
If a student defaults on their written agreement	14
Refund conditions	14
Tuition Protection Service	16
Training and assessment	16
Competency based training and assessment	16
Course delivery	17
Assessment	17
Study Methods	17
Academic Misconduct	18
Cheating	18
Plagiarism	18
Collusion	18
Training facilities	20
Maps	20
Public Transport	21
Retail	22
Access and equity policy	22
Complaints and Appeals	22
Helpful contacts	22
Relevant legislation	24
Australian Education Framework	25
Student code of behavior	26
The ESOS framework – providing quality education and protecting your rights	27
Student Visa	27
Protection for overseas students	29
Your rights	29
Your responsibilities	30



Key Institute Staff	33
Policies and Procedures	34
Student initiated deferral or suspension of enrolment.....	34
Student cancellation of enrolment and Fee Refunds	34
Institute initiated suspension or cancellation of enrolment.....	34
Institute deferral of commencement	34
Department of Immigration and Border Protection.....	35
Full time study and attendance	35
Overseas student health cover.....	35
Satisfactory course progress.....	35
School-aged dependents	36
Student transfer	36
Use of personal information	37
Student Code of Conduct	37
Student responsibilities:.....	37
Breach of Conduct.....	38
Monitoring Student Attendance	38
Issuance of Certificates	38
Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements	39
Student transfer policy and procedure (National Code Standard 7)	39
Student Information Policy & Procedure	39
Monitoring Progress of Each Student Policy Procedure	39
(National Code Standard 9).....	39
Monitoring Attendance, Recording and Reporting Policy and Procedure (for ELICOS students only)	41
EVACUATION POLICY	42
Monitoring International Student Academic Progress Policy & Procedure (National Code 10).....	43
Additional Support to ELICOS students provided by BIOT	44
Complaints Process Overview (For simple understanding of ELICOS Students).....	45
General Information.....	48
Critical Incidents	49
Course information – Business Administration	50
BSB40515 Certificate IV in Business Administration CRICOS Code XXXXX	50
BSB50415 Diploma of Business Administration CRICOS Code XXXXX.....	51
BSB60215 Advanced Diploma in Business Administration CRICOS Code XXXXX.....	52
Course information – Marketing.....	54
BSB41315 Certificate IV in Marketing CRICOS Code XXXXX	54
BSB51215 Diploma in Marketing CRICOS Code XXXXX.....	55
BSB60515 Advanced Diploma in Marketing CRICOS Code XXXXX	57
Course information – Hospitality	59
SIT50416 Diploma in Hospitality CRICOS Code XXXXX	59
SIT60316 Advance Diploma in Hospitality CRICOS Code XXXXX	62
Course information – Commercial Cookery	64
SIT30816 Certificate III in Commercial Cookery CRICOS Code XXXXX	64
SIT40516 Certificate IV in Commercial Cookery CRICOS Code XXXXX.....	74
Course information – Security Operations	Error! Bookmark not defined.
CPP20212 Certificate II in Security Operation CRICOS Code XXXXX	78
Course information – Patisserie.....	80
SIT31016 Certificate III in Patisserie CRICOS Code XXXXX	80
SIT40716 Certificate IV in Patisserie CRICOS Code XXXXX.....	81
Course information – Baking.....	85
FDF30710 Certificate III in Retail Baking CRICOS Code XXXXX	85



FDF40811 Certificate IV in Advanced Baking CRICOS Code XXXXX	87
Course information – ELICOS	82
ELICOS General English Pre Intermediate	82
ELICOS General English Intermediate.....	85
Your Other Pathways	86
Living in Melbourne.....	87
Cost of living and money matters	92
Working in Australia.....	92
Tax File Number	92
Accommodation	93
Transport	95
Health care	96
WHS (OHS) Act in Victoria	97
Important Websites	100
Student Application Form	Error! Bookmark not defined.



General Manager's Message

On behalf of our staff and teachers, I warmly welcome you to

Boston Institute of Technology (BIOT)

This Student Prospectus has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about Australia, course information, accommodation and living costs, admission procedures at BIOT and other vital information.



Rest assured that all of us here at BIOT are here to support you in order for you to have the best learning experience possible. We are committed to ensuring your time at BIOT will be memorable and productive.

I look forward to seeing you at BIOT

Thank you and my best regards

Anil Bathini

Principal Administrator for ELICOS programs

General Manager for Vocational Education at BIOT

Introduction to BIOT

Introduction



Boston Institute of Technology (the Institute) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The Federal Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

Qualifications offered to overseas students/International students:

Boston Institute of Technology is in the process of getting accredited and nationally recognised qualifications to overseas students:

1. BSB40515 Certificate IV in Business Administration
2. BSB41315 Certificate IV in Marketing
3. BSB50415 Diploma of Business Administration
4. BSB51215 Diploma of Marketing
5. BSB60215 Advanced Diploma of Business
6. BSB60515 Advanced Diploma of Marketing
7. SIT30813 Certificate III in Commercial Cookery
8. SIT40413 Certificate IV in Commercial Cookery
9. SIT50313 Diploma of Hospitality Management
10. SIT60313 Advanced Diploma of Hospitality Management
11. Certificate II in Security Operation
12. Certificate III in Patisserie
13. Certificate IV in Patisserie
14. Certificate III in Retail Baking
15. Certificate IV in Advanced Baking
16. ELICOS General English Pre-Intermediate
17. ELICOS General English Intermediate

To see all qualifications offered to Domestic/National students, please refer to the following web links to attain the current information all the times:

<https://training.gov.au/Organisation/Details/91595>

All our courses are delivered at our campus in 642 Nicholson Street Fitzroy North.

Student recruitment, selection and enrolment process

Students must read this prospectus in full. Students are encouraged to contact the Institute at info@biot.edu.au Ph.: 1300736750 if you are unsure about any information included in this prospectus or have any questions. If you have an education agent they may also be able to assist you with any enquiry.

Students are also encouraged to undertake research on living and studying in Australia prior to submitting an application.

Students must complete the student application form and send the completed form to the Institute along with the Application fee.

Completed student application forms will be processed by the Institute and the application assessed on the basis of the information supplied. The participants for each program offered by the Institute will be selected in a manner that reflects access and equity principles.

Student's applications will be assessed to ensure the course they are applying for is suitable in addressing their learning needs. A pre training review form will be completed by students and submitted with your form. BIOT will review all the information you submit and communicate the outcome of the review to you.



Completion of the student application form does not imply that the Institute will make an offer to the prospective student. When prospective students apply to enter the Institute to study, the following procedure applies to the processing of applications:

Students who have enrolled or have CoEs from another Australian provider will not be enrolled until they have completed the first six months of their principal course or have a letter of release from the Australian provider of the principal course. This will be checked for all onshore students before any offer is made by the Institute.

The Institute will assess the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The application is also assessed to determine whether the applicant meets the required entry level competencies for the particular qualification in which the applicant wants to enrol.

If the applicant's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the Institute. Verified evidence of these other factors must be included with the application. These other factors may include:

- Mature age, and or proof of being 18 years or older at the proposed date of commencement
- Work experience,
- Attitude and aptitude,
- Previous academic results,
- Attendance rate and academic progress in a previous college (if applicable),
- Ability and skills to function in an academic environment,
- Possibility to succeed in his/her academic endeavours.

Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score or equivalent (listed under entry requirements), the applicant will be offered a place in the course.

An IELTS score of 5.5 (Academic) or ISLPR 2+, TOEFL 197 (CB) or 46 (iBT), PTE Academic Score of 42 (no communicative skill score less than 42), Cambridge English: Certificate in Advanced English (CAE) of 47 or equivalent is required for entry into our courses. (Contact the Institute for information on equivalent English language qualifications).

If an applicant cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (ESL or ELICOS) course in Melbourne, at their own additional expense, for an appropriate duration until the student achieves an IELTS score of 5.5 (or equivalent). The cost of an additional English program is not included in the fees that have been quoted.

In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an IELTS (or equivalent) test in Melbourne.

Please contact BIOT for details of other alternative ways to demonstrate English language skills.

Successful applicants will be sent an offer letter, a written agreement and a request for payment by the Institute. Written agreements must be completed in full, signed by the applicant, dated and returned to the Institute.

Applicants wishing to accept the offer must pay the fee requested in the letter of offer complete the written agreement and send it to the Institute.

Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated and sent to the Australian Student Visa issuing centre to facilitate the issuing of a student visa.

Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to arrive in Australia in time to commence their course.



Students should contact BIOT if they have any questions about any part of the enrolment process or studying at BIOT prior to completing and submitting the written agreement.

Airport pick up

BIOT can arrange for you to be met at the airport and taken to your accommodation. Students are requested to contact the Institute to confirm their arrival date/ time if accommodation or airport pick up has been arranged. A member of BIOT staff or agent will meet you at Melbourne airport and take you to your accommodation.

Unique Student Identifier

From the 1st January 2015 it is a regulatory requirement that every person undertaking a nationally accredited course at any RTO must secure a Unique Student Identifier (USI).

The Institute collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

Students are requested to supply their USI at enrolment. Students may instruct the Institute to collect the USI on their behalf by completing the relevant section on the enrolment form.

Students may source a USI from the following website www.usi.gov.au if they do not already have one at enrolment. Instructions on this website are to be followed. Evidence of identification will be requested during this process.

Certificates and statements of attainment cannot be issued unless a USI has been sourced and verified (unless an exemption applies under the Student identifiers Act 2014).

Where an exemption described above applies, the RTO informs the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Language literacy and numeracy requirements

Students require language, literacy and numeracy capacity equivalent to the descriptions below in order to cope with course demands.

Qualification level	Reading	Writing	Maths	Oral communication
---------------------	---------	---------	-------	--------------------



Qualification level	Reading	Writing	Maths	Oral communication
Certificate III	Evaluates and integrates information and ideas to construct meaning from a range of familiar, and some unfamiliar, texts and text types. For example, inferring an author's stance from a cartoon used to illustrate a text.	Selects vocabulary, grammatical structures and conventions appropriate to the text. For example, recording information on a vehicle-maintenance record form or completing an incident report form.	Uses a combination of both informal and formal oral and written mathematical language and representation to communicate mathematically. For example, using a tape measure to measure the dimensions of a window in mm or creating a personal weekly budget in a spreadsheet.	Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts. For example, giving clear instructions of how to use a photocopier or hand-held drill, or how to log on or off a computer.

Qualification level	Reading	Writing	Maths	Oral communication
Certificate IV	Interprets and critically analyses complex texts. For example, analysing charts depicting predicted rises in the cost of living and considers the impact on family expenditure or compares superannuation funds over a period of time.	Communicates complex relationships between ideas and information, matching style of writing to purpose and audience. For example, writing a comprehensive application for admission to a targeted study program.	Extracts and evaluates the mathematical information embedded in a range of tasks and texts. For example, analysing travel options for three people using a plane, a bus, a train, a taxi or a hired car for a journey between two large cities.	Demonstrates flexibility in spoken texts by choosing appropriate structures and strategies in a range of contexts. For example, giving a personal response to an oral text, such as a movie, by discussing the motives and feelings of key personalities, as well as recounting the plot.



Qualification level	Reading	Writing	Maths	Oral communication
Diploma and Advanced Diploma	Read and understand texts with some complex ideas and non-routine vocabulary. For example, reading a workplace report recommending a change or read a memo providing new instructions on workplace health and safety.	Write texts which convey ideas beyond everyday concepts. For example, writing the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine.	Use a range of algebraic formulae and calculating tools to solve work based problems. For example, applying formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on calculator to solve multi-step problems.	Participate in oral exchanges that require control of non-routine language and structures. For example, delivering a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarize the customer's concerns.

Enrolling at BIOT (for ELICOS Students)

A. Selection and Enrolment

Student selection and enrolment at BIOT is carried out in an ethical and responsible manner. We encourage prospective students to apply for enrolment without discrimination through a variety of means - through personally visiting our campus, submitting an application through our website or through our education agents. More information on the Enrolment Policy and Procedure including the Application Form is available from our Student Administration Officer (SAO) at any time.

The SAO will assess all applications to ensure applicants are suitable for the course they would like admission into. You will be asked to provide the following documents to **formalize** the enrolment:

- Passport
- Student Visa
- Overseas Health Student Cover (OSHC)



- Application Form
- At least Year 10 certificate or its equivalent

Additional documents may be requested if necessary.

Full fees, including tuition fees, enrolment fee, overseas student health cover and other optional fees must be received by the Centre prior to commencement of study.

In a nutshell, the enrolment steps are as follows:

- Student completes the Application Form and submits all required documents
- Student to arrange payment of the application fee of A\$250
- BIOT sends a Letter of Offer and pre-enrolment information
- Student to sign the Letter of Offer and return to BIOT
- BIOT to prepare the Acceptance of Offer / Agreement for the student to sign
- Student signs and returns the Acceptance of Offer / Agreement to BIOT
- Student pays the course fees
- Upon confirmation of payment BIOT prepares the COE
- Student Administration sends the COE to the student
- Student can commence processing application to Department of Immigration and Border Protection (DIBP) to obtain a Student Visa.

On or before the first day of the English language class, BIOT will provide an orientation program which will be carried out to ensure all new students are familiar with the Centre's services, facilities and procedures. Students will be provided with a copy of the Orientation Program.

A. Commencement of Study at BIOT

For international student applicants, BIOT's Student Administration Officer (SAO) will notify Department of Immigration and Border Protection (DIBP) via PRISMS within 5 working days of the expected course commencement date of the details of a student who does not commence the course when expected, including whether a visa has been granted to the student and whether the student has arrived in Australia and any other relevant information. For further information please check www.border.gov.au

B. What if I Change my Mind and Cancel?

Where a cancellation is requested, students are required to complete the Request for Cancellation Form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the Request of Refund form. Please approach the reception desk for an updated copy of the Cancellation policy and Refund Policy and Procedure for your reference.

C. Complaints and Appeals

If students have concerns about the services provided by BIOT or the decisions made, they are encouraged to access the Complaints and Appeals Policy and Procedure. This can be accessed through the SAO during BIOT business hours.

(Also refer to the policies and procedures from the index of this prospectus)

Course Information – ELICOS Courses at BIOT

What is ELICOS

Many people ask what ELICOS means, the letters in the word 'ELICOS' stand for the first letters of Australia's 'English Language Intensive Courses for Overseas Students':



English
Language
Intensive
Courses for
Overseas
Students

ELICOS programs have been designed for students who require English language training before commencing formal studies in Australia. There are other English language programs that a student can do, but the Australian government has an official ELICOS student visa especially for students who do one of these courses.

The ELICOS framework relates to international students who will be studying English in Australia as part of an intensive program. In this case 'intensive' means a minimum of 20 hours of scheduled classes involving face-to-face contact hours of English language instruction.

For more information the ELICOS courses offered at BIOT, please refer to the ELICOS courses section of this prospectus.



Entry requirements

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

Qualification level	Business, Hospitality
<u>Certificate III / IV</u>	18 years or older IELTS 5.5 or equivalent Satisfactorily completed year 12

Qualification level	Business, Accounting, Management
<u>Diploma</u>	18 years or older IELTS 5.5 or equivalent Satisfactorily completed year 12 or Satisfactorily completed a Certificate IV qualification in a related field
<u>Advanced Diploma</u>	18 years or older IELTS 5.5 or equivalent Satisfactorily completed year 12 or Satisfactorily completed a Diploma qualification in a related field

For ELICOS courses please check the course information under the relevant ELICOS course.

English language entry requirements (for accredited courses only)

An IELTS score of 5.5 (Academic) or ISLPR 2+, TOEFL 197 (CB) or 46 (iBT), PTE Academic Score of 42 (no communicative skill score less than 42), Cambridge English: Certificate in Advanced English (CAE) of 47 is required to satisfy the English language entry requirements for our courses. (Contact the Institute for information on equivalent English language qualifications)

If a Student cannot produce a satisfactory IELTS score (or equivalent), and there are doubts about English language skills to cope in an academic environment, the Student is advised to enrol in an English (ELICOS) course at approved provider for an appropriate duration until the Student achieves an IELTS score of 5.5 (Academic) or equivalent.

Credit transfer

The Institute recognises qualifications and statements of attainment issued by other Registered Training Organisations. Applicants who have successfully completed whole units of competency in one of our courses with another Australian RTO can apply for credit transfer.

Credit transfer allows the candidate to reduce the time, cost and study load associated with achieving a qualification. There is no charge for processing Credit Transfer applications. There is a pro-rata reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates (with Record of results) / statements of attainment to the Institute. The CT application form is available on request from the Institute. Further information on the RPL/ CT process can be accessed by contacting the Institute.

Please note that Credit Transfer applications can only be considered for whole units of competency.



Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes.

The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). Please note that RPL applications can only be considered for whole units of competency.

An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute RPL application form that will be available during orientation.

RPL in a unit will only be granted after students have completed the institute RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for.

The RPL fee listed in the fee schedule section of the Student Prospectus and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute before commencing an RPL application.

Course demands

Students are encouraged to pay particular attention to the course information

Fees and Refund arrangements

Fee schedule

Course fee	Refer to course information section
Application fee	\$250 (for changes to enrolment)
Materials fee	\$500 for Management, \$800 for Hospitality courses
Recognition of Prior Learning fee	\$600 per unit
Credit transfer fee	No charge
Repeat unit fee	\$800 per unit
Assessment resit fee (3 attempts) ¹	No charge
Re-assessment fee (after 3 attempts)	\$600 per unit
Bank Transfer fee	What the bank charges for the transfer
Accommodation Services	Out sourced- contact Institute for details
Airport meeting	Out sourced- contact Institute for details
OSHC Medical Insurance	Check out www.oshcworldcare.com.au for fees

Refund arrangements

If a visa is refused by the Australian Government

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees plus any materials fees paid will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the Institute and attach this evidence to a completed refund

¹ Students are entitled to 3 assessment attempts for each assessment task. If the student is unsuccessful after 3 assessment attempts they will be required to repeat the unit and **pay** the repeat unit fee. Students found to have cheated or plagiarised work may not be entitled to re-sit assessments, instead they may be required to repeat the unit and pay the repeat unit fee. More details are in the Student prospectus/relevant policy procedure which is available by sending your request to : admin@biot.edu.au



application form which is available from the Institute and can be sent by post, fax or email. The refund application must be used to apply for refunds and must be addressed to the CEO of the Institute.

If the Institute defaults on delivery of qualifications

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course fees and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided. In the case of provider default there is no requirement for a student to lodge a refund application form as the Institute will initiate payment of the refund.

If a student defaults on their written agreement

If students want to withdraw from their course after fees have been paid then refunds will be made in accordance with the written agreement that the student signs with the Institute. The written agreement will be sent to students who are accepted into a course and will not take effect until it is signed and dated by the applicant and received by the Institute.

Cooling off period

BIOT provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays BIOT relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$250 application fee) will be provided. Students must notify BIOT in writing within 7 days of paying BIOT any fees.

Refund conditions

1. Refund applications must be made in writing to the Institute. The student refund application form, available from the Institute, must be used as the written application. The Institute will accept requests by phone, mail, fax or email to have the student refund application form sent to them. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Definitions

Course fees: Fees paid by the student (or third party) to BIOT for training and assessment services provided by BIOT. Course fees do not include any other fees e.g. materials fees, OSHC, enrolment fee, airport pick up fee etc.

Materials fees: Fees paid by the student (or third party) to BIOT for course related materials e.g. text books or IT resources.

Application: Fee paid by the student (or third party) to BIOT for the costs of processing a student enrolment application.

Application Refund Fee: Fee paid by the student (or third party) to BIOT for the costs of processing a student refund application.

- Visa refused 100% refund of course fees
- Student Default: Withdraw from the course after fees have been paid 100% refund of course fees before commencement



- Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences Refund of unused course fee less an administration charge of \$250. **
- Student breach of visa conditions, and suspension or cancellation of enrolment by the Institute No refund of current semester course fees paid.

**** If a student withdraws and has notified BIOT on the commencement date or after the semester commences BIOT will issue a refund of unused course fees paid to date. Refunds will be calculated as follows:**

Course fee per week x number of weeks unused course the student has paid for at point of withdrawal

The weekly course fee for the course will be identified by calculating:

Total course fee divided by number of weeks in the course. e.g. Total course fee \$1,000/ 20 weeks duration = \$50 per week.

The number of weeks of course that have been paid for but remain unused will be calculated as follows:

The number of weeks course paid for minus the number of weeks of course completed at point of withdrawal from the course e.g 10 weeks course paid minus 6 weeks course completed = 4 weeks unused course

The amount refunded will be the course fee per week x the number of weeks unused course at point of withdrawal

e.g. Course fee of \$50 per week x 4 weeks unused course = \$200 refund paid to the student.

Any refunded amount will have an administration charge of \$250 deducted and any applicable transaction fees, bank charges and currency exchange fees, if they have been incurred before the day of default. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to the Institute.

2. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all the course and materials fees you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in a suitable alternative course by the Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course and materials fees, or to accept a place in another course.

If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) provided.

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

Full details of refund arrangements and conditions are on the Written Agreement that the student and the Institute will sign once an application has been received, accepted by the Institute and an offer made to the student. There



is no obligation on the student or the Institute until the Written Agreement is signed by all parties, funds have been cleared by the Institute bank and an official receipt is issued by the Institute.

The written Agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students are strongly advised to contact BIOT with any questions they have about fees and refunds prior to submitting an application. Contact info@biot.edu.au.

Tuition Protection Service

The Institute is a member of the Tuition Protection Service (TPS). This means that the fees paid to the Institute are safeguarded if the Institute defaults on delivering the courses you are enrolled in.

In the unlikely event that the Institute is unable to deliver the course you have paid for and does not meet our obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid course fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent course fees

BIOT may receive up to 50% of total course fees for the course at any time before a student commences a course. After the student commences, BIOT will not require a student to pay any remaining course fees earlier than two weeks before the start of the second study period.

Further information on the Tuition Protection Service can be accessed at:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Training and assessment

Competency based training and assessment

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill;
Organising one's tasks;
Responding and reacting appropriately when things go wrong; and
Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.

Student orientation

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



Course delivery

Training is based on competency standards that outline the skills and knowledge to be applied in the workplace. Training is about assessing existing competence, developing the required level of competence and preparing people for assessment against specified competency standards.

All our nationally accredited courses are designed in compliance with the guidelines of the relevant AQF training package. The course content and delivery methodologies accurately reflect the specifications outlined in the relevant AQF training package unit of competency.

Delivery and learning methodologies are tailored for each particular course to develop candidates' knowledge and skills so they are able to confidently perform associated tasks in the workplace on completion of their course.

Delivery and learning methodologies may include presentations, individual and group work activities, undertaking research, answering written and verbal questions, discussions, case studies, individual coaching and developing competence through completing practical activities. Delivery will take place at our campus and will involve a mixture of classroom and simulated work based environments to develop competency.

Assessment

Competency- based assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is the key to successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the Standards.

A number of approaches to course assessment are used by Institute staff. Assessment approaches may include: observation of performance in class, workshops or laboratories; case studies; projects; assignments; presentations; role plays; written tests and exams;

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.

Each unit of competency includes multiple assessments and after each assessment the students submission will be marked S – Satisfactory or U – Unsatisfactory. After each assessment verbal and written feedback provided. Unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

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

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

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's



argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

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

Academic Misconduct

Students are also required to adhere to Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course.

As outlined in the Code of Conduct students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about what the definitions of each actually are. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

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

Cheating in any form during assessments will result in the student's assessment submission being invalidated.

Plagiarism

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

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

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

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org/> or contact the Training Manager at info@biot.edu.au

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated.

Collusion

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



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

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the Code of Conduct and is deemed to be 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

All students have access to the Code of conduct and Academic Misconduct Policy and Procedure. The Code of conduct is printed in the Student prospectus and student Handbook and a copy of the Academic misconduct policy and procedure is available on request by contacting the Training Manager at any time.

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

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

Pathways

Graduates of the Institute may seek credits to the relevant degree programs in Australian Universities. The Institute has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Qualifications to be issued

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

Training Guarantee

Boston Institute of Technology (BIOT) will take all reasonable steps to ensure we provide a course to Students once it has been confirmed. In the unlikely event of BIOT being unable to fulfil its commitment to provide a course at the agreed date, it will offer the student a full refund or re-schedule the course. BIOT takes a collaborative approach with Student's and provides support to facilitate the successful completion of their course within agreed timeframes.

Currency of training

BIOT implements an effective policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensures new training package and accredited courses will be implemented within 12 months of their introduction and that Students' are fully informed of the process and subsequent arrangements.

Training facilities

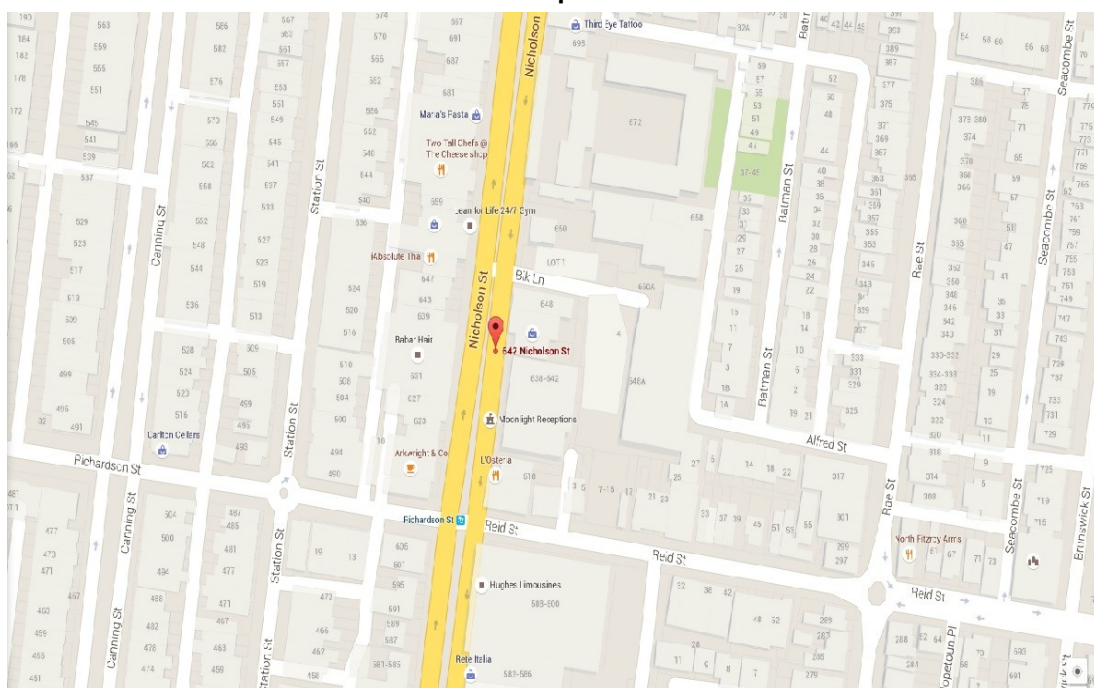
Boston Institute of Technology offers training at a convenient location close to transport, retail shopping, entertainment and other colleges and universities. Check out the locations at Google Maps

642 Nicholson Street | Fitzroy North 3068 | Victoria | Australia

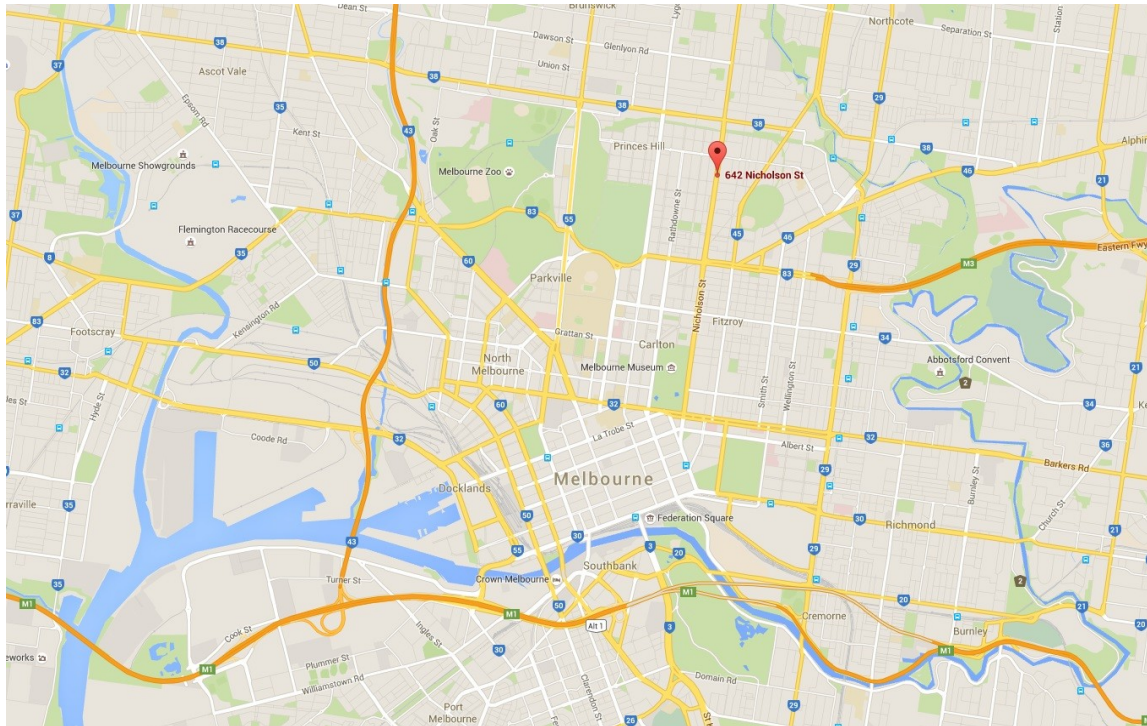
The Institute facilities include modern well equipped classrooms, computer and internet facilities and a student resource area for study and research.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the Institute.

Maps



Boston Institute of Technology in Fitzroy North



Boston Institute of Technology and Metropolitan Melbourne

Public Transport

Boston Institute of Technology is located 642 Nicholson Street Fitzroy North. Nicholson Street is a wide road and houses many small businesses and café's.

BIOT is located in a busy suburb of Fitzroy North located just 6 km from centre of City of Melbourne close to transport, retail shopping, entertainment and other colleges and universities. This location is next to stop number 20 (Richardson St / Nicholson St) on Tram number 96 towards East Brunswick which is accessible from Parliament Railway Station and Bourke Street in the CBD.

Flinders Street station is just two stops away from Bourke Street Stop and is every well connected to all suburbs of Melbourne. From Flinders Street Station, catch any of the City Circle trams, number 48 or number 75 and travel a few minutes east to Flinders Street Station and past Flinders Street Station to Federation Square. Or travel west to Market Street and change to the number 55 tram for a short trip to the Royal Melbourne Zoo and the State Netball and Hockey Centre. The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (Find out more information please go to www.ptv.vic.gov.au)

To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au



Retail

The Institute is very closely located to the heart of the City of Melbourne and its magnificent retail, cultural, dining and business districts.

Student support, welfare and behaviour

Access and equity policy

The Institute Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and Appeals

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Institute staff member. Institute staff will attempt to resolve this in an informal manner to the student's satisfaction.

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form. This will be dealt with in accordance with the complaints and appeals policy.

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form located in appendix one of this handbook. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure located in appendix one of this handbook.

If the student is still dissatisfied by the outcome of an internal appeal they have the right to the external complaints or appeals process. The Overseas Student Ombudsman is the external appeal body.

The Overseas Student Ombudsman will review the case to identify if the Institute has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

Students' have the right to seek advice from and be represented by external parties at any time during the complaints and appeals process. The cost of this will be borne by the student.

Further information on the complaints and appeals process can be gained by contacting BIOT at info@biot.edu.au

Helpful contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling, Advice and Referral Services	Phone 131 114
Victoria Police Centre	637 Flinders Street, Melbourne, VIC 3000 Ph: 9247 6666
Doctor	St Vincent's Hospital, 41 Victoria Parade, Fitzroy Vic 3065 ph 9288 2211 Epworth Hospital, 89 Bridge Road Richmond Vic 3121 ph 9426 6666 Mr J L Sinha 55 Exhibition St, Melbourne, VIC 3000, Ph: 9650 1014



	AAA Doctors 3rd Floor, 423 Bourke St, Melbourne, VIC 3000 Ph: 9642 2456
Dentist	Prahran Dental Group, 171 Greville St Prahran Vic 3181 ph 9510 2313 South Yarra Dental Group, 207 Williams Road South Yarra, Vic, 3141 ph 9827 3314 The Dentists, Level 1, 2 Collins St, Melbourne, VIC 3000 Ph: 9650 4380
Community health centre	North Richmond Community Health Limited, 23 Lennox Street North Richmond 3121 Ph 9429-5477
Counsellors	<u>Life Resolutions</u> , Suite 614, 530 Little Collins Street, Melbourne 9380 4444 <u>Counselling in Melbourne</u> . Suite 911, 530 Little Collins St, Melbourne VIC 3000 1300-967-734 <u>Parkdale Medical Clinic</u> 135 Parkers Rd, Parkdale VIC 3195 1300-967-734 <u>Australian Institute of Professional Counsellors</u> Level 1 337 Latrobe St, Melbourne 1800 622 489
Psychologist	<u>Melbourne Psychologists</u> , 2nd Floor, 50 Queen St, Melbourne VIC 03) 9629 1001 <u>Australian Psychological Society</u> 11/257 Collins Street, Melbourne 1800 333 497 <u>Primary Care Psychology</u> 1 High Street, Prahran (03) 9553 8838 <u>Paul the Counsellor</u> 253 Lonsdale Street ,Melbourne 0458 090 687 <u>East Melbourne Psychology</u> 21 Lansdowne Street , East Melbourne(03) 9639 2866
Legal assistance	<u>Law Institute of Victoria</u> 470 Bourke St, Melbourne , VIC 3000, Hotline: 9602 5000 <u>Victorian Legal Aid</u> Phone 9269 0120 James Au & Associates, Level 2, 417 Collins Street Melbourne Vic 3000 ph 9614 8887 – immigration agents / legal practitioner
External appeals body (see complaints and appeals information)	<u>Overseas Students Ombudsman</u> website www.oso.gov.au or phone 1300 362 072
Pharmacies	Elizabeth Pharmacy, 125 Elizabeth Street, Melbourne, VIC 3000 Ph: 9670 3815 My Chemist, 48 Elizabeth Street, Melbourne, VIC 3000 Ph: 9639 7541 Pulse Pharmacy, 253 , Melbourne, VIC 3000 Ph: 9650 2200
Physiotherapist	Melbourne Sports Medicine Centre Level 4, 250 Collins St, Melbourne, VIC, 3000 Ph: 9650 9372

Religious institutions	<p>Anglican Anglican Church Of Australia Diocese Of Melbourne Gisborne St, Melbourne, VIC, 3000 Ph: 9662 2391</p> <p>Catholic The Chapter House - St Paul's Cathedral 197 Flinders La, Melbourne, VIC, 3000 Ph: 9639 3999</p> <p>Islamic Melbourne International Fellowship Lv19/ 446 Collins St, Melbourne, VIC, 3000</p> <p>Hindu Hindu Society Of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd, Carrum downs, VIC 3201</p> <p>Buddhists</p>
------------------------	---



	Melbourne Buddhist Centre (FWBO) 302 Little Lonsdale St, Melbourne, VIC, 3000, Ph: 9670 8595
Study in Australia	Study in Australia
Youth Central	Youth Central link
Study Melbourne	Study Melbourne

Relevant legislation

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

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector.

ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Occupational Health & Safety	Work Safe Victoria
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
Standards for RTO's 2015 & CRICOS registration	Australian Skills Quality Authority
Educational services for overseas students	Australian Education International
Department of Immigration and Border Protection	Department of Immigration and Border Protection
ESOS Framework	https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx

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

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

Australian Education Framework

The diagram below illustrates a simple overview of the Australian Education Framework.



AUSTRALIAN EDUCATION FRAMEWORK

At BIOT, we offer General English (Intermediate) and General English (Pre Intermediate).

Source:

https://www.google.com.au/search?q=australian+education+framework&espv=210&es_sm=93&source=lnms&tbn=isch&sa=X&ei=bPBEU5yGEcqMkwWO1oHYCg&ved=0CAgQ_AUoAQ&biw=1440&bih=799#facrc=_&imgdii=rVAuF3MZyY4iM%3A%3BNnz_eNV0h1WaJM%3BrVAuF3MZyY4iM%3A&i



mgrc=rVAuF3MZydY4iM%253A%3Be2RxbPziFIjsM%3Bhttp%253A%252F%252Fwww.aqf.edu.au%252Fwp-content%252Fthemes%252Faqf%252Fassets%252Fimg%252Fspinner%252FAQFrameworkGraphic_1_blank.png%3Bhttp%253A%252F%252Fwww.aqf.edu.au%252Faqf%252Fin-detail%252Faqf-levels%252F%3B400%3B400

Student code of behavior

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status.

The right to be free from all forms of intimidation.

The right to work in a safe, clean, orderly and cooperative environment.

The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse.

The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).

The right to work and learn in a supportive environment without interference from others.

The right to express and share ideas and to ask questions.

The right to be treated with politeness and courteously at all times.

The expectation that students will not engage in cheating or plagiarism or collusion.

The expectation that students will submit work when required.

The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.

The expectation that students will maintain consistent attendance by attending all required classes and assessments.

The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress.

The expectation that students "at risk" of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.

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

1. A member of the institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)



2. Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)

After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student deferral, suspension or cancellation warning letter.

Failure to attend scheduled meetings may result in the Institute deciding to defer, suspend or cancel a student's enrolment.

If the Institute intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to the Institute. If the appeal is not upheld or the student withdraws from the appeal process then the Institute must report the student to DOE and DIBP via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Suspension or cancellation of your enrolment has to be reported to DIBP and may affect the status of your VISA.

At any stage of this procedure students are able to access the Institute complaints and appeals procedure to settle any disputes that may arise.

The ESOS framework – providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas Students (ESOS) Act 2000* and the National Code 2007.

Student Visa

People from overseas who want to study in Australia are required to have a student visa. Students must be aware of the following student visa requirements:

- Students must study a full-time course which is a minimum of 20 contact hours per week.
- Students must meet the minimum required scheduled classes for each week or term. At BIOT, you are required to maintain 80% of attendance throughout the program.
- Students must provide current and accurate contact details to the College. If contact details change, students are required to advise the College.
- Students who obtain work rights on their visa are able to work up to 40 hours per fortnight while their course is in session.
- School-aged dependents accompanying you to Australia are required to pay full fees if they are enrolled in either a government or non-government school.

Detailed information about visa conditions can be accessed through visit <http://www.border.gov.au/>

Overview of the ELICOS Student Visa

ELICOS stands for English Language Intensive Courses for Overseas Students. The ELICOS student visa subclass 570 allows international students to study English in Australia at an approved Australian English school. The ELICOS student visa is only for learning English.

The Australian Government operates an Overseas Student Program (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia. Students wanting to study



English in Australia on a student visa must be enrolled in a school that is a registered provider of ELICOS English language programs.

You can be granted a student visa only if you wish to undertake a registered course or part of a registered course on a full-time basis. A registered course is an education or training course offered by an Australian education provider which is registered with the Australian Government to offer courses to overseas students.

How much does an ELICOS Student Visa cost?

The current charge for an ELICOS student visa as at May 2016 is \$535. This cost is reviewed in July of each year.

Charge Type	Charge Amount
Visa Application Charge	\$535

Can I work on an ELICOS Student Visa?

International students studying in Australia on an ELICOS student visa have the same work rights as other student visa holders. As at May 2016, ELICOS student visa holders are able to work 40 hours per fortnight during term and unlimited hours in the semester breaks.

What is an ELICOS Student Visa assessment level?

Every country has its own assessment level which impacts on the actual type of visa and how it is processed. Part of the reason for this is to simplify the visa application process depending on the profile of the country the applicant is from. For further information about the country assessment levels download the pdf file: [Australian Student Visa assessment levels pdf download](http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf) (<http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf>).

Further information and ELICOS links

Further information and details about the process of making an application for an ELICOS student visa can be found here:

[Australian Student Visa](http://www.immi.gov.au/Study/Pages/Study.aspx) <http://www.immi.gov.au/Study/Pages/Study.aspx>.

To lodge your application online for assessment level 1 countries and some others click here:

[Australian Student Visa online application](http://www.immi.gov.au/Services/Pages/student-visa-online-applications.aspx) <http://www.immi.gov.au/Services/Pages/student-visa-online-applications.aspx>.

What is the ESOS Framework?

The Education Services for Overseas Students, or ESOS Act, provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students.

Legislation

The ESOS Act and related legislation is designed to protect the interests of students coming to Australia on student visas. The legislation aims to protect and enhance Australia's reputation for quality education, to provide tuition protection and support the integrity of the student visa program.

The ESOS Framework protects your rights including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.



- Your right to sign a written agreement with your provider before, or as you pay the fees, setting out the services to be provided, fees payable and information about refunds of course fees.

Being an overseas student on a student visa, you have the responsibility to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy

Provider Registration

The Department of Education is responsible for the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only education institutions registered under the ESOS Act and listed on CRICOS can enrol overseas students to study in Australia on a student visa.

Therefore, as an overseas student on a student visa, you must ensure that you study with an education provider and in a course that can be found on CRICOS. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students.

Tuition Protection Service

The Tuition Protection Service (TPS) was established by Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees.

Visit the TPS website: <https://tps.gov.au> for more information.

Standards

The National Code 2007 is a legislative instrument of the ESOS Act and applies to providers of education for students on student visas in all sectors. The National Code requirements are in addition to the standards for specific sectors.

Information for students

The Australian Government is committed to ensuring you have a great education experience in Australia. The ESOS Act and related laws protect international students through:

- The ESOS legislation and recent reforms
- The National Code 2007
- The Overseas Students Ombudsman
- The Tuition Protection Service

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.Department of Education.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights



The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

The Tuition Protection Service (TPS) is a placement and refund service for international students, which is activated in the event that your provider is unable to teach your course. Visit the TPS website for more information, at www.tps.gov.au.

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

- orientation and access to support services to help you study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if you can apply for course credit
- when your enrolment can be deferred, suspended or cancelled
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- a complaints and appeals process.

One of the standards does not allow another provider to enrol a student who wants to transfer to another course but who has not completed six months of the final course of study in Australia. If you want to transfer before you have completed six months of your final course you need your provider's permission.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress , follow your provider's academic/course progress policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.
- The Department of Immigration and Citizenship publishes a full list of mandatory and discretionary student visa requirements on their web site. Follow the [Student Visa Conditions](#) link for details.
- Upon arriving in Australia you are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address. Students must confirm and update their contact details (address, mobile phone number and email address if any) at least every 6 months. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to behaviour or academic progress. The Institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the Institute to ensure you receives important information about your course, fees and possible breaches of your student visa.

Contact details

For policies and procedures that affect you

- Speak with BIOT
- Go to your provider's website

Department of Education and Training

For your ESOS rights and responsibilities

- <https://internationaleducation.gov.au/Pages/default.aspx>

Further information on the ESOS Framework is provided in the following link:



- <https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

Visa enquiries:

Phone: 131 881 (within Australia)

Online: Department of Immigration and Border Protection <http://www.immi.gov.au/Pages/Welcome.aspx>

PRISMS Help Desk: Phone: 02 6102240 7647

Email: prisms@education.gov.au

ARC Hotline: Phone: 1300 793 993 Email: esosarcmailbox@education.gov.au

Department of Immigration and Border Protection

For visa matters:

- www.immi.gov.au
- Phone 131 881 in Australia
- Contact the Australian Immigration Department office in your country

Student Welfare and Support Services

In the first two weeks of your enrolment at the Institute the Welfare coordinator will conduct an interview with you to ascertain if there are any academic or non-academic welfare issues affecting your capacity to settle in Australia and succeed at your studies. If you do have academic or non-academic welfare issues then assistance will be provided and the Welfare Coordinator will maintain regular contact with you until you have settled in and resolved your problems. There is no additional charge for this service.

The Training Manager, Welfare Officer, Course Coordinator, Teachers and Administrator are available to provide advice and assistance to you at no charge from the Institute. The teachers are working with support and welfare teams on course progress monitoring, academic support/intervention programs.

Students requiring special or intensive assistance must contact Welfare Officer who may deal with the problem or may refer students to external welfare and support services if required. The Institute will not charge for welfare and support services it supplies or for referring students to external welfare and support services.

Students will have to pay any fees charged by external welfare and support services that they use. Some fees may be partly met by your overseas student health cover.

Use the following guide to assist in identifying who you should contact in the Institute:

Issue	Who to contact	What will happen	Contact details
Academic problems	Teacher	Institute staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem.	admin@biot.edu.au
Course progress problems	Course coordinator	Institute staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem.	
Study problems		If the problem/ issue is out with the contact persons skills/ abilities to assist you they will refer you to either other internal Institute staff member/s or to external support contacts who have the skills and experience to assist you.	
Attendance problems			
English language problems			
Assessment problems			
Homework problems			
Course Credit			



		Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy	
Student records	Teacher	You will be asked to verify your identity	info@biot.edu.au
Attendance records	Course coordinator	You will be given help to understand the content of the records	
Course progress records	Administration Coordinator	Your records will be made available to you and the details explained Any errors or omissions will be corrected	
Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program	Welfare Coordinator	The Coordinator will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. The Coordinator will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the Coordinators skills/ abilities to assist you they will refer you to either other internal Institute staff member/s or to external support contacts who have the skills and experience to assist you. The Coordinator may provide advice and referral to websites and/ or services that can assist you with the issue/ problem. The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student.	george.t@biot.edu.au
Notice of intention to report		The Training Manager will explain why the student has received the notice. The Training Manager will explain the process of reporting and potential outcomes. The Training Manager will provide contact details for DIBP. Students have the right to access the Complaints and appeals process at any time if they have a grounds to appeal the decision to issue the notification.	
Fees and refunds Access to your own records	Training Manager Administration Coordinator	You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained	admin@biot.edu.au



Any errors or omissions will be corrected			
For visa matters	Department of Immigration and Border Protection (DIBP)	You will receive official government department advice	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country.
For your ESOS rights and responsibilities	Department of Education (DOE)	You will receive official government department advice	<ul style="list-style-type: none"> • http://cricos.gov.au/ ESOS Helpline +61 2 6240 5069 • Email visit their Online Enquiry Form

Key Institute Staff

Position	Name	Phone	Fax	email
Director	Malamoni Bathani			director@biot.edu.au
Chief Executive Officer	Tirlochan Singh			ceo@biot.edu.au
General Manager	Anil Bathani			anil.b@biot.edu.au
RTO Manager and Student Support Services	Rajeev Sharma			admin@biot.edu.au
Compliance Manager	Nikita.			prab@biot.edu.au
Marketing Manager	Anthony Karam			anthony@biot.edu.au
Student Welfare	George Tsironis			george.t@biot.edu.au
Student Admin Officer & Reception	Neha Sharma			info@biot.edu.au
Trainer and Assessor (Business and Hospitality)	Amit Kapahi			info@biot.edu.au

Important Contact Details

Who	Why	How
Registered Training Organisation (BIOT)	For policies and procedures that affect you	Contact by visiting, telephone call or email Go to the BIOT website www.biot.edu.au
Australian Education International	For ESOS Rights and Responsibilities	Phone: 1300 615 262 https://aei.gov.au
Department of Immigration and Border Protection	For Visa Matters	www.border.gov.au Phone: 131 881 (within Australia)

Other Important Websites

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education www.education.gov.au



3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. Additional information on student visa issues is available on the [DIBP web site](#).

Policies and Procedures

Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Institute using the student deferral, suspension or cancellation application form or in writing by email, fax or post. Full details and documentary evidence of the compassionate or compelling circumstances must be included with the application for it to be considered.

If approved, the Institute will report your deferral of commencement or suspension of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

Student cancellation of enrolment and Fee Refunds

Cancellation of enrolment will trigger the refund arrangements in the Written Agreement between the Institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Institute Training Manager. The student refund application form, available from the Institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Institute will report your cancellation of studies to DIBP which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.

BIOT protects students' fees through the Tuition Protection Service (TPS). Where a cancellation is requested, students are required to complete a Request for Cancellation Form. A refund, if any, is governed by some conditions and will be processed only upon receipt of the Request of Refund. For more information, students can email anil.b@biot.edu.au for the updated Fee Refund Policy and Procedure.

Institute initiated suspension or cancellation of enrolment

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

Institute deferral of commencement

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

If approved, the Institute will report its deferral of commencement to DOE which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DIBP office or phone the DIBP helpline 131 881.



Department of Immigration and Border Protection

According to the Dept. of Immigration and Border Protection (DIBP) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on the [DIBP Website](#) and the [Study in Australia Website](#).

Full time study and attendance

Students studying at BIOT are regarded as full time students. This means that you will be required to attend all your scheduled classes for 20 hours per week. Students who do not attend classes are more likely to fail to maintain satisfactory course progress. If you fail to achieve satisfactory course progress for two consecutive study periods, BIOT is legally required to report you to the Department of Education. This may lead to your student visa being cancelled.

Overseas student health cover

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

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at the [Department of Health and Aging](#)

Satisfactory course progress

It is a requirement of your student visa to maintain satisfactory course progress. If you do not maintain satisfactory academic progress during your course you will be reported to DIBP which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS legislation as failing more than 50% of units in any two consecutive study periods. If this occurs the Institute will report you to DIBP. A study period is one term of study.

To assist you maintain satisfactory course progress the Institute will monitor your academic progress, identify students who are "at risk" of breaching this requirement and act to assist students who are "at risk" through meetings, counselling sessions and other strategies. Student progress will be monitored during a study period and at the completion of each study period.

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

- fails more than 50% of units in a study period; or
- fails two or more core units in a study period; or
- fails a prerequisite unit in a study period; or
- fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
- during a study period falls behind the trainers/assessors expected progress and is reported by the trainer /assessor to the Course Coordinator
- is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Course coordinator in accordance with the Institute Completion within the expected duration procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the students capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status as prolonged absences for any reason place a student at risk of failure and is reported to the Course Coordinator

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

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

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;



- Ensure that you are present for all assessment activities scheduled by the teachers and
- Make an appointment with the student contact officer if you are having any difficulties with your studies

School-aged dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12.

Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia. School fees vary depending on the school. Details about the Victorian public school system are available at <http://www.study.vic.gov.au/Intstu/default.htm>. Intending students with dependents should budget for school fees, living costs and health insurance in their calculations.

If you are intending that your dependents will attend a private school in Victoria you will have to contact the specific school to obtain information of fees. Information on private school in Australia is available at <http://www.independentschools.vic.edu.au/>

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

- It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
- Children who have their fifth birthday before 1st April of that calendar year are eligible to start school
- You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
- The Australian Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
 - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
 - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
- You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
- When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
- You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Student transfer

Under the ESOS Framework, the Institute cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the Institute for a letter of release. The six months is calculated as six calendar month from the first day of your principal course.

Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the Institute administration for a copy of the transfer procedure and the application form. Letters of release will be issued to eligible students free of charge.

Students do not need a letter of release if:

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



Transferring between providers may impact your student visa. Student should contact the Department of Immigration and Border Protection (DIBP) prior to transferring to another provider so they can establish how transferring will impact their visa.

Use of personal information

Information is collected during your enrolment in order to meet the Institute obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 and the National Vocational Education and Training Regulator Act 2011.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, to the National VET Regulator the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER) and the Tuition Protection Service (TPS). In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of VET Quality Framework that students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Apply to the Course Coordinator if you wish to view your own records. Once the request has been approved the Course Coordinator will arrange a time for you to view your own records. You must view your records at the Institute and you cannot take records away from the Institute.

Student Code of Conduct

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and comfortable study and work environment at BIOT for all students and staff. This Student Code of Conduct applies to all students of BIOT, across all courses.

Student rights:

All students have the right to:

- Be treated fairly and with respect by BIOT staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counseling, if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimization

Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by BIOT or its representatives.

Student responsibilities:

- Treat other students and BIOT staff with respect and fairness.
- Follow any reasonable direction from a member of BIOT.
- Avoid swearing, drinking and eating in classrooms and other learning areas.
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the BIOT's or other student's property.
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt classes.
- Attend all scheduled classes.
- Do all assessment tasks and examinations honestly and not engage in plagiarism, collusion or cheating.



- Follow normal safety practices and following both written and verbal directions given by BIOT staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of BIOT that relate to them.

Breach of Conduct

A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on BIOT premises.
- Acts against the Equal Opportunity practices of BIOT which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following :
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer
- Disobeys or disregards any lawful direction given by an officer of BIOT.
- Acts dishonestly or unfairly in connection with an assessment conducted by BIOT.
- Deliberately prohibits any teaching activity, assessment or meeting of BIOT.
- Engages in any conduct or activity damaging to the management and good governance of BIOT.
- Willfully damages or wrongfully deals with any BIOT property.
- Attends BIOT whilst under the influence of alcohol or affected by drugs.
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails to pay fee on time
- Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or willfully places another person in a position of risk or danger.
- Constantly interrupts class time through the use of mobile phones/other electronic devices
- Uses abusive language.

Monitoring Student Attendance

BIOT has a policy and procedure in place to monitor student attendance. Essentially, students must maintain 80% of attendance throughout the program.

Attendance will be monitored/checked to ensure students are given every opportunity to rectify poor attendance and prevent reporting procedures being implemented.

For more details, please request a copy of the BIOT Attendance Policy from reception or email your request to ceo@biot.edu.au

Issuance of Certificates

The issuance of certificates will be done in accordance with BIOT's Issuing Certificate Policy and Procedure. Processing will normally take twenty (20) working days, provided all paperwork and fees are cleared.



Work Health and Safety (WHS) /Occupational Health and Safety (OHS) and other Legislative Requirements

BIOT is committed to providing a healthy and safe workplace and to eliminate conditions and incidents that could result in personal injury or ill health. We have policies and procedures that promote a safe and harmonious studying environment and which meet the various statutory compliances.

In summary, under our WHS/OHS Policy, students are:

- required to take reasonable care of themselves and others in the college
- have a responsibility to co-operate with all health and safety provisions
- have a responsibility to comply with relevant WHS/OHS management system policies, procedures and programs, as appropriate
- must not bypass or misuse systems or equipment provided for WHS/OHS purposes
- are required to carry a student identification card at all times while on BIOT premises

For more details on WHS/OHS, please refer to BIOT's Compliance with Legislation Policy and Procedure. The document also includes policies and procedures on:

- Anti- Discrimination
- Emergency
- Environment
- Privacy
- Bullying

Student transfer policy and procedure (National Code Standard 7)

The purpose of this procedure is to ensure Boston Institute of Technology (BIOT) complies with standard 7 of the National Code of Practice 2007 part D standard 7.

The RTO must not actively recruit students where the recruitment would conflict with the requirements of this procedure and/or Standard 7 of the National Code.

No fee can be charged to the student by the Institute for issuing a letter of release

Registered providers are restricted from enrolling transferring students in the first six months of their principal course of study except in accordance with Standard 7 of Part D the National Code.

If a letter of release is refused by a registered provider a student may appeal the provider's decision.

For more information on this policy , please contact the RTO manager at admin@biot.edu.au or collect the current copy of this policy from BIOT office reception in Fitzroy campus.

Student Information Policy & Procedure

BIOT employs an effective Student information policy and procedure to inform all potential students about the training, assessment, support services and their rights and responsibilities prior to enrolment.

BIOT ensures that the information provided accurately represents facilities, practices and resources.

The CEO is responsible for implementing this policy and reviewing its effectiveness.

This policy is implemented in compliance with the requirements of the Standards for Registered Training Organizations (RTO's) 2015 Standards 4 and 5 and the National code of conduct part D Standards 1 and 2.

For more information on this policy, please contact the RTO manager at admin@biot.edu.au or collect the current copy of this policy from BIOT office reception in Fitzroy campus.

Monitoring Progress of Each Student Policy Procedure

(National Code Standard 9)



Policy: To outline the policy for monitoring the academic progress of international students to enable the identification and support of those at risk of not progressing academically, as required under the Education Services for Overseas Students (ESOS) Act 2000 and Standards 9 and 10 of the National Code 2007.

- 1.1 Boston Institute of Technology (BIOT) monitors student's course progress to assist them in completing their course within the expected course schedule as stated on their CoE.
- 1.2 In order to meet the requirements of the National Code 2007, BIOT will monitor academic progress of international students and implement intervention strategies where necessary.
- 1.3 This policy applies to all international students on a Student Visa enrolled in a CRICOS Registered program at BIOT and the staff involved in training and assessment delivery and in the management and support of international students.
- 1.4 The National Code 2007 has two Standards that relate to academic progression of international students. Standard 9 Completion within the expected duration of study Standard which requires BIOT monitoring the progress of each student to ensure that the student is in a position to complete the program within the expected duration, as specified in the student's Confirmation of Enrolment (CoE).
- 1.5 Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, BIOT will review the results of all international students at the end of each study period. At the same time, BIOT will also check the student's progress towards completion of the program within the specified duration as per this policy.
- 1.6 BIOT provides support in accordance with the Institute Student support policy and procedure to assist international students completing their course within the expected duration.
- 1.7 BIOT extends the duration of an international students CoE in the limited circumstances identified in item 1.11 of this policy and procedure.
- 1.8 BIOT does not deliver more than 25% of a scheduled course to international students in any one study period by on line or distance learning.
- 1.9 BIOT does not deliver more than 25% of the total scheduled course to international students by on line or distance learning.
- 1.10 If due to exceptional circumstances identified in item 1.11 of this policy and procedure BIOT amends an international student's CoE via PRISMS, it issues the new CoE to the student and places a copy in the student's file.
- 1.11 International Students study at least one unit that is not Distance or E learning in each study period.
- 1.12 BIOT extends the scheduled duration of study in the following exceptional circumstances:

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.
- where the Institute was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- If student is at risk of not achieving satisfactory course progress and the Institute is implementing its intervention strategy that requires the period of study to be extended (reference Student support policy and procedure)
- If an approved deferral of commencement of studies or the suspension of study has been approved in compliance with the Institute Deferment, suspension or cancellation of enrolment policy and procedure

- 1.13 Reasons for the changes to the duration of their course are recorded in the student's file.



1.10 International students full time load is considered as a minimum of 20 scheduled hours of attendance per week unless:

- There are compassionate or compelling circumstances for reducing the load
- The reduced load is part of the Institutes intervention strategy
- The students study load has been reduced through a successful Credit Transfer application
- The students study load has been reduced through a successful Recognition of prior learning application
- Part of the course is delivered via distance learning
- Pre requisite units are not available in that study period

1.11 The length of a study period varies depending on the course. The duration of any study period including holiday breaks is no more than 12 weeks.

For more information on this policy , please contact the RTO manager at admin@biot.edu.au or collect the current copy of this policy from BIOT office reception in Fitzroy campus.

Monitoring Attendance, Recording and Reporting Policy and Procedure (for ELICOS students only)

This policy/procedure supports Standard 11 – Monitoring Attendance of the ‘National Code of Practice for registration Authorities & Providers of education & Training to Overseas Students 2007’

It provides procedures to ensure attendance records are kept and monitored for all students within each course. It allows for early detection of poor attendance records and enables Boston Institute of Technology (BIOT) and its students an opportunity to rectify their situation before being reported for non-attendance to the Department of Education (DE)/ Department of Immigration & Border Protection (DIBP).

BIOT staff is made aware of the requirements of this policy through induction and the continuous improvement process.

The purpose of this policy and procedure is to ensure that BIOT is compliant in monitoring attendance for international students studying at the college.

The college requirements for attendance are set out in the Education Services for Overseas Students Act 2000 (ESOS 2000) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 11 – Monitoring attendance).

The policy and procedures support Standard 9 of the National Code of Practice for providers to international students. The policy and procedure ensure that students complete their studies within the expected duration of the course and BIOT only extends the duration in the circumstances outlined in Standard 9.

The policy ensures that attendance records are kept and monitored for students and allows for early detection of poor attendance records and enables BIOT and the students an opportunity to rectify their situation.

Students & staff are made aware of the 80% attendance requirements at enrolment and at the beginning of the course and throughout the program.

The following staff members are referred to in this policy/procedure: Administration Officer, Academic Manager (AM), English Language (EL) Teachers, Principal Administrator- English Courses.

For more information on this policy , please contact the RTO manager at admin@biot.edu.au or collect the current copy of this policy from BIOT office reception in Fitzroy campus



EVACUATION POLICY

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The assembly point is on the footpath outside adjacent buildings in Nicholson Street.

First Aid Kits

First Aid kits are kept in each building occupied by the Academy.

First Aid Procedures

If students are ill and need to leave class they will tell the tutor who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director

Safety Rules:

All persons on the institute's premises must observe the following safety rules:

Do not run around the institute, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

Serious Injury

Call for assistance.

Call ambulance dial 000

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to the Director

Bomb Threat

Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located.

Call police dial 000

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.



Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defense, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow “serious injury” procedure referred to above.

Notify management

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person’s features, height, build, clothing, etc.).

Call the police dial 000

Notify management.

Gas Leak

Notify management, who will then notify gas engineers.

If necessary follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

Monitoring International Student Academic Progress Policy & Procedure (National Code 10)

1. The National Code 2007

This policy/procedure supports ‘Standard 10 – Monitoring Course Progress’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’

2. Policy

- 2.1 Boston Institute of Technology (BIOT) monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with this policy and procedures.
- 2.2 BIOT has and implements this policy and procedures for each course, which must be provided to staff and students, that specify the:
 - a. Requirements for achieving satisfactory course progress.
 - b. Process for assessing satisfactory course progress.
 - c. Procedure for intervention for students at risk of failing to achieve satisfactory course progress.
 - d. process for determining the point at which the student has failed to meet satisfactory course progress; and
 - e. Procedure for notifying students that they have failed to meet satisfactory course progress requirements.



- 2.3 BIOT will assess the course progress of the student in accordance with this policy and procedures at the end point of every study period.
- 2.4 This policy and procedure is implemented to ensure that students who are at risk of failing to meet their course progress requirements are notified and counselled. Under Section 12 of the **Education Services for Overseas Students (ESOS)** Act, students who have breached the course progress requirements are to be reported to the relevant government body (ies).
- 2.5 The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- 2.6 The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term (study period).

Duration of study period (excluding holidays)

Terms (10 weeks each)

- 2.7 The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
 - a. Notified when close to falling below the required academic performance for a single term
 - b. 1st Warning when falling below the required academic performance for a single term
 - c. 2nd Warning when close to not achieving the required academic performance for a consecutive term
- 2.8 Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the Department of Immigration and Border Protection (DIBP)(www.border.gov.au) through PRISMS. Website for PRISMS: <https://prisms.education.gov.au/Logon/Logon.aspx> .
- 2.9 The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables BIOT and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the DIBP.
- 2.10. All staff is to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

For more information on this policy , please contact the RTO manager at admin@biot.edu.au or collect the current copy of this policy from BIOT office reception in Fitzroy campus

Additional Support to ELICOS students provided by BIOT

The following support services are to be available and accessible for all students studying at BIOT. Students will be provided with contact details for relevant professionals for any matters that require follow up. Any referrals provided by BIOT are at no cost to the student but fees and charges may apply where an external service is used. Students will be advised of costs if using an external service.



Student Orientation

Students who are accepted into the English Language (EL) Course at BIOT are provided, on arrival, with an Orientation Program about BIOT and the local community. The aim is to assist students to adapt and adjust to their new environment easily and smoothly.

BIOT's New Student Orientation program includes different activities aimed to help the transition of new students into their new learning and living environment at BIOT and in Australia, as well as preparing them for an exciting study experience. Orientation is a great avenue for students to find out what it takes to be a successful student, learn about the Centre and includes essential information regarding their study.

Attendance / Academic issues:

Students are able to gain advice and support to ensure they maintain appropriate academic levels, attendance levels and general support to achieve satisfactory results in their studies.

Personal / Social issues

There are many issues that may affect a student's social or personal life and students have access to the Student Support Officer during normal BIOT hours for advice and guidance on personal issues, accommodation issues or family / friend issues.

For more information, please email papari.b@biot.edu.au

Social Activities

Melbourne is a vibrant city and BIOT will occasionally organise social events that allow all students to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer at papari.b@biot.edu.au

Medical Issues

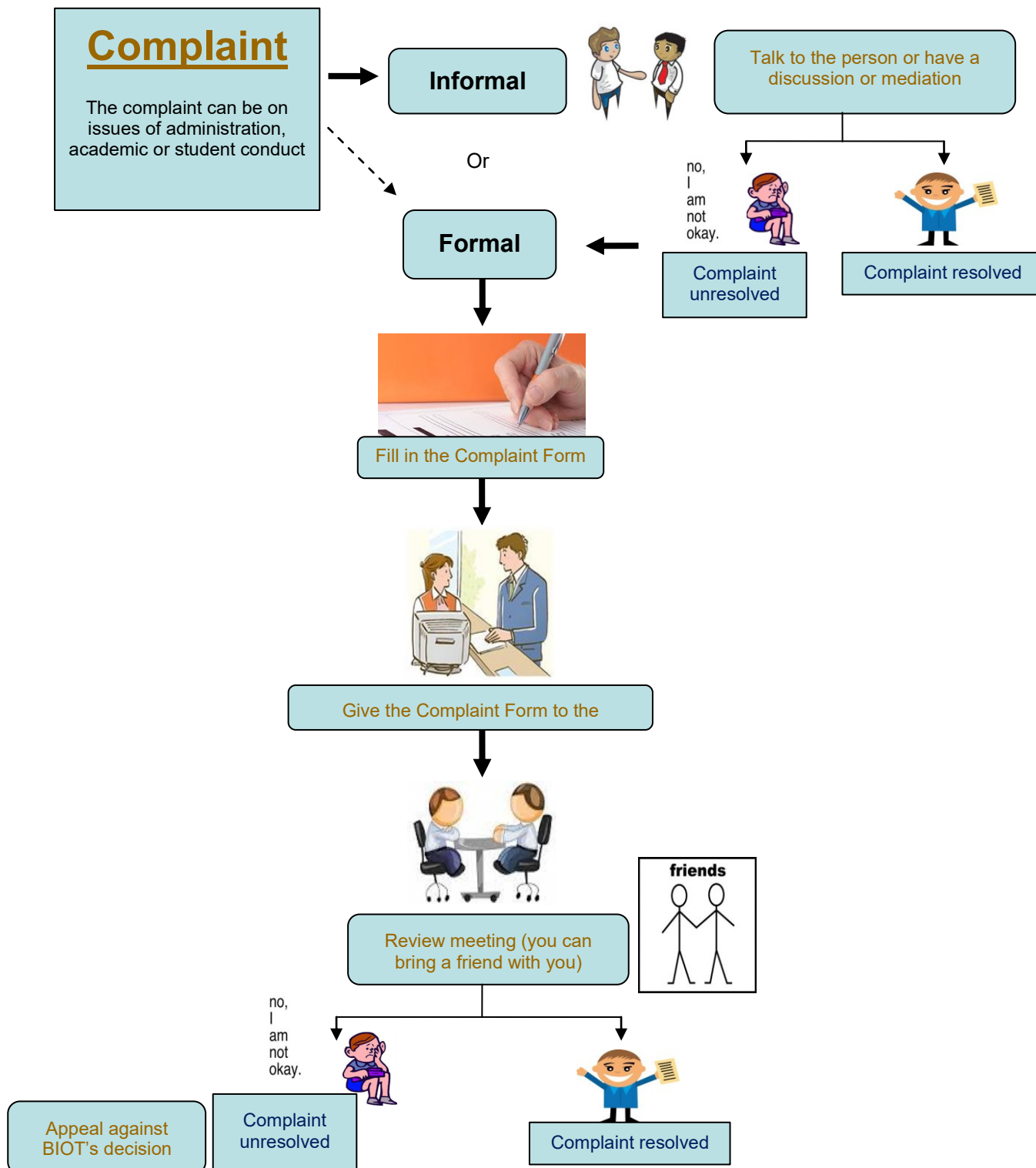
Student Administration and the Student Support Officer at BIOT will always have an up-to-date list of medical professionals within range of the College location. Any student with medical concerns should inform the Student Support Officer who will assist them in finding an appropriate medical professional.

Local medical services are as follows:

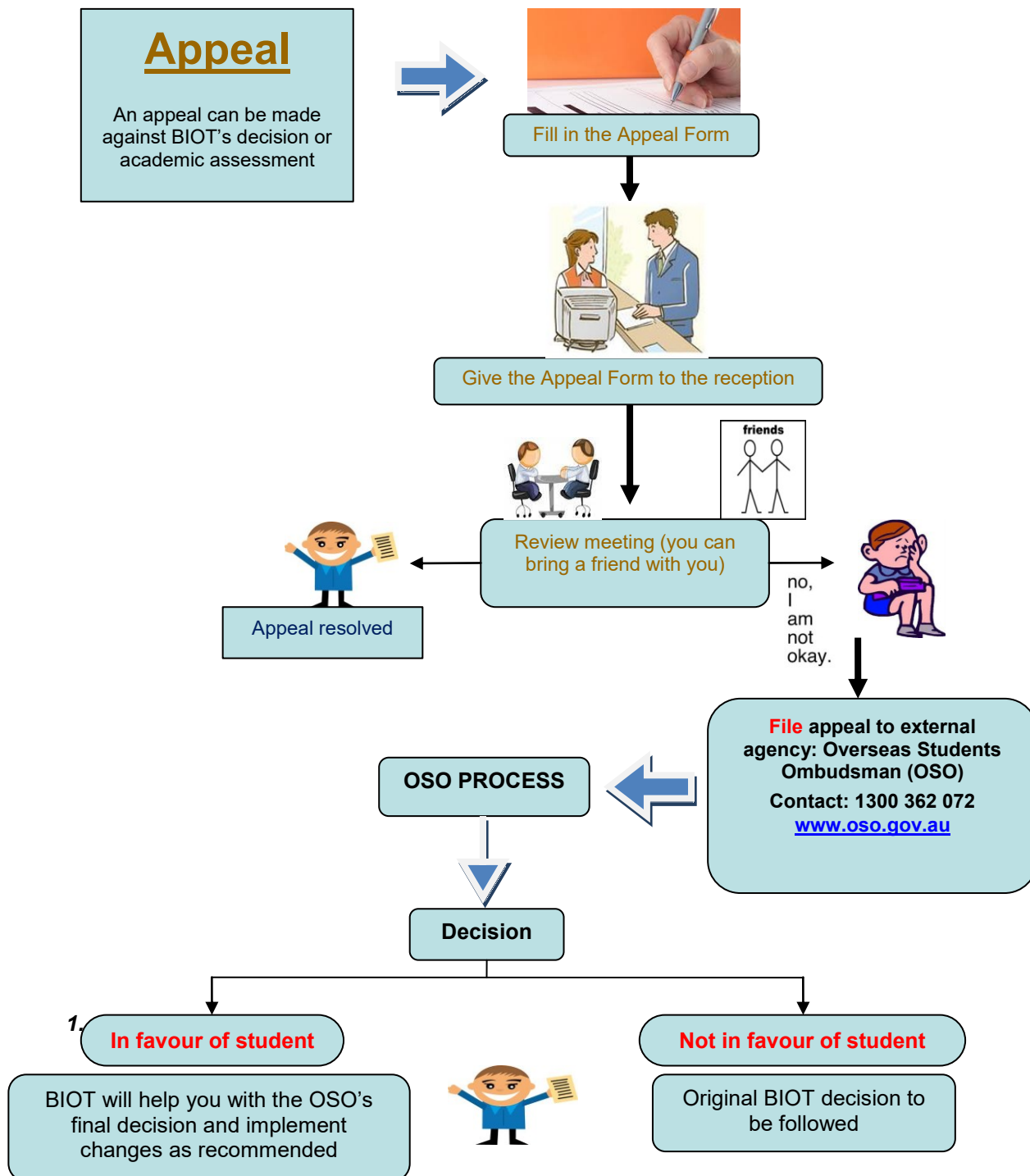
Referral Available	Services	Name & Location	Contact Phone
Hospital (Emergency)		St Vincent Hospital The Royal Melbourne Hospital The Royal Children's Hospital: Epworth 24 hour Emergency Department (Private): Cabrini Hospital Emergency Department (Private) Knox Private Hospital Emergency Department	03-9288 2211 03-9342 7000 03-9345 5522 03-9426 6303 03-9508 1500 03-9210 7400
Doctor		Mid Town Medical Clinic Level 4, 234 – 250 Collins Street, Melbourne	03-9650 4284
Dentist		Smile Solutions, 220 Collins Street, Melbourne	03-9650 4920
Optometrist		Spatial Vision, Level 2, 170 Queen Street, Melbourne	03-9691 3000

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialed in an emergency when a student requires ambulance, police, or fire attendance.)

Complaints Process Overview (For simple understanding of ELICOS Students)



Below is an overview of the process that is described in detail in this document.



For more information, students can email ceo@biot.edu.au for the updated Complaints and Appeals Policy and Procedure.



Legal Services

Referral Available	Services	Name & Location	Contact Phone
Free legal advice		Fitzroy Legal Service 124 Johnston Street, Fitzroy, VIC	9419 3744
		Springvale Legal Service 5 Osborne Avenue, Springvale, VIC	9562 3144
International Student Legal Advice Clinic (ISLAC)		Ms Sanmati Verma	sanmati.verma@gmail.com or 0410 923 041.
Lawyer		Advice Line Lawyers 350 William Street, Melbourne, VIC	9321 9988

BIOT is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Student with dependents

Students who decide to come and study in Australia with their dependents are advised to make the necessary arrangements for their families, such as schooling arrangements for their school-age children, childcare and family accommodation. Students must also factor these costs in their cost-of-living calculations. Information on family and education services can be found through the following links:

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

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

<http://www.familyassist.gov.au>

General Information

A. Upon Arrival in Australia – important things to remember to do

- Call home
- Settle into your accommodation
- Contact BIOT
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations (eg music, sporting and cultural clubs).

B. Change of Address information from students

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



This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, BIOT 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 BIOT 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 Border Protection (DIBP) website: www.immi.gov.au

C. Use of Personal Information

Personal information is collected solely for the purpose of operating as an ELICOS provider under the Australian Quality Training Framework. 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. BIOT is required, under s19 of the ESOS Act 2000, to inform the DIBP about any changes to student's enrolment and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.

D. Student Safety

Student Identification Card

Each student will be issued with a Student Identification Card during the orientation process. Students and staff must carry their cards with them at all times.

Building Security

BIOT will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Critical Incidents

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

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

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

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. Information is also available from the Student Orientation Handbook supplied free to our students. The Student Orientation Handbook also provides information for student safety.

For the latest Critical Incident Policy and Procedure please email to anil.b@biot.edu.au



Course information – Business Administration

BSB40515 Certificate IV in Business Administration CRICOS Code 092903K

Course currency status: Current on www.training.gov.au

Course description:

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. They may or may not provide leadership and guidance to others with some limited responsibility for the output of others. They apply solutions to a defined range of unpredictable problems, and analyze information from a variety of sources. This course is designed for students who are not involved in a traditional traineeship and will be involved in both theory and practical training in a full time capacity to gain the qualification.

Duration:

The duration of this qualification is 440 hours (or 22 weeks) face to face classroom, practical and work-based learning, over a period of 26 weeks. The contact hours is 20 contact hours per week

It is also expected that students would need to complete 110 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates may undertake qualifications at Diploma level or above in Business training package.

Employment Pathway

Graduates will be ready to improve workplace efficiency, use information systems and provide reliable office management. Certificate IV graduates assist professionals, managers and executives and provide a range of administrative and clerical services.

Course Structure

Weeks	Units	Hours	Type
Week 1 - 2	BSBITU404 Produce complex desktop published documents	40	Elective
Week 3- 4	BSBITU402 Develop and use complex spreadsheets	40	Elective
Week 5-6	BSBADM405 Organise meetings	30	Elective
Week 6-7	BSBPRO301 Recommend products and service	30	Elective
Week 8-09	BSBREL401 Establish networks	40	Elective
Week 10-11	BSBCMM401 Make a presentation	30	Elective
Week 12-13	Term Break		
Week 14- 16	BSBWRT401 Write complex documents	50	Elective
Week 16 - 18	BSBPRO401 Develop product knowledge	40	Elective
Week 18 -20	BSBMKG413 Promote product and services	40	Elective
Week 20-24	BSBITU401 Design and develop complex text documents	100	Elective
Week 25-26	Term Break		



Fee information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$3250
Materials fee:	\$500 (payable during orientation)

Total Course Fee: \$ 4000 only

Total Course fee payment Schedule

\$ 4000 paid in 3 installments of \$1000 as first installment must be paid prior to commencement of the course. Rest 2 installment of \$ 1500 must be paid within 2 weeks of commencement of following 2 study periods. 1 study period is = 1 term.

BSB50415 Diploma of Business Administration CRICOS Code 092905G

Course currency status: Current on www.training.gov.au

Course description:

This qualification would apply to individuals with various job titles including administration managers, general office managers and office managers. Individuals in these roles may possess a sound theoretical knowledge base and use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of a team. This course is designed for students who are not involved in a traditional traineeship and will be involved in both theory and practical training in a full time capacity to gain the qualification.

Duration:

The duration of this qualification is 740 hours (or 37 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week

It is also expected that students would need to complete 220 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates may undertake qualifications at Advanced Diploma level or above in Business training package.

Employment Pathway

Diploma graduates, with industry experience typically work as:

- Accounts Supervisor
- Office Manager
- Executive Assistant
- Administration Coordinator
- Team Leader

Course Structure

Weeks	Units	Hours	Type
1 - 6	BSBWOR501 Manage personal work priorities and professional development	110	Elective
7-10	BSBCUS501 Manage quality customer service	80	Elective
11-14	Break		
15-20	BSBPMG522 Undertake Project Work	110	Elective
21-24	BSBADM506 Manage business document design and development *	80	Elective



25-28	Break		
29-32	BSBADM506 Manage business document design and development *	70	Elective
33-35	BSBFIM502 Manage Payroll	50	Elective
36-38	BSBADM502 Manage meetings	50	Elective
39-42	Break		
43-47	BSBADM504 Plan or review administration systems	90	Elective
48-52	BSBITU401 Design and Develop complex document	100	Elective

Fee information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$8250
Materials fee:	\$500 (payable during orientation)

Total Course Fee: \$ 9000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 7500 must be paid in installments of 1000 after every 5 study weeks of commencement of Course.

BSB60215 Advanced Diploma in Business CRICOS Code 092909D

Course currency status: Current on www.training.gov.au

Course description:

This qualification provides the skills and knowledge for an individual to be competent to work as an administrator or project officer. This individual would use well developed skills and a broad knowledge base in a wide variety of 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. This course is designed for students who are not involved in a traditional traineeship and will be involved in both theory and practical training in a full time capacity to gain the qualification.

Duration:

The duration of this qualification is 740 hours (or 37 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week

It is also expected that students would need to complete 220 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students complete tasks to appropriate workplace standards where appropriate.

Assessment



Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

In general during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Training Pathway

After achieving this qualification candidates may undertake qualifications at higher level or above in Business training package.

Employment Pathway

Diploma graduates, with industry experience typically work as:

- Entrepreneurship
- Business Enterprise Manager
- Area Manager
- Regional Manager
- Corporate services manager
- Business consultant

Location

All training and assessment will take place at our campus in Melbourne.

Course Start Dates

We have several intakes throughout the year in February, May, July, September and November.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Course Structure (Indicative only)

Weeks	Units	Hours	Type
1-6	BSBADV602 Develop an advertising campaign	110	Elective
6-9	BSBMKG608 Develop organisational marketing objectives	70	Elective
10-13	Term Break		
14-17	BSBMKG609 Develop a marketing plan	70	Elective



17-23	BSBMGT616 Develop and implement strategic plans	130	Elective
24-27	Term Break		
28-31	BSBINN601 Lead and manage organizational change	70	Elective
31-36	BSBINM601 Manage knowledge and information	110	Elective
37-40	Term Break		
41-46	BSBMGT605 Provide leadership across the organisation	110	Elective
46-49	BSBSUS501 Develop workplace policy and procedures for sustainability	70	Elective
50-52	Term Break		

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$8250

Materials fee: \$500 (payable during orientation)

Total Course Fee: \$ 9000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 7500 must be paid in installments of 1000 after every 5 study weeks of commencement of Course.

Course information – Marketing

BSB41315 Certificate IV in Marketing CRICOS Code 092904J

Course currency status: Current on www.training.gov.au

Course description:

This qualification is suitable for those who use well-developed marketing skills across a variety of contexts. They are often adept problem solvers, can analyse information well and may have some limited responsibility for others. In most cases, individuals would usually report to a more senior marketing practitioner.

Duration:

The total volume of learning for this qualification is 440 hours (or 22 weeks) face to face classroom, practical and work-based learning over a period of 26 weeks. The contact hours is 20 contact hours per week.

It is also expected that students would need to complete 110 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates may undertake qualifications at Diploma level or above in Business training package.

Employment Pathway



Graduates are encouraged to continue studies to diploma and advanced diploma level. The Advanced Diploma of Marketing is designed for students who wish to pursue a career in marketing, sales, sales management and market research.

Graduates find work as:

- marketing officers
- market research officers
- promotion officers
- marketing service managers
- assistant branch managers
- sales personnel
- direct marketers
- Account service managers.

Course Structure

Week Number	Unit Name	Class room training hours	Self study hours
Week 1-2	BSBCMM401 Make a presentation	40	09
Week 3-5	BSBCUS402 Address customer needs	50	13
Week 5-7	BSBLDR402 Lead effective workplace relationships	40	09
Week 7-9	BSBMKG401 Profile the market	50	13
Week 10-11	BSBMKG402 Analyse consumer behavior for specific markets	40	10
12-13	BREAK		
14	BSBMKG402 Analyse consumer behavior for specific markets	10	03
14-16	BSBMKG408 Conduct market research	50	13
17-18	BSBMKG413 Promote products and services	30	07
18-19	BSBREL401 Establish networks	30	07
20-22	BSBREL402 Build client relationships and business networks	50	13
22-24	BSBRSK401 Identify risk and apply risk management process	50	13
25-26	BREAK		
Total Hours		440	110

Fee information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$3250
Materials fee:	\$500 (payable during orientation)

Total Course Fee: \$ 4000 only

Total Course fee payment Schedule

\$ 4000 paid in 3 installments. First installment \$1000 as first installment must be paid prior to commencement of the course. Rest 2 installment of \$ 1500 must be paid within 2 weeks of commencement of following 2 study periods. 1 study period is = 1 term.

BSB51215 Diploma of Marketing CRICOS Code 092907F

Course currency status: Current on www.training.gov.au

Course description:

This qualification reflects the role of individuals working in a variety of marketing roles across different industry sectors that possess a sound theoretical knowledge base and demonstrate a range of managerial skills to ensure that marketing functions are effectively conducted in an organisation or business area. Typically they would have responsibility for the work of other staff and lead teams in conducting marketing campaigns.

Duration:

The duration of this qualification is 740 hours (or 37 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week

It is also expected that students would need to complete 220 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates undertake qualifications at Advanced Diploma level or above in Business training package.

Employment Pathway

Graduates are encouraged to continue studies to advanced diploma level. The Advanced Diploma of Marketing is designed for students who wish to pursue a career in marketing, sales, sales management and market research.

Graduates find work as:

- marketing officers
- market research officers
- promotion officers
- marketing service managers
- assistant branch managers
- sales personnel
- direct marketers
- account service managers

Course Structure

Weeks	Units	Hours	Type
1 - 6	BSBADV507 Develop a media plan	110	Elective
6-10	BSBMKG506 Plan market research	90	Elective
11-14	Break		
15-19	BSBMKG501 Identify and evaluate marketing opportunities	100	Elective
20-24	BSBSLS501 Develop a sales plan	100	Elective
25-28	Break		
29-33	BSBMKG502 Establish and adjust the marketing mix	85	Elective
33-37	BSBMKG507 Interpret market trends and developments	85	Elective
38-40	Break		



41-44	BSBMKG514 Implement and monitor marketing activities	80	Elective
45-49	BSBSLS502 Lead and manage a sales team	90	Elective
50-52	Break		

Fee information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$8250
Materials fee:	\$500 (payable during orientation)

Total Course Fee: \$ 9000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 7500 must be paid in installments of 1000 after every 5 study weeks of commencement of Course.

BSB60515 Advanced Diploma in Marketing CRICOS Code 092910M

Course currency status: Current on www.training.gov.au

Course description:

This qualification reflects the role of individuals working as marketing directors, marketing strategists and national, regional or global marketing managers. Individuals in these positions provide leadership and strategic direction in the marketing activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies. Their knowledge base may be highly specialised or broad within the marketing field. These individuals are often accountable for group outcomes and for the overall performance of the marketing function of an organisation.

Duration:

The duration of this qualification is 740 hours (or 37 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week

It is also expected that students would need to complete 220 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates may undertake qualifications at higher level or above in Business training package.

Employment Pathway

Advance Diploma graduates, with industry experience typically work as:

- administrators
- area managers
- regional managers
- office supervisors/managers
- personal administrators



- Business operators.

Course Structure (Indicative only)

Weeks	Units	Hours	Type
1-6	BSBMGT605 Develop an advertising campaign	110	Elective
6-11	BSBMKG608 Develop organisational marketing objectives	110	Elective
12-15	Term Break		
16-19	BSBMKG609 Develop a marketing plan	80	Elective
20-25	BSBMGT616 Develop and implement strategic plans	110	Elective
25-28	Term Break		
29-33	BSBMGT617 Develop and implement a business plan	90	Elective
33-36	BSBMKG603 Manage the market process	90	Elective
37-40	Term Break		
41-44	BSBMKG607 Manage market Research	80	Elective
45-48	BSBRSK501 Manage Risk	80	Elective
49-52	Term Break		

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$8250

Materials fee: \$500 (payable during orientation)

Total Course Fee: \$ 9000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 7500 must be paid in installments of 1000 after every 5 study weeks of commencement of Course.

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students complete tasks to appropriate workplace standards where appropriate.



Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

In general during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at our campus in Melbourne.

Course Start Dates

We have several intakes throughout the year in February, May, July, September and November.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

All students are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. Students who have successfully completed whole units of competency with a Australian registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

Qualification

On successful completion of this course students will receive a Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Further Information

For further information on courses or related enquiries please contact the Institute at admission@BIOT.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

Course information – Hospitality

SIT50416 Diploma of Hospitality Management CRICOS Code 093329E

Course currency status: Current on www.training.gov.au

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.

Duration:

The total volume of learning for this qualification is 1680 hours (or 84 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week.



The contact hours is 20 hours per week. To allow for holidays and break this will be delivered over 99 weeks.

It is also expected that students would need to complete 420 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving this qualification candidates may undertake qualifications at Advanced Diploma level or above in Hospitality training package.

Employment Pathway

Diploma graduates, with industry experience typically work 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).

Course Structure

Weeks	Unit Code and Name	Practical hours	Class room training hours	Total Supervised Learning	Assessment Code
1-2	SITXFSA001 Use hygienic practices for food safety	20	20	40	A, F, G, B
3-7	BSBDIV501 Manage diversity in the workplace	35	50	85	A, F, G, B
7-12	BSBMGT517 Manage operational plan	55	60	115	A, F, G, B
13-15	3 weeks BREAK				
16-19	SITXCCS007 Enhance customer service experiences	30	50	80	A, F, G, B
20-21	SITXFIN003 Manage finances within a budget	20	20	40	A, F, G, B
22-25	SITXFIN004 Prepare and monitor budgets	25	55	80	A, F, G, B
26-27	BSBCMM401 Make a presentation (Group C)	20	20	40	A, F, G, B
28-30	3 weeks Break				
31-34	SITXGLC001 Research and comply with regulatory requirements	20	50	70	A, F, G, B
34-35	SITXCOM005 Manage conflict	10	20	30	A, F, G, B
36-37	SITXHRM002 Roster staff	20	20	40	A, F, G, B
38-41	SITHCCC018 Prepare food to meet special dietary requirements C)	45	35	80	A, F, G, B
42-44	3 weeks Break				



45-48	SITXHRM003 Lead and manage people	45	30	75	A, F, G, B
48-50	SITXWHS003 Implement and monitor work health and safety practices	25	10	35	A, F, G, B
50-52	SITXMG001 Monitor work operations	15	35	50	A, F, G, B
53-55	SITHCCC014 Prepare meat dishes (Group C)	40	20	60	A, F, G, B
56-57	2 weeks				
58-61	SITXCCS008 Develop and manage quality customer service practices	25	50	75	A, F, G, B
61-65	SITXMG002 Establish and conduct business relationships	25	50	75	A, F, G, B
65-69	SITHCCC015 Produce and serve food for buffets (Group C)	50	40	90	A, F, G, B
70-71	2 weeks				
72-77	SITHKOP005 Coordinate cooking operations(Group B)	70	50	120	A, F, G, B
78-79	BSBADM502 Manage meetings (Group C)	15	25	40	A, F, G, B
80-82	SITHCCC007 Prepare stocks, sauces and soups (Group C)	30	15	45	A, F, G, B
82-83	SITHCCC012 Prepare poultry dishes (Group C)	25	10	35	A, F, G, B
84-85	2 weeks Break				
86	SITHCCC001 Use food preparation equipment (Group C)	10	10	20	A, F, G, B
87-89	SITHCCC019 Produce cakes, pastries and breads (Group C)	30	20	50	A, F, G, B
89-92	SITHCCC005 Prepare dishes using basic methods of cookery (Group C)	35	20	55	A, F, G, B
92-94	SITHCCC006 Prepare appetisers and salads (Group C)	25	15	40	A, F, G, B
94-96	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes (Group C)	30	25	55	A, F, G, B
97-99	SITHCCC013 Prepare seafood dishes (Group C)	30	20	50	A, F, G, B
Total Hours		825	855	1680	

*Prerequisite unit is SITXFSA101 Use hygienic practices for food safety

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$12000

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 13000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 11500 must be paid in installments of 750 after every 5 study weeks of commencement of Course.



SIT60316 Advance Diploma of Hospitality Management CRICOS Code 093330A

Course currency status: Current on www.training.gov.au ref: <https://training.gov.au/Training/Details/SIT60313>

Course description:

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for specialisation in accommodation services, cookery, food and beverage and gaming.

Duration	<p>The total volume of learning for this qualification is 1980 hours (or 99 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. The contact hours is 20 hours per week. To allow for holidays and break this will be delivered over 113 weeks.</p> <p>It is also expected that students would need to complete 495 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.</p>
-----------------	---

Training Pathway

After achieving this qualification candidates may undertake higher qualifications in Hospitality training.

Employment Pathwa

This qualification provides a pathway to work in any sector of the hospitality industry as a senior manager in large organisation or small business owner or manager.

Possible job titles include:

- area manager or operations manager
- cafe owner or manager
- club secretary or manager
- executive chef
- executive housekeeper
- executive sous chef
- food and beverage manager
- head chef
- motel owner or manager
- rooms division manager.

Course Structure

Weeks	Unit Code & Name	Practical hours	Class room training hours	Total Learning Hours	Assessment Code
	SITXFSA001 Use hygienic practices for hospitality service (Group A)	20	20	40	
1-5	BSBDIV501 Manage diversity in the workplace	50	50	100	A, F, G, B
6-10	BSBFIM601 Manage finances	40	60	100	A, F, G, B



11-12	SITXWHS004 Establish and maintain a work health and safety system	10	30	40	A, F, G, B
13-14	Break				
15-19	BSBMGT517 Manage operational plan	35	50	85	A, F, G, B
19-23	BSBMGT617 Develop and implement a business plan	30	50	80	A, F, G, B
23-25	SITXCCS008 Develop and manage quality customer service practices	19	30	49	A, F, G, B
25-27	SITXGLC001 Research and comply with regulatory requirements	21	26	47	A, F, G, B
28-29					
30-32	SITXFIN003 Manage finances within a budget	30	24	54	A, F, G, B
32-35	SITXFIN004 Prepare and monitor budgets	19	35	54	A, F, G, B
35-38	SITXHRM006 Monitor staff performance	30	35	65	A, F, G, B
38-41	SITXCOM005 Manage Conflict (Group C)	15	35	50	A, F, G, B
41-42					
43-45	SITXFIN005 Manage physical assets	20	35	55	A, F, G, B
45-46	HLTAID003 Provide first aid (Group C)	08	08	16	A, F, G, B
46-47	BSBCMM401 Make a presentation (Group C)	15	10	25	A, F, G, B
47-48	SITXMGT001 Monitor work operations	00	25	25	A, F, G, B
49-53	SITXMPR007 Develop and implement marketing strategies	35	65	100	A, F, G, B
54-55	Break				
56-60	SITXHRM003 Lead and manage people	55	45	100	A, F, G, B
61-64	SITXHRM004 Recruit, select and induct staff	35	45	80	A, F, G, B
65-68	SITXMGT002 Establish and conduct business relationships	35	45	80	A, F, G, B
69-70	break				
71-77	SITHKOP005 Coordinate cooking operations (Group B)	100	22	122	A, F, G, B
77-79	SITHCCC013 Prepare seafood dishes (Group C)	30	18	48	A, F, G, B
79-82	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes (Group C)	40	30	70	A, F, G, B
83-84	Break				
85-88	BSBADM502 Manage meetings (Group C)	30	50	80	A, F, G, B
89-92	SITXHRM002 Roaster Staff (Group C)	30	50	80	A, F, G, B
93-96	SITHKOP004 Develop menus for special dietary requirements (Group C)	25	20	45	A, F, G, B
96	SITHCCC005 Prepare dishes using basic methods of cookery (Group C)	20	14	34	A, F, G, B
97-98	SITHIND002 Source and use information on the hospitality industry	10	10	20	A, F, G, B



	(Group C)				
99	Break				
100-101	SITHCCC006 Prepare appetisers and salads (Group C)	30	10	40	A, F, G, B
102-104	SITHCCC007 Prepare stocks, sauces and soups (Group C)	35	25	60	A, F, G, B
105-106	SITHCCC012 Prepare poultry dishes (Group C)	20	20	40	A, F, G, B
107-110	SITHCCC014 Prepare meat dishes (Group C)	45	35	80	A, F, G, B
111-112	SITHCCC001 Use food preparation equipment (Group C)	10	15	25	A, F, G, B
112-113	SITHCCC004 Package prepared foodstuffs (Group C)	18	10	28	A, F, G, B
Total Hours		952	1028	1980	

Fee information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$12000

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 13000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 11500 must be paid in instalments of 650 after every 5 study weeks of commencement of Course

Course information – Commercial Cookery

SIT30816 Certificate III in Commercial Cookery CRICOS Code 093325J

Course currency status: Current on www.training.gov.au ref: <https://training.gov.au/Training/Details/SIT30813>

Course description:

This qualification reflects the role of commercial 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.

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

Duration:

The total volume of learning for this qualification is 1300 hours (or 65 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. To allow for holidays and break this will be delivered over 73 weeks.

It is also expected that students would need to complete 325 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

After achieving SIT30813 Certificate III in Commercial Cookery, individuals could progress to SIT40413 Certificate IV in Commercial Cookery, SIT40613 Certificate IV in Catering Operations or SIT40713 Certificate IV in Patisserie.

Employment Pathway



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

Possible job title includes – cook

Course Structure

Week Number	Unit of Competency	Unit Type	Class room training hours	Kitchen/ Work based	Total Supervised	Total Self Directed
TERM 1						
Week 1	1. SITXWHS001 - Participate in safe work practices	Core	30	0	30	5
Week 1-2	2. BSBWOR203 - Work effectively with others	Core	40	0	40	10
Week 2-3	3. BSBSUS201 - Participate in environmentally sustainable work practices	Core	30	0	30	7
Week 3-4	4. SITXFSA001 - Use hygienic practices for food safety	Core	20	20	40	10
Week 4-5	5.SITHCCC001 - Use food preparation equipment	Core	20	25	45	10
Week 5-6, 9	6.SITXFSA002 - Participate in safe food handling practices	Core	20	30	50	10
Week 9-10	7. HLTAID003 - Provide first aid	Elective	16	0	16	5
Week 10	8. SITHKOP001 - Clean kitchen premises and equipment	Core	15	19	34	6
Week 10-14	9. SITHCCC005 - Prepare dishes using basic methods of cookery	Core	20	35	55	11
	Subtotal Term 1		211	129	340	74
11-12	TERM BREAK					
TERM 2						
Week 13	10.SITXINV002 - Maintain the quality of perishable items	Core	5	15	20	4
Week 13-14	11. SITHCCC006 - Prepare appetisers and salads	Core	15	25	40	10
Week 14-16	12.SITXINV001 – Receive and store stock	Elective	20	30	50	13
Week 16-18	13. SITHCCC007 - Prepare stocks, sauces and soups	Core	15	30	45	12



Week 18-20	14. SITHCCC008 - Prepare vegetable, fruit, eggs and farinaceous dishes	Core	25	28	53	17
Week 20-21	15. SITHCCC012 - Prepare poultry dishes	Core	10	25	35	7
Week 21-22	16. SITHCCC013 - Prepare seafood dishes	Core	15	20	35	7
	Subtotal Term 2		105	173	278	70
23-26	TERM BREAK					
	TERM 3					
Week 27	Continuation of 16. SITHCCC013 - Prepare seafood dishes	Core	5	10	15	4
Week 27-29	17. SITHCCC014 - Prepare meat dishes	Core	20	40	60	14
Week 29-30	18. SITHKOP002 - Plan and cost basic menus	Core	40	0	40	10
Week 31-34	19. SITHCCC018 - Prepare food to meet special dietary requirements	Core	35	45	80	21
Week 34- 36	20. SITHCCC019 - Produce cakes, pastries and breads	Core	20	30	50	11
Week 36	21. SITHPAT006 - Produce desserts	Core	15	0	15	4
Week 27-36	22. SITHCCC020 - Work effectively as a cook	Core		80	80	23
	Subtotal Term 3		135	205	340	87
37-41	TERM BREAK					
	TERM 4					
Week 42-46	Continuation of 21. SITHPAT006 - Produce desserts	Core	35	65	100	30
Week 42-46	Continuation of 22. SITHCCC020 - Work effectively as a cook	Core		40	40	12
Week 46-47	23. SITHCCC015 - Produce and serve food for buffets	Elective	15	20	35	7
Week 48-50	24. SITXFSA004 - Develop and implement a food safety program	Elective	55	0	55	13
Week 51-52	25. SITXHRM001 - Coach others in job skills	Core	30	0	30	10
Week 47-52	Continuation of 22. SITHCCC020 - Work effectively as a cook	Core		72	72	23
	Subtotal Term 4		135	197	347	94
	GRAND TOTAL HOURS		586	704	1300	325



SUPERVISED + UNSUPERVISED HOURS

1330

Fee information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$12000
Materials fee:	\$750 (payable during orientation)

Total Course Fee: \$ 13000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 11500 must be paid in installments of 1000 after every 5 study weeks of commencement of Course.

SIT40516 Certificate IV in Commercial Cookery CRICOS Code 093327G

Course currency status: Current on www.training.gov.au ref: <https://training.gov.au/Training/Details/SIT40413>

Course description:

This qualification reflects the role of commercial 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.

Duration:

The total volume of learning for this qualification is 1620 hours (81 Weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week except where there is WBT where we allocate 28 hours per week. To allow for holidays and break this will be delivered over 91 weeks.

It is also expected that students would need to complete 405 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Entry Requirements

No vocational experience and without a lower level qualification.

All students must be aged 18 years or over at the time of applying for admission to the College.

Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course (International Students)

Entry in to this course requires IELTS band score of overall 5.5 (Academic or General) or equivalent in line with the Department of Education and DIBP regulations (For International Students) for specific countries.

Satisfactory completion of Australian Year 12 qualification is required for entry into this course Note: Mature age students without the minimum education requirements may demonstrate their requirements through relevant work experience or an interview or a written test.

Candidates should be able to handle and cook dairy products and non-vegetarian food items including pork.

Training Pathway

After achieving SIT40516 Certificate IV in Commercial Cookery, individuals could progress to Diploma of Hospitality.

Employment Pathway

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



Possible job title includes – chef

Course Structure

Week Number	Unit Name	Practical hours	Class room training hours	Total Supervised Learning Hours	Assessment Code
Week 1-2	SITXFSA001 Use hygienic practices for food safety	20	20	40	A, D, F
Week 3-4	SITXWHS001 Participate in safe work practices	0	30	30	A, F,
Week 4-5	HLTAID003 Provide first aid	0	16	16	a
Week 5-7	SITHCCC005 Prepare dishes using basic methods of cookery	30	20	50	A, F
Week 7-8	SITHCCC001 Use food preparation equipment	10	10	20	A, F
Week 8-11	SITXFSA002 Participate in safe food handling practices	30	20	50	A, F
Week 11-12	SITHCCC012 Prepare poultry dishes	25	10	35	A, F
13-14	Break				
Week 15-17	SITHCCC007 Prepare stocks, sauces and soups	30	15	45	A, F,
Week 17-20	BSBDIV501 Manage diversity in the workplace	35	40	75	D, G, F
Week 21-22	SITHCCC006 Prepare appetisers and salads	25	15	40	A, F
Week 23-25	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	25	25	50	A, F,
Week 25	BSBCMM201 Communicate in the workplace	02	08	10	A, F, G, B
Week 26-27	SITXFIN003 Manage finances within a budget	20	20	40	A, D, F
28-29	Break				
Week 30-31	SITHKOP001 Clean kitchen premises and equipment	19	15	34	A, F, G, B
Week 31-32	SITXWHS003 Implement and monitor work health and safety practices	25	10	35	A, D, F
Week 33-34	SITXCOM005 Manage conflict	10	20	30	A, C, D, F
Week 35-37	SITHCCC014 Prepare meat dishes	40	20	60	A, F
Week 38-41	SITHCCC018 Prepare food to meet special dietary requirements	45	35	80	A, D, F
42-43	Break				
Week 44-46	SITHCCC013 Prepare seafood dishes	30	20	50	A, F
Week 46-47	SITXINV002 Maintain the quality of perishable items	15	05	20	A, F
Week 47-49	SITHCCC019 Produce cakes, pastries and breads	30	20	50	A, F
Week 50-51	SITHKOP002 Plan and cost basic menus	0	40	40	A, D,F



Week 52-53	SITXHRM001 Coach others in job skills	0	30	30	A, F
Week 53-55	SITXINV001 Receive and store stock	30	20	50	A, F, G, B
56-57	Break				
Week 58-66	SITHCCC020 Work effectively as a cook	192	0	192	A, E, F, H
Week 66-67	SITXMGT001 Monitor work operations	15	10	25	A, C, F
Week 68-69	SITXHRM002 Roster staff	20	20	40	A, F, G, B
70	Break				
Week 71-75	SITHPAT006 Produce desserts	50	40	90	A, F
Week 75-78	SITXFSA004 Develop and implement a food safety Program	0	55	55	A, F, G, B
Week 78-79	BSBSUS401 Implement and monitor environmentally sustainable work practices	0	30	30	A, D
80	Break				
Week 81-86	SITHKOP005 Coordinate cooking operations	70	50	120	A, F
Week 87-	SITHKOP004 Develop menus for special dietary requirements	0	15	15	A, D
Week 87-91	SITXHRM003 Lead and manage people	45	30	75	A, C, F
Total Hours		890	730	1620	

Fees Information

Application fee:	\$250 (payable on submission of Application form one off charge only)
Course fee:	\$12000
Materials fee:	\$750 (payable during orientation)

Total Course Fee: \$ 13000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 11500 must be paid in instalments of \$ 800 after every 5 study weeks of commencement of Course.

Delivery Method

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students complete tasks to appropriate workplace standards where appropriate.

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.



In general during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at our campus in Melbourne.

Course Start Dates

We have several intakes throughout the year in February, May, July, September and November.

Further Information

For further information on courses or related enquiries please contact the Institute at admission@BIOT.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

Course information- Security

CPP20212 Certificate II in Security Operations CRICOS Code 093334G

Course currency status: Current on www.training.gov.au

Course description:

This course is at the entry level that meets the national licensing requirements in the security industry. It is designed to meet the training requirements for licensing as unarmed guards and crowd controllers in Australia.

Licensing Rules – Unarmed Guard and/or Crowd Control:

Victoria Police's Licensing & Regulation Division (LRD) regulates the private security industry and is responsible for:

- Issuing private security licenses and registration
- Renewal of private security licenses and registration
- Monitoring private security licence and registration holders



- Approval of training
- Accreditation of training organisations.

The Victorian Police website www.police.vic.gov.au shows that individuals who wish to apply for a security licence as an Unarmed Guard and/or a Crowd Controller must complete a combined course incorporating the licensing requirements for both the Crowd Control and Unarmed Guard licences which includes a total of 19 units.

Course Duration

As per Victoria Police Licensing and Regulation Division requirements, the combined Unarmed Guard & Crowd Control licence course (as a minimum) can be delivered over the duration of 17 days of full time study of 40 hours face-to-face per week. This will ensure 128 student contact hours in a classroom based learning environment.

The combined Unarmed Guard/Crowd Control course is scheduled over 17 days of full time study as required to meet the minimum training timeframe stipulated by Victoria Police Licensing and Regulation Division.

Boston Institute of Technology (BIOT) will deliver this qualification by scheduling of classes. A specific timetable has been developed for these courses delivered in a classroom based learning environment. This may also be delivered over a night schedule ensuring the same minimum face-to-face hours are completed.

Entry Requirements

All students must be of the age of 18 years or over at the time of applying for admission.

Applicants must not have committed a disqualifying offence that prohibits them from holding a private security licence. Disqualifying offences include:

- trafficking in drugs of dependence
- narcotic plant cultivation (commercial quantity)
- assault or violence against the person
- dishonesty or theft
- controlled or prohibited weapons offences
- firearms offences
- robbery and armed robbery
- Terrorism.

Training Pathway

After achieving this qualification candidates may undertake qualifications at Certificate III level or above in Security Operations training package.

Employment Pathway

Possible job titles include:

- Shopping Centre Guard
- Hotel Security
- Airport Screener
- Front Door Security
- Festival Security
- Mobile patrol Guard
- Sporting Events Guard
- Clubs/Pubs Security
- Court House Screener

Course Structure

Code	Unit of Competence	C/E
CPPSEC2001A	Communicate effectively in the security industry	Core
CPPSEC2002A	Follow workplace safety procedures in the security industry	Core
CPPSEC2003B	Work effectively in the security industry	Core
CPPSEC2004B	Respond to security risk situation	Core
CPPSEC2005A	Work as part of a security team	Core
CPPSEC2006B	Provide security services to clients	Core
HLTFA311A	Apply first aid	Core
TLIE2007A	Use communication systems	Elective
CPPSEC2011B	Control access to and exit from premises	Elective
CPPSEC2014A	Operate basic security equipment	Elective
CPPSEC2015A	Patrol premises	Elective
CPPSEC3002A	Manage conflict through negotiation	Elective

Fees Information

Total Course fee: \$800

Total Course fee payment Schedule

\$ 800 paid in 2 installments. First instalment of \$400 must be paid prior to commencement of the course. 1 installment must be paid within 3 weeks of commencement course

Course information- Patisserie

SIT31016 Certificate III in Patisserie CRICOS CODE 093326G

Course currency status: Current on www.training.gov.au

Course description:

This qualification reflects the role of pastry chefs who use a wide range of well-developed patisserie skills and sound knowledge of kitchen operations to produce patisserie products. Using discretion and judgment, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Duration:

The total volume of learning for this qualification is 1240 hours (or 62 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. To allow for holidays and break this will be delivered over 72 weeks.

It is also expected that students would need to complete 310 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.



Entry Requirements

No vocational experience and without a lower level qualification.

All students must be aged 18 years or over at the time of applying for admission to the College.

Satisfactory completion of Australian Year 12 qualification is required for entry into this course Note: Mature age students without the minimum education requirements may demonstrate their requirements through relevant work experience or an interview or a written test.

Candidates should be able to handle and cook dairy products and non-vegetarian food items including pork.

Training Pathway

After achieving SIT31016 - Certificate III in Patisserie, individuals could progress to SIT40716 - Certificate IV in Patisserie or SIT40616 - Certificate IV in Catering Operations or SIT40516 - Certificate IV in Commercial Cookery.

Employment Pathway

This qualification provides a pathway to work in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops

Possible job title includes – patissier

Course Structure

Weeks	Unit Code & Name	Practical hours	Class room training hours	Total Learning Hours	Assessment Code
1-2	SITXFSA001 Use hygienic practices for food safety	25	10	35	A, F, G, B
2-4	BSBSUS201 Participate in environmentally sustainable work practices	20	20	40	A, F, G, B
4-6	BSBWOR203 Work effectively with others	15	20	35	A, F, G, B
6-9	SITHCCC001 Use food preparation equipment	25	30	55	A, F, G, B
9-12	SITHCCC005 Prepare dishes using basic methods of cookery	45	30	75	A, F, G, B
13-14	Break				
15-18	SITHCCC011 Use cookery skills effectively	50	30	80	A, F, G, B
19-20	SITHKOP001 Clean kitchen premises and equipment	10	23	33	A, F, G, B
20-22	SITXWHS001 Participate in safe work practices	17	15	32	A, F, G, B
22-24	SITHKOP002 Plan and cost basic menus	22	30	52	A, F, G, B
24-26	SITHPAT001 Produce cakes	34	10	44	A, F, G, B
27-28	Break				
29-33	SITHPAT002 Produce gateaux, torten and cakes	60	30	90	A, F, G, B
33-35	SITHPAT005 Produce petits fours	20	30	50	A, F, G, B
36-39	SITHPAT004 Produce yeast-based bakery products	45	25	70	A, F, G, B
39-40	SITXINV002 Maintain the quality of perishable items	15	15	30	A, F, G, B
41-42	Break				
43-45	SITHPAT003 Produce pastries	19	25	44	A, F, G, B
45-51	SITHPAT006 Produce desserts	100	30	130	A, F, G, B
51-54	SITXFSA002 Participate in safe food handling practices	45	20	65	A, F, G, B
55-56	SITXHRM001 Coach others in job skills	20	20	40	A, F, G, B
57-58	Break				
59-62	BSBCMM201 Communicate in the workplace	20	50	65	A, F, G, B
62-64	SITHCCC015 Produce and serve food for buffets	20	25	45	A, F, G, B
64-69	SITHCCC018 Prepare food to meet special dietary requirements	70	35	105	A, F, G, B
69-71	SITXINV001 Receive and store stock	10	20	30	A, F, G, B
71-72	Break				



Total Hours	700	540	1240	
-------------	-----	-----	------	--

Fees information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$13000

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 14000 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 12500 must be paid in instalments of \$ 1125 after every 5 study weeks of commencement of Course

SIT40716 Certificate IV in Patisserie CRICOS CODE 093328F

Course currency status: Current on www.training.gov.au

Course description:

This qualification provides the skills and knowledge for an individual to become competent as qualified pastry chefs who have a supervisory or team leading role in the kitchen. Upon completion of the course they will be able to work with independently or with limited guidance from others and use discretion to solve non-routine problems.

Duration:

The total volume of learning for this qualification is 1680 hours (or 84 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. To allow for holidays and break this will be delivered over 100 weeks.

It is also expected that students would need to complete 420 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Entry Requirements

No vocational experience and without a lower level qualification.

All students must be aged 18 years or over at the time of applying for admission to the College.

Satisfactory completion of Australian Year 12 qualification is required for entry into this course Note: Mature age students without the minimum education requirements may demonstrate their requirements through relevant work experience or an interview or a written test.

Candidates should be able to handle and cook dairy products and non-vegetarian food items including pork.

Training Pathway

After achieving SIT40716 - Certificate IV in Patisserie, individuals could progress to Diploma of Hospitality

Employment Pathway



This qualification provides a pathway to work in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops

Possible job title includes – chef de partie, chef patissie

Course Structure

Weeks	Unit Code & Name	Practical hours	Class room training hours	Total Learning Hours	Assessment Code
1-2	SITXFSA001 Use hygienic practices for food safety	14	10	24	A, F, G, B
2-5	BSBDIV501 Manage diversity in the workplace	25	50	75	A, F, G, B
5-8	BSBSUS401 Implement and monitor environmentally sustainable work practices	16	36	52	A, F, G, B
8-11	SITXFSA002 Participate in safe food handling practices	24	30	54	A, F, G, B
11-12	SITXFIN003 Manage finances within a budget	15	18	33	A, F, G, B
13-14	Break				
15-16	SITXCOM005 Manage conflict	11	15	26	A, F, G, B
16-19	SITHCCC011 Use cookery skills effectively	66	0	66	A, F, G, B
19-25	SITHKOP005 Coordinate cooking operations	68	60	128	A, F, G, B
26-27	Break				
28-29	SITHCCC001 Use food preparation equipment	15	15	30	A, F, G, B
29-32	SITHCCC005 Prepare dishes using basic methods of cookery	40	20	60	A, F, G, B
32-38	SITHPAT006 Produce desserts	70	60	130	A, F, G, B
39-40	Break				
41-45	SITHCCC018 Prepare food to meet special dietary requirements	45	50	95	A, F, G, B
45-47	SITHPAT001 Produce cakes	20	10	30	A, F, G, B
47-48	SITXHRM001 Coach others in job skills	10	16	26	A, F, G, B
48-50	SITHPAT003 Produce pastries	17	15	32	A, F, G, B
50-52	SITHPAT004 Produce yeast-based bakery products	30	26	56	A, F, G, B
53-54	Break				
55-58	SITHPAT002 Produce gateaux, torten and cakes	35	45	80	A, F, G, B
59-60	SITHPAT005 Produce petits fours	25	15	40	A, F, G, B
61-64	SITHPAT008 Produce chocolate confectionery	45	35	80	A, F, G, B
65-66	SITHPAT010 Design and produce sweet buffet showpieces	25	15	40	A, F, G, B
67-68	Break				
69-70	SITHPAT007 Prepare and model marzipan	15	15	30	A, F, G, B
70-73	SITHPAT009 Model sugar-based decorations	35	25	60	A, F, G, B
73-75	SITHCCC015 Produce and serve food for buffets	25	08	33	A, F, G, B
75	SITXINV001 Receive and store stock	10	07	17	A, F, G, B
76-78	SITHCCC008 Prepare vegetable, fruit, egg and farinaceous dishes	30	30	60	A, F, G, B
79-80	SITHKOP002 Plan and cost basic menus	15	25	40	A, F, G, B
81-82	SITXMGT001 Monitor work operations	08	18	26	A, F, G, B
82-84	Break				
85-88	SITXHRM003 Lead and manage people	30	50	80	A, F, G, B
89-92	SITXHRM002 Roster staff	45	35	80	A, F, G, B



93-94	SITHKOP004 Develop menus for events or functions	20	20	40	A, F, G, B
95-96	SITXWHS003 Implement and monitor work health and safety practices	20	20	40	A, F, G, B
97	SITXINV002 Maintain the quality of perishable items	08	08	16	A, F, G, B
98-100	Break				
Total Hours		878	802	1680	

Fees information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$21500

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 22500 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 21000 must be paid in instalments of \$ 1330 after every 5 study weeks of commencement of Course.

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students complete tasks to appropriate workplace standards where appropriate.

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

In general during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at our campus in Melbourne.

Course Start Dates

We have several intakes throughout the year in February, May, July, September and November.

Further Information



For further information on courses or related enquiries please contact the Institute aadmission@BIOT.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

Course information- Baking

FDF30710 Certificate III in Retail Baking CRICOS CODE 093332K

Course currency status: Current on www.training.gov.au

Course description

This qualification provides trade baking skills and knowledge to work in various organisations where cake and pastry and bread products are prepared and served, including hot bread shops, cake shops, franchises, in-store bakeries and similar outlet .

Duration:

The total volume of learning for this qualification is 1240 hours (or 62 weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. To allow for holidays and break this will be delivered over 78 weeks.

It is also expected that students would need to complete 310 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Training Pathway

The further study pathways available to learners who undertake this qualification include:

On successful completion of the Certificate III in Retail Baking (Combined) student can study FDF40110 Certificate IV in Food Processing or other suitable Certificate IV Qualifications.

Employment Pathway

The following employment pathways are available to students who complete this qualification:

- Baker

Course Structure



Unit/s of Competency (Code)	Unit Name	Practical hours	Class room training hours	Total Learning Hours	Assessment Code
FDFFS2001A	Implement the food safety program and procedures	15	25	40	A, F, G, B
FDFOHS3001A	Contribute to OHS processes	21	31	52	A, F, G, B
FDFOP2061A	Use numerical applications in the workplace	15	25	40	A, F, G, B
FDFOP2064A	Provide and apply workplace information	15	25	40	A, F, G, B
FDFRB2001A	Form and fill pastry products	26	26	52	A, F, G, B
FDFRB2002A	Prepare fillings	25	15	40	A, F, G, B
FDFRB3001A	Produce pastry	35	30	65	A, F, G, B
FDFRB3002A	Produce bread dough	60	54	114	A, F, G, B
FDFRB3003A	Produce sponge, cake and cookie batter	52	50	92	A, F, G, B
FDFRB3004A	Decorate cakes and cookies	40	40	80	A, F, G, B
FDFRB3005A	Bake bread	26	26	52	A, F, G, B
FDFRB3006A	Bake sponges, cakes and cookies	40	25	65	A, F, G, B
FDFRB3007A	Bake pastry products	20	20	40	A, F, G, B
FDFRB3010A	Process dough	40	40	80	A, F, G, B
FDFRB3011A	Diagnose and respond to product and process faults (bread)	30	50	80	A, F, G, B
FDFRB3012A	Diagnose and respond to product and process faults (pastry, cake and cookies)	35	45	80	A, F, G, B
FDFRB3013A	<i>Produce artisan breads</i>	26	26	52	A, F, G, B
MSAENV272B	Participate in environmentally sustainable work practices	15	25	40	A, F, G, B
FDFRB3016A	Plan and Schedule Production for retail bakery	15	27	42	A, F, G, B
TLIA3038A	Control and order stock	22	25	47	A, F, G, B
Total Hours		590	650	1240	

Fees information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$11500

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 12500 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 11000 must be paid in instalments of \$ 1000 after every 5 study weeks of commencement of Course.

FDF40811 Certificate IV in Advanced Baking CRICOS Code 093333J

Course currency status: Current on www.training.gov.au

Course description

This Qualification covers post-trade outcomes for retail bakers, bread makers and pastry cooks. It may be packaged to reflect a specialisation in advanced technical baking skills or in bakery business management skills, or to reflect a combination of both.



Testamur issued for this Qualification are to be titled 'Certificate IV in Advanced Baking'. An additional descriptor may be added by the RTO to reflect Unit selection. When a minimum of four (4) Technical Baking stream Units is selected, the testamur may be titled Certificate IV in Advanced Baking (Technical Baking). When a minimum of four (4) Baking Business Operations stream Units is selected, the testamur may be titled Certificate IV in Advanced Baking (Baking Business Operations).

Duration:

The total volume of learning for this qualification is 1180 hours (59 Weeks) face to face classroom, practical and work-based learning. The contact hours is 20 contact hours per week. To allow for holidays and break this will be delivered over 64 weeks.

It is also expected that students would need to complete 295 hours of private study which includes but not limited to reading, research, completion of assessment, practice, etc.

Entry Requirements

This Qualification is a post-trade Qualification and requires one of the following trade-related Qualifications for entry:

- FDF30510 Certificate III in Retail Baking (Cake and Pastry)
- FDF30610 Certificate III in Retail Baking (Bread)
- FDF30710 Certificate III in Retail Baking (Combined)

Entry may also occur on the basis of an RTO assessment of equivalent industry skills and knowledge to one of the above Qualifications.

Age Requirements:

- All students must be aged 18 years or over at the time of applying for admission to the College (all students)

Academic Requirements:

- Satisfactory completion of studies in applicant's home country equivalent to an Australian Year 12 qualification is required for entry into this course.
- Relevant work experience will be acknowledged and taken into consideration.

Enrolment Interview:

- Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria during the pre-training assessment interview prior the confirmation of enrolment at RTO. A satisfactory outcome of interview with authorised RTO Staff or representative.

English Language/Literacy/Numeracy requirements:

- Provide satisfactory evidence that the learner has the required level of literacy and numeracy skills (**ACSF level 5**) to complete the qualification.
- Students are required to successfully test their LLN skills by completing an appropriate level LLN test by emailing to the RTO.
- If learners do not meet English and LLN requirements, learners will be asked to take further Language, literacy and numeracy training e.g. Foundation skill programs e.g. EAL etc.



- If a student is qualified in Australia at a Diploma level or above, LLN is not a requirement for those students.
- To obtain an indication of candidates ACSF Level, in addition to the enrolment form, they will be subjected to a test as a component of the enrolment process. The result will not be used as a barrier to enrolment but as an indicator to the required support for the applicant.

The results of this test will not to be used as a barrier for the participant but as an indicator of the support that the participant may need during a study program. If a participant were to score zero in all categories, it will require referral to a specialist agency for further investigation to determine appropriate pathways for the desired study program.

A range of support strategies will be utilized based on best practice grounded in educational/psychological theories. These strategies include, but are not limited to:

- Pre-enrolment materials;
- Study support and study skills programs;
- Language, literacy and numeracy (LLN) programs or referrals to these programs;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information and communications technology (ICT) support; and

Learning and assessment programs contextualized to the workplace.

- All learner enrolling in to this program must have basic computer skills

Learners those who do not possess basic computing skills will be referred to take basic computer skills course, International computer driving licence (ICDL) which can be provided by RTO or learners can choose to take course with other institutes).

Training Pathway

The further study pathways available to learners who undertake this qualification include:

After achieving this Qualification, candidates may undertake FDF50110 Diploma of Food Processing or any other suitable Qualification.

Employment Pathway

The following employment pathways are available to students who complete this qualification:

- Baker

Course Structure

Weeks	Unit Code & Name	Practical hours	Class room training hours	Total Learning Hours	Assessment Code
1-4	FDFFS3001A Monitor the implementation of quality and food safety programs* FDFFS2001A Implement the food safety program and procedures	40	40	80	A, F, G, B
5-8	FDFOHS4002A Maintain OHS processes	40	40	80	
9-12	FDFPPL3002A Report on workplace	40	40	80	A, F, G, B



	performance				
13	Break				
14-17	FDFRB4002A Control bakery operations to meet quality and production requirements	40	40	80	A, F, G, B
18-22	MSAENV472B Implement and monitor environmentally sustainable work practices	60	40	100	A, F, G, B
23-27	FDFRB2002A Prepare Fillings (C)	70	30	100	A, F, G, B
28	Break				
29-32	FDFFS2001A Implement the food safety program and procedures (C)	40	40	80	A, F, G, B
33-36	BSBSMB404A Undertake small business planning (Group B)	30	50	80	A, F, G, B
37-40	BSBHRM402A Recruit, select and induct staff (Group B)	30	50	80	A, F, G, B
41	Break				
42-45	BSBSMB405B Monitor and manage small business operations (Group B)	30	50	80	A, F, G, B
46-49	BSBSMB406A Manage small business finances (Group B)	30	50	80	A, F, G, B
50-53	FDFOP2064A Provide and Apply workplace Information	30	50	80	A, F, G, B
54	Break				
55-58	SITXCOM005 Manage conflict	30	50	80	A, F, G, B
59-63	FDFRB3001A Produce pastry (C)	70	30	100	A, F, G, B
64	Break				
		580	600	1180	

Fees information

Application fee: \$250 (payable on submission of Application form one off charge only)

Course fee: \$6500

Materials fee: \$750 (payable during orientation)

Total Course Fee: \$ 7500 only

Total Course fee payment Schedule

First instalment of \$1500 must be paid prior to commencement of the course. Rest 6000 must be paid in instalments of \$ 630 after every 5 study weeks of commencement of Course

Course delivery

The delivery methods include a mixture of theoretical and practical approaches that reflect course requirements. Students will be supported to develop the skills and knowledge to fulfill the requirements for each unit of competency.

The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations and presentations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations, completion of practical activities and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students complete tasks to appropriate workplace standards where appropriate.

Assessment

Assessment processes will cover the broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.



In general during this course, assessment involves students' performance on range of criteria including but not limited to the following: Short Answer Test, Case Study, Presentation, Practical Demonstration, Computer-based activities and written examination.

The assessment, procedures and the criteria for judging performance will be made clear to all participants enrolled in this course. Assessments will be conducted for each part of the training program, and the processes will be valid, reliable, fair and flexible.

Student competency against the unit of competency specifications is assessed throughout the course. Students are provided with opportunities for re-assessment if they fail to demonstrate competency during assessment tasks.

Assessors will provide copies of the assessment tasks in accordance with the assessment schedule and discuss the assessment requirements with each Student prior to them attempting each task.

Location

All training and assessment will take place at our campus in Melbourne.

Course Start Dates

We have several intakes throughout the year in February, May, July, September and November.

Further Information

For further information on courses or related enquiries please contact the Institute aadmission@BIOT.edu.au or information on unit content can be accessed through searching the units of competency at www.training.gov.au. By searching for each unit using the unit code the unit of competency can be found. Students can review each unit and gain information on subject content by following this process.

Course information – ELICOS

ELICOS General English Pre Intermediate

Total duration of the course: 10 weeks x 20 hours

Fee: \$300/Week (includes \$10 per week Resource Fee)

Rationale for the course:

The rationale of the course is to provide a General English course for students to proceed on to after completing the Elementary level. Students at this level need to continue building their vocabulary and grammar repertoire to meet basic survival demands in everyday situations. Students also need to have a range of situations where they can put their language to work. This course is important in developing students' language skills in a range of familiar contexts prior to joining the Intermediate ELICOS course.

Relationship with other courses:

The General English Elementary level course provides a pathway for students wishing to continue their English language studies at the Intermediate level.

Profile of target learner group:

Students joining the General English Pre-Intermediate course will be from a non-English speaking background from a range of countries. They will be over 18 years of age and will have a range of reasons for wanting to learn English. These reasons may be related to personal, social, vocational or future study needs or a combination of these.

Students are expected to have mastered the fundamentals of English and need more practice at expanding their vocabulary and grammar in order to express themselves. Students are likely to require encouragement to develop their independent learning skills and to develop their confidence to use English outside the classroom.

Course entry requirements:

IELTS 4 - 5, TOEFL IBT 57 - 86, CEFR level A2 – B1 or equivalent

Students must be of 18 years of age to apply

At least Year 10 certificate or its equivalent

***equivalent** means:

- *BIOT accepts as “equivalent”² to IELTS 4.5 / 5 to be: CEFR B1, ISLPR 1+ / 2, TOEFL Internet Based 35 - 45³, Pearson Test of English Academic 35 – 42*

Timetable

You will be given a timetable during your orientation program. Depending on your preference you can either choose morning shift or afternoon shift.

Benefits of the General English course

- Develops English language communication skills, including fluency and clear pronunciation
- Provides a flexible approach to meet students' individual learning needs
- Focuses on realistic situations to practice reading, writing, speaking and listening skills in English
- Builds in IELTS practice activities for students needing an IELTS score for other purposes, such as further study or work
- Expands students' general knowledge and awareness of local and international current affairs
- Builds confidence in overall communication by encouraging feedback from assessment tasks
- Develops intercultural awareness
- All classes are taught by qualified and experienced English language teachers

The course is of a practical nature and the four macro skills of speaking, listening, reading and writing are integrated to develop learners' communicative competence. Grammar and vocabulary are taught in context and intercultural awareness is incorporated throughout the course.

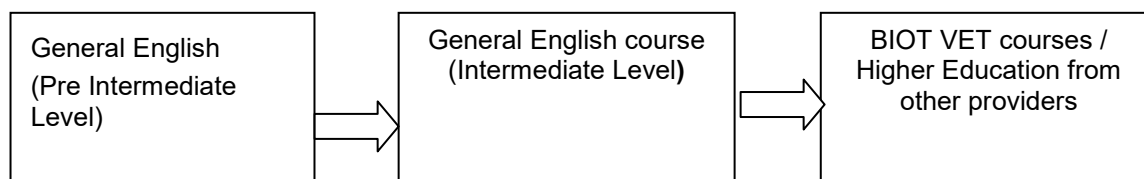
Assessments

A series of regular formative assessment tasks are designed for students to use their English in a range of simulated contexts. These assessment tasks involve the integration of reading, writing, speaking and listening skills through the use of role plays, research and presentation skills.

Coupled with this, an assessment folio is maintained by students to include samples of work done throughout the course. This will include writing drafts and final products, records of class discussions and oral presentations, records of independent research and any Business English Certificate test practice scores.

Study Pathway

The General English course provides a study pathway to mainstream business study courses in the vocational training and higher education sectors.



² Taylor (2004a) cautions that making comparisons between scores on different tests is challenging due to the variations in the design, purpose and format and the fact that candidates may perform better in certain tests than others.

Taylor, L (2004a) 'Issues of test comparability', Cambridge Research Notes, 15, 2-5.

³ Reference: <http://www.ets.org/toefl/institutions/scores/compare/>



For more information, please visit your academic manager for English courses at BIOT at admin@biot.edu.au

Course Outcomes expressed in learner oriented terms:

General English Pre-Intermediate Learning Outcomes	
Learning Outcomes	Enabling Skills
Speaking PI S.1 Can participate in informal conversations / discussions on familiar topics PI S.2 Can express simple opinions on familiar topics and give reasons PI S.3 Can make requests, suggestions, inBIOTations, offers, and accept and decline politely PI S.4 Can plan and deliver a short talk / oral presentation on a chosen topic (3 – 5 mins)	<ul style="list-style-type: none"> • Can demonstrate the use of turn-taking strategies • Can express simple opinions and give reasons, agree and disagree • Can ask and answer questions to seek information and clarification • Can use a growing range of vocabulary to describe people, places, objects and special events • Can use a growing range of tenses to talk about past events and future plans • Can plan and organize a brief oral presentation • Can use a growing range of appropriate pronunciation to express intended meaning and start using discourse markers
Listening PI L.1 Can listen to a range of familiar spoken texts for gist PI L.2 Can listen for specific information from familiar and predictable texts PI L.3 Can follow a set of straightforward instructions / directions	<ul style="list-style-type: none"> • Can employ predictive listening skills • Can apply discriminatory listening strategies to identify main ideas and specific details and supporting information from familiar texts • Can identify various aspects of pronunciation to convey specific meaning • Can begin to guess words from context
Reading PI R.1 Can read a range of basic and familiar written texts for gist PI R.2 Can read basic and familiar texts for specific information PI R.3 Can determine the writer's purpose	<ul style="list-style-type: none"> • Can employ predictive reading skills • Can skim and scan familiar texts to gain the main ideas, locate specific details and supporting information • Can read a range of familiar texts for pleasure • Can begin to guess the meaning of words from context
Writing PI W.1 Can write a range of informal texts, including blogs, to support language learning PI W.2 Can write short emails / postcards to maintain relationships and convey familiar information PI W.3 Can write a short essay to express an opinion PI W.4 Can begin to edit own work to correct common mistakes with grammar, vocabulary, punctuation and spelling	<ul style="list-style-type: none"> • Can write about recent events and future plans using appropriate tenses and vocabulary • Can write factual information, descriptions and short narratives • Can use appropriate imperatives to give directions • Can demonstrate the use of a range of connectives • Can use a range of formulaic expressions to express opinions, make requests, suggestions and extend inBIOTations • Can express opinions and reflect on own learning needs and progress



<p>Grammar and Vocabulary</p> <p>PI G.1 Can demonstrate growing control over a range of structures to express intended meaning in everyday situations</p> <p>PI V.1 Can demonstrate the use of an expanded range of vocabulary to suit a variety of everyday contexts</p>	<ul style="list-style-type: none"> • Can use appropriate tenses to express ideas, discuss past events and talk about future plans • Can begin to use a range of adjectives and adverbs to describe people, objects and places • Can use a growing range of functional expressions for everyday situations • Can use a range of question forms and use a growing range of prepositions • Can begin to use a range of modals and conditional forms • Can use quantifiers with countable and uncountable nouns • Can show awareness of the use of direct and indirect articles
<p>Independent Learning</p> <p>PI IL.1 Can set short and long term goals and employ autonomous learning strategies including basic research</p> <p>PI IL.2 Can develop an effective study plan</p> <p>PL IL.3 Can maintain records of assessments</p>	<ul style="list-style-type: none"> • Can identify own strengths and weaknesses • Can complete set homework tasks to practise English outside class time • Can identify everyday opportunities to practise English outside class time • Can conduct basic research and review and edit own work

ELICOS General English Intermediate

Total duration of the course: 10 weeks x 20 hours

Fee: \$300/Week (includes \$10 per week Resource Fee)

Rationale for the course:

The rationale of the course is to provide an Intermediate level General English course for students to proceed on to after completing the Pre-Intermediate level. Students at this level need to continue building their vocabulary and grammar repertoire to meet basic survival demands in everyday situations and beyond. Students need exposure to a range of situations where they can put their English language skills to work. This course is important in developing students' language skills in a range of familiar and less familiar contexts.

Relationship with other courses:

The General English Intermediate level course provides a pathway for students wishing to undertake further English or VET courses.

Profile of target learner group:

Students joining the General English Intermediate course will be from a non-English speaking background from a range of countries. They will be over 18 years of age and will have a range of reasons for wanting to learn English. These reasons may be related to personal, social, vocational or future study needs or a combination of these.



It is expected that students at this level will be competent in the Pre-Intermediate learning outcomes and need to build upon these in realistic and relevant contexts. Practical application of language skills is required rather than passive learning about the language. Students are likely to require encouragement to develop their independent learning skills and to develop their confidence to use English outside the classroom.

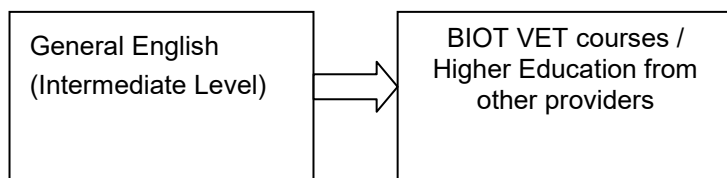
Course entry requirements:

IELTS 4.5 / 5 or CEFR level B1 or equivalent. BIOT accepts as “equivalent” to IELTS 4.5 / 5. CEFR B1, ISLPR 1+ / 2, TOEFL Internet Based 35 - 45, Pearson Test of English Academic 35 – 42

*equivalent means:

- BIOT accepts as “equivalent”⁴ to IELTS 4.5 / 5 to be: CEFR B1, ISLPR 1+ / 2, TOEFL Internet Based 35 - 45⁵, Pearson Test of English Academic 35 – 42

The General English Intermediate course provides a study pathway to mainstream study courses in the vocational training and higher education sectors.



Your Other Pathways

When students have successfully completed the Intermediate ELICOS English course at BIOT in Melbourne, a future study option is available. You can study vocational courses at BIOT and then continue at an Australian University. BIOT offers the following qualifications as advertised in the website: <http://biot.edu.au/>

As part of our total support program, our friendly staff can assist in helping you to select the appropriate study option that best suits you. Students who have successfully completed the Intermediate level are guaranteed a direct entry to BIOT's without the need to sit an IELTS tests again.

Course Outcomes expressed in learner oriented terms:

General English Intermediate Learning Outcomes	
Learning Outcomes	Enabling skills
Speaking I S.1 Can participate in a range of informal conversations and discussions I S.2 Can engage in a range of telephone interactions I S.3 Can plan and deliver a short oral presentation on a chosen topic (5 - 10 mins)	<ul style="list-style-type: none"> Can open and close conversations appropriately and use turn taking strategies Can select and develop topics appropriately to maintain relationships Can express opinions, give reasons, agree and disagree and seek opinions from others Can ask and answer a range of questions to seek information and clarification Can make requests, extend invitations, offer, accept and decline politely Can plan, organize and rehearse an oral presentation Can use appropriate pronunciation to express intended meaning and use a range of discourse markers
Listening	<ul style="list-style-type: none"> Can employ predictive listening skills

⁴ Taylor (2004a) cautions that making comparisons between scores on different tests is challenging due to the variations in the design, purpose and format and the fact that candidates may perform better in certain tests than others.

Taylor, L (2004a) 'Issues of test comparability', Cambridge Research Notes, 15, 2-5.

⁵ Reference: <http://www.ets.org/toefl/institutions/scores/compare/>



<p>I L.1 Can listen to a range of spoken texts for gist</p> <p>I L.2 Can listen for specific information</p> <p>I L.3 Can determine mood and attitude of speaker(s)</p>	<ul style="list-style-type: none"> • Can use discriminatory listening strategies to identify main ideas and specific details and supporting information • Can identify speaker's mood and attitude through tone and expressions • Can identify aspects of pronunciation used to convey specific meaning
<p>Reading</p> <p>I R.1 Can read a range of written texts for gist</p> <p>I R.2 Can read for specific information</p> <p>I R.3 Can determine the writer's purpose and intended audience</p>	<ul style="list-style-type: none"> • Can employ predictive reading skills • Can identify text types and purposes of a range of texts • Can identify main ideas, specific details and supporting information • Can begin to apply critical reading skills • Can read independently for pleasure
<p>Writing</p> <p>I W.1 Can write a range of informal texts, including blogs, to support language learning</p> <p>I W.2 Can write formal and informal emails or letters</p> <p>I W.3 Can write a covering letter and resume</p> <p>I W.4 Can write short summaries of discussions and / or written texts</p> <p>I W.5 Can plan and write an argumentative text (200 - 250 words)</p>	<ul style="list-style-type: none"> • Can demonstrate growing flexibility in using a range of sentence structures • Can use cohesive devices within and between sentences and paragraphs • Can demonstrate increasing control over the development of paragraphs • Can notice and use appropriate formats for a range of texts • Can edit own writing to correct spelling and punctuation • Can demonstrate expanded range of vocabulary and grammar • Can use referencing and substitution skills
<p>Grammar and Vocabulary</p> <p>I G. 1 Can demonstrate growing control over a range of structures to express intended meaning</p> <p>I V.1 Can demonstrate the use of an expanded range of vocabulary to suit a variety of contexts and themes</p>	<ul style="list-style-type: none"> • Can avoid ambiguity by using correct tenses, verb patterns, prepositions, pronouns • Can use synonyms and antonyms to expand vocabulary and avoid repetition • Can use a range of phrasal verbs, idioms and less common expressions • Can demonstrate growing control over the use of articles and prepositions • Can notice and use a growing repertoire of collocations
<p>Independent learning</p> <p>I IL.1 Can set short and long term goals and identify preferred learning styles and strategies and reflect on own learning</p> <p>I IL.2 Can develop an effective study plan to improve time management, do independent study and maintain an assessment portfolio</p> <p>I IL.3 Can conduct independent research to support language learning</p>	<ul style="list-style-type: none"> • Can identify own strengths and weaknesses • Can set realistic time frames and a balance of social, work and study activities • Can apply a range of autonomous language learning strategies and research skills • Can identify and utilize everyday opportunities to practise English • Can identify and examine reasons for communication breakdowns • Can discuss the influence of culture within language learning • Can maintain records of assessments and independent study

For more information, please contact the general manager at anil.b@biot.edu.au

Living in Melbourne

Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Melbourne, Sydney, Adelaide, Perth and Brisbane.

The country is split into states and territories being: Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high quality education system, climate, great lifestyle, sports, beaches, strong industries, and too many is seen as the land of opportunity.

Australia's popularity as an education destination for international students is forecasted to continue in the long term, fuelled by the economy's continued steady growth, high standards of living and lifestyle opportunities among numerous other factors.

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

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

Victoria

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

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

Melbourne

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

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

Melbourne, once voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens. Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes.



Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

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

The city centre features world class

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

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

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

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

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

For further information on Australia, Victoria and Melbourne please visit:

<http://www.australia.com/> or <http://www.visitvictoria.com> or <http://www.thatsmelbourne.com.au>

For further information on studying in Australia, Melbourne please visit:

<http://www.studyinaustralia.gov.au/> or <http://www.studymelbourne.vic.gov.au/>

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

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

Climate

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

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



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

Festivals

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

International sporting events:

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

Art

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

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

Multiculturalism

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. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

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

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

Religion

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



Clean, safe, cosmopolitan

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

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

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

Food

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

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

Electricity

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

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. To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

Tourist 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 kilometre travelled. Taxi drivers do not have to be tipped.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

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

Sports and recreation



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

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

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

Travel

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

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

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

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

Cost of living and money matters

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service based industries although there are no limits to the industry in which you can gain employment. Department of Immigration and Border Protection website <http://www.immi.gov.au/students/> and <http://www.immi.gov.au/students/pdf/permission-to-work-students.pdf>

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form; International students pay tax on their earnings; for further information please visit the website: www.ato.gov.au.

At the end of each financial year, international students need to apply for their tax return through an accountant.

Money and banks

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



It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. 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 [Study in Australia](#)

International students can access free banking from most of the main banks. It's easy and straight forward to open an account by popping into a branch with your passport and student card. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money through ATM's located throughout the city.

<http://www.westpac.com.au/> <http://www.anz.com.au/personal/> <http://www.nab.com.au/>

<http://www.commbank.com.au/>

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

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

Currency

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

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 recyclability set an example for the world to follow.

Tipping

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

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

Budgeting

You should work out a budget covering accommodation, food, transport, 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. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation



Accommodation and Living Cost

The estimated living costs for an international student are approximately between A\$12,000 to A\$15,000 per year. This covers food, accommodation, travel, entertainment and clothing.

Sample Monthly budget

Food: A\$200 to A\$350

Accommodation Fee: A\$350 – A\$600 (For a room in a shared house or apartment)

Public Transportation: A\$200 approximately per month (trams / trains)

Accommodation Options for students:

- Homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle.
- Hostel Accommodation: This is a popular option for international students, especially in the first months of their arrival.
 - A small, furnished room is provided with access to a shared bathroom, laundry and lounge.
 - It is recommended that students considering Hostel accommodation options look at 2 or 3 properties prior to making a decision. Many hostels are privately run and as such, come under the Rooming House Act. Please note, if a student signs a lease they are covered by the Residential Tenancies Act.
- Apartment / Flat rentals vary greatly in cost and conditions. For long term arrangements, it is strongly advised that the student is familiar with the suburb or area. For the purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason, international students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in and look at areas they would like to live in.

While BIOT does not offer accommodation services or take any responsibility for accommodation arrangements, BIOT can give students information regarding external accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

Some local options include:

Particulars	Name & Location	Contact Phone
Student Accommodation Service	Barry Long West Melbourne Properties 121 Ireland St, West Melbourne Vic 3003	Mob: 0408 102 635 Email: blong@bigpond.com
Real Estate Agent	Richard A. Simpson 30 Errol Street, North Melbourne Vic 3051	Phone +613 9328 1213 Fax + 6139329 9030 Mobile 61 402 223 027 Email: RAS@wbsimpson.com.au
Hotel	Quest on Williams 170 William Street, Melbourne	Phone : +613 9605 2222
Home stay organisation	Homestay Direct Pty Ltd	www.homestaydirect.com.au phone +613 96703133
Hostel	King Street Backpackers 197 King Street, Melbourne	1800 671 115

Accommodation costs can vary significantly depending on the level of accommodation and proximately to the city centre. Students can expect to pay between approximately \$135 - \$350 per week for a room in a share house close to the city centre.



The Institute does not offer accommodation services, however the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia.

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

1. Full Board (Home stay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

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

Some useful internet sites for housing are:

You can also access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au/>

Share Accommodation - <http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

Youth Central Housing and Accommodation - <http://www.youthcentral.vic.gov.au/housing-accommodation>

Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>
www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

<http://www.domain.com.au/Search/rent/State/vic/Area/inner-city/Region/melbourne-region/Suburb/melbourne>

Transport

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

The Melbourne Visitor Shuttle (Red Bus) and City Circle (Tram) are a great way to see Melbourne's attractions, and it's free! (find out more information please go to www.ptv.vic.gov.au)

To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to www.myki.com.au

At the moment international students cannot access concession rates of travel on the public transport system. The City of Melbourne and the metropolitan area is split into travel zones and fares are charged depending which zones you are travelling between.

Examples of travel costs on public transport

Two hour of travel fair table

	Zone 1	Zone 2	Zone 1+2
Full Fare	\$3.76	\$2.60	\$3.76

All day travel fare table

Zone 1	Zone 2	Zone 1+2
--------	--------	----------



Full Fare	\$7.52	\$5.20	\$7.52
-----------	--------	--------	--------

For further information refer to:

Metrolink at <http://www.metlinkmelbourne.com.au> or by phone on 131938

Travellers Aid at <http://www.travellersaid.org.au> or by phone: (03) 9654 2600

Health care

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

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

Medical Issues

From time to time people may get sick and require to access medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) when they enrol. Students may arrange this for themselves with any of a number of health insurance providers.

Overseas Student Health Cover (OSHC)⁶

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

Links to their websites are:

www.oshcworldcare.com.au

www.bupa.com.au

www.ahm.com.au

www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute.

We can arrange this for you prior to arrival with our provider OSHCworldcare. For further details or if you wish to arrange your own OSHC contact OSHCworldcare direct at www.oshcworldcare.com.au

Current fees:

- Single (for 12 months) \$553
- Family (for 12 months) \$3,897

Cost of Living

The Australian government recommend that the cost of living in Melbourne for an international student will be \$18,600 per year. If a student wishes to bring a partner the Department of Immigration and Border protection indicate that an additional \$6515 per year of study will be required for a partner. Married students with dependents will require approximately \$4000 per dependent. This may vary significantly from person to person depending on their individuals taste and requirements.

For further information refer to: <http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living>

Food

Due the diverse nature of Melbourne's population international students have a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Meals in cheaper restaurants cost approximately AUD\$10.00. However this may vary depending on the season, suburb and quality of the eatery.



Fast foods such as McDonald's, KFC, Pizza Hut, Nando's, Subway, Burger King are also available and generally range from around AUD\$6.00 - AUD\$12.00. Indicative costs of groceries are: milk 1 litre \$2.10, bread 1 loaf \$3.50, apples 1 kg \$4.00, potatoes 1 kg \$2.00, eggs 1 dozen \$3.00, cereal 1kg \$3.00, fruit juice 2 litres \$4.00, rice 1 kg \$2.00, fish and meat varies enormously depending on type/ quality.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50
T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$18.00

Shopping

The Central Business District of Melbourne and the surrounding area has many large shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of staple products use any of the following links:

www.coles.com.au

www.woolworths.com.au

www.aldi.com.au

Or type "cheap shopping" into your Google browser

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.

WHS (OHS) Act in Victoria

The Act in Victoria is the Occupational Health and Safety Act 2004. The objects of the Act are:

To secure the health, safety and welfare of employees and other persons at work

To eliminate, at the source, risks to health, safety or welfare of employees and other persons at work

To ensure that the health and safety of other members of the public is not placed at risk by the conduct of undertakings by employers and self-employed persons

To provide for the involvement of employees, employers, and organizations representing those persons, in the formulation and implementation of health, safety and welfare standards.

Health and Safety and Hazard Identification Policy

All staff and students health safety and comfort will be maintained in accordance with relevant legislation.

All operations of the academy will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

According to Occupational Safety and Health potential hazards are eliminated, isolated and minimised

Any potential and actual hazards are identified.

Any potential and actual hazards are effectively managed.

Emergency procedures are established to deal with identified hazards.

Procedures for Implementation of Hazard Identification

Situations with potential to cause hazard to staff or students are identified and noted on the Health and Safety Register.

Recommended actions are identified in accordance with appropriate authorities where necessary.

Agreed actions are noted and implemented in accordance with appropriate legislation where necessary.

Responsibility

Tutors are responsible for the inspection of classrooms and equipment and to identify and report hazards or potential hazards to the Director on a day-to-day basis.

The Director is responsible for hazard/potential hazard inspection, reporting and resulting actions for all areas in which staff and students operate.

Evaluation



Policies and procedures for student guidance and support will be evaluated by the Audit Team as and when deemed necessary throughout the year to meet legislative and safety requirements as well as annually as part of the educationally quality audit.

Health and Safety Procedures:

Display of Evacuation Notices

Notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial Evacuations

To be conducted in educational buildings once in each term, except when an emergency evacuation has already taken place during that term.

Assembly Point

The assembly point is on the footpath outside adjacent buildings in Queen Street or .

First Aid Kits

First Aid kits are kept in each building occupied by the Academy.

First Aid Procedures

If students are ill and need to leave class they will tell the tutor who will make sure that the student can get to a doctor if necessary.

If a student has an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Director

Safety Rules:

All persons on Academy premises must observe the following safety rules:

Do not run around the Academy, only walking is permitted.

Use handrails when coming up and down the stairs.

You are not allowed to drink alcohol or bring or consume drugs on the premises.

If you spill something you must clean it up immediately.

Fire and safety compliance

You are not allowed to smoke in any of the premises.

You must not use any matches or fire lighting equipment within the premises.

You must not tamper with fire extinguishers.

Emergency Procedures:

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

Sound alarm.

Initiate site emergency evacuation procedure.

Call fire service dial 000

Serious Injury

Call for assistance.

Call ambulance dial 000

If machinery is involved, stop machinery.

Give appropriate first aid and comfort the person.

Do not put others or self in unnecessary danger.

Report situation to the Director

Bomb Threat

Stay calm and listen carefully to caller, write down all that is said, ask the caller where the bomb is located.



Call police dial 000

Act according to advice of police.

If advised by police, instigate emergency evacuation plan.

Earthquake

Keep calm – allow time to think.

Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.

Watch for falling debris and other overhead objects.

Do not attempt to run outside.

Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.

After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

Switch off the power supply.

Follow “serious injury” procedure referred to above.

Notify management

Robbery

Co-operate with the robber.

Remain calm.

Take no personal risks.

Observe (person’s features, height, build, clothing etc).

Call the police dial 000

Notify management.

Gas Leak

Notify management, who will then notify gas engineers.

If necessary follow the fire and explosion procedure set out above.

Evaluation

Evaluation of the policy and support available will be from student feedback on their experience of the support and safety received. This will be collated and reviewed by the Audit Team as part of the annual quality audit.

Staff / Student relationship

All staff must maintain the professional nature of the student/tutor relationship. The practicalities of training activities dictate that staff and students will be placed in an environment where a trusting relationship may be developed. The tutor must at all times conduct him or herself in a manner that maintains this relationship at the professional level.

The tutor is in a leadership role and must be able to exercise that responsibility without fear or favour whether it be in making an assessment decision or in the extreme case of an injury befalling a student.

Evaluation

Evaluation of the policy and the support available will be by student feedback on their experience of the support they have received. This will be collated and reviewed by the Management Team in conjunction with a member of the Advisory Group as part of the annual quality audit

You can access the full Act on the following link:

[http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750E0D9E0B2B387FCA256F71001FA7BE/\\$FILE/04-107A.pdf](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf/f932b66241ecf1b7ca256e92000e23be/750E0D9E0B2B387FCA256F71001FA7BE/$FILE/04-107A.pdf)



Important Websites

1. Department of Immigration and Border Protection <http://www.immi.gov.au>
2. Department of Education www.education.gov.au
3. Student hotline: 1300 363 079
4. Study in Australia <http://www.studyinaustralia.gov.au>
5. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
6. National Code 2007 <http://www.aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/Default.htm>
7. IELTS <http://www.ielts.org.au>
8. City of Melbourne <http://www.melbourne.vic.gov.au>
9. Department of Immigration and Border Protection <http://www.immi.gov.au>
10. Department of Education www.education.gov.au
11. Student hotline: 1300 363 079
12. Study in Australia <http://www.studyinaustralia.gov.au>
13. The Australian Commonwealth Register of Institutions and Courses for Overseas Students <http://www.cricos.dest.gov.au>
14. National Code 2007 <http://www.aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/Default.htm>
15. IELTS <http://www.ielts.org.au>
16. City of Melbourne <http://www.melbourne.vic.gov.au>
17. Department of Immigration and Border Protection <http://www.immi.gov.au>
18. www.training.gov.au
19. <http://australia.gov.au/about-australia>
20. <http://www.abs.gov.au>
21. <https://www.melbourne.vic.gov.au/>
22. <http://www.cricos.dest.gov.au>



RTO: 91595