



# AUSTRALIAN NATIONAL COLLEGE

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## Student Handbook

Version 2023

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Australian National College Pty Ltd;  
CRICOS-03009M; RTO 22134;  
Ground Floor, 182 Capel Street, North  
Melbourne. VIC 3051.  
Tel 03-9662 3300  
Email: - [info@anc.vic.edu.au](mailto:info@anc.vic.edu.au)

## MESSAGE FROM CEO

*Welcome to ANC where students achieve their goals.*

We are committed to provide the high quality teaching to students from a diverse range of backgrounds and experiences.

**ANC aims** to be a catalyst for positive change for the individuals and the communities it serves.

ANC values are Excellence; Academic Freedom; Continuous Improvement; Ethical Behaviour and Accountability.

ANC is committed to having a work culture, which fosters and supports excellence.

ANC staff members are responsible for its success. Their dedication to our students and to the communities we serve ensure the continued success of ANC.

This Student Handbook provides you with a wide range of helpful information about our courses, staff, and general campus information, assessments and all the relevant Policies & Procedures and other important matters relating to your studies. It is advisable to keep it with you for any future references.

Students will find ANC staff willing to help and assist them during their studies. Staff members also take a keen interest in the job placement and careers of graduates.

ANC staff look forward to working with you, helping you with the achievement of your life ambitions and your study goals.

I wish you well in your academic endeavours.

*Chief Executive Officer*

*All students will be provided with a orientation of the Institute facilities and services upon arrival and will receive a copy of this Student Handbook (Either Electronically or Printed).*

*Thank you for choosing ANC as your education provider. We hope this student Handbook will be helpful and informative during your study at Australian National College.*

*If you need any further information, please feel free to contact one of our friendly Student Support Team Staff.*

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## INTRODUCTION TO MELBOURNE

Melbourne is the great place to live and study. Melbourne has been consistently ranked as 'The world's most liveable city' by the economist intelligence unit (UK). In 2000, Melbourne was accredited as a 'Safe Community' by the world health organization – the first Australian capital city to achieve this standing. The City of Melbourne is the home, workplace and leisure centre of one of the world's most harmonious and culturally diverse communities.

Melbourne's residents represent 140 nationalities and speak 151 languages. Thirty per cent of Melbourne's population was born overseas and Melbourne has large numbers of international students have contributed to the multicultural fabric of Melbourne. Melbourne today is a welcoming, outgoing, and confident city, a reflection on the generous and inclusive spirit of its people. This spirit embraces change while respecting heritage; celebrates diversity while sharing a common sense of place and pride; and aspires to a rich, lively, and peaceful future.



Melbourne is a major centre of commerce, industry, and cultural activity. The city is referred to as Australia's 'sporting and cultural capital' and it is home to many of the nation's most significant cultural and sporting events and institutions. Melbourne hosted the 1956 Summer Olympics and the 2006 Commonwealth Games.

The Public Transport with the options of buses trains and tram services in Melbourne very extensively. Single ticket will allow you to travel in all three modes of transport to your destination and to discover the colourful diversity of Melbourne

Melbourne, Victoria enjoys manageable summers, glorious springs, mild autumns and crisp winters. With its variable climate, Melbourne is warm to hot in summer (December to February), mild in autumn (March to May), cold and damp in winter (June to August) and cool in spring (September to November).

**Australian National College Pty Ltd (ANC)** is one of the most dynamic institute in Australia. ANC is one of the private providers offering Vocational Training under the national recognised Technical and Further Education system of the Australian Government. ANC offers the courses, which will lead the students to their chosen career pathways. We at ANC Endeavour to liaise with the Industry sectors to help students achieve their career goals. ANC provides practical skills and knowledge for the success of students in their future. Our courses are part of the range of nationally accredited courses. Our courses are designed to link the needs of industries and are nationally recognized.

Students have access to modern computer lab to facilitate their learning outcomes. The learning resources and teaching methods and assessment are designed according to the highest standards prescribed. ANC possesses spacious classrooms fully equipped with the latest technologies including data projectors, overhead projectors, DVD players, televisions, etc.

Students are provided a caring supportive environment by our multilingual, multicultural staff. Our staff is always willing to offer their support and advice to students to assist them with their personal problems. The

academic staffs is always there to help the students with complete academic support by providing help with academic work i.e. writing assignments, making presentations and examination techniques.

When you arrive in Melbourne to start your new life, what could be better than a friendly face to meet and greet you with an abundance of local knowledge? To assist you in adjusting to life in Australia, ANC can arrange free of charge for a representative to greet you at the Airport and drive you to your pre-arranged accommodation.

ANC campus is located in the heart of Melbourne and in the close proximity of one of Victoria Market. ANC is conveniently located to the public transport; major Local Train/Tram stops are one to two minutes away. ANC students will have access to Banks, cafes, restaurants, food courts, parks, libraries, nightclubs, cinemas, shopping arcades, news agencies, supermarkets, travel agencies and a lot more.

## ANC STAFF CONTACT DETAILS

### **Management & Administration**

Mr Jaswinder Singh  
Chief Executive Officer  
T +61 3 9662 3300

Email: [ceo@anc.vic.edu.au](mailto:ceo@anc.vic.edu.au)

## STUDENT SUPPORT TEAM

Name of the Staff	Contact Number	Email Address
Nosheena Jalloo	03 9662 3300	<a href="mailto:admissions@anc.vic.edu.au">admissions@anc.vic.edu.au</a>
Randeep	03 9662 3300	<a href="mailto:helpdesk@anc.vic.edu.au">helpdesk@anc.vic.edu.au</a>
Lynx (Chaniya)	03 9662 3300	<a href="mailto:marketing@anc.vic.edu.au">marketing@anc.vic.edu.au</a>
Hillary	03 9662 3300	<a href="mailto:info@anc.vic.edu.au">info@anc.vic.edu.au</a>
Vineel Madhavapeddi	03 9662 3300	<a href="mailto:cdo@anc.vic.edu.au">cdo@anc.vic.edu.au</a>
Jaswinder	03 9662 3300	<a href="mailto:hr@anc.vic.edu.au">hr@anc.vic.edu.au</a>
Hamesh Yadav	03 9662 3300	<a href="mailto:studentcounsellor@anc.vic.edu.au">studentcounsellor@anc.vic.edu.au</a>



## TRAINING STAFF

### **BUSINESS and LEADERSHIP & MANAGEMENT TRAINERS**

Rakesh Kaushik [rakeshkaushik@anc.vic.edu.au](mailto:rakeshkaushik@anc.vic.edu.au)

Munish Sharma [m.sharma@anc.vic.edu.au](mailto:m.sharma@anc.vic.edu.au)

Vineel Madhavapeddi [cdo@anc.vic.edu.au](mailto:cdo@anc.vic.edu.au)

### **HOSPITALITY**

Sandeep Rawal [sandeep.rawal@anc.vic.edu.au](mailto:sandeep.rawal@anc.vic.edu.au)

Pam Pangtrip [pam@anc.vic.edu.au](mailto:pam@anc.vic.edu.au)

Jenny Lynn Galdones [jennylynn@anc.vic.edu.au](mailto:jennylynn@anc.vic.edu.au)

### **PRINTING AND GRAPHIC ARTS**

Ken Carmody [kencarmody@anc.vic.edu.au](mailto:kencarmody@anc.vic.edu.au)

### **ENGLISH**

Angeline Quintal [ge3@anc.vic.edu.au](mailto:ge3@anc.vic.edu.au)

Dijana Saba [ge2@anc.vic.edu.au](mailto:ge2@anc.vic.edu.au)

Harsimran Osahan [ge5@anc.vic.edu.au](mailto:ge5@anc.vic.edu.au)

(This is subject to change and additional staff will be employed as required)

The address of the Institute is:  
Ground Floor, 182 Capel Street.  
North Melbourne VIC 3051  
Mezzanine level - 20 Malop St Geelong VIC3220  
Tel (+61 3) 9662 3300  
Email [info@anc.vic.edu.au](mailto:info@anc.vic.edu.au)

**[www.anc.vic.edu.au](http://www.anc.vic.edu.au)**



## **English**

General English - Elementary, Pre-Intermediate, Intermediate and Advanced (10 to 40) weeks Course



## **Business**

BSB60120 - Advanced Diploma of Business  
BSB50120 - Diploma of Business  
BSB40120 - Certificate IV in Business  
BSB30120 - Certificate III in Business  
BSB60420 - Advanced Diploma of Leadership and Management  
BSB50420 - Diploma of Leadership and Management



## **Hospitality**

SIT30821 - Certificate III in Commercial Cookery  
SIT40521 - Certificate IV in Kitchen Management  
SIT50416 – Diploma of Hospitality Management (Superseded)



## **Graphics**

ICP31420 - Certificate III in Prepress Graphic Design Production  
ICP40120 - Certificate IV in Printing and Graphic Arts Management  
ICP50120 - Diploma of Printing and Graphic Arts Business Management

## LIVING IN MELBOURNE

Melbourne is the capital city of the state of Victoria. Melbourne is a multicultural city with a population comprising people from over 200 countries, speaking over 151 languages and following over 100 religious faiths. Melbourne is a city of cutting edge when it comes to arts, architecture, industry, sport, technology, and many other areas. The inner city itself is known as the Central Business District (CBD). Traditionally a commercial and retail district, it is now becoming increasingly popular as residential area. The suburbs radiate from the CBD. Inner suburbs are close to CBD and as travel further from Melbourne, located are the outer suburbs.

Melbourne, the city itself, is well designed and located amidst parklands along the banks of the Yarra River, just a few kilometres from Port Phillip Bay. With the sea to the south and mountains to the north, the city offers something for everybody

Melbourne has a vibrant intellectual and cultural centre and a creative and entrepreneurial soul. It has extensive parks and gardens, spacious suburbs, affordable housing, good education, accessible public transport and a modern road system. With a low crime rate, it provides a safe and healthy environment in which to live and work.

In terms of entertainment, Melbourne has a plethora of cosmopolitan cafes, restaurants and clubs, a vibrant arts scene and world renown sporting events.

## WEATHER AND SEASONS

The temperate climate of Melbourne makes doing business here a lot easier. There is no need to worry about the extremes of hot or cold temperatures hindering your business processes.

Being in the Southern Hemisphere Melbourne's seasons are opposite to that of North America, Europe and most of Asia. It has a reputation for unpredictable weather, where all four seasons can be experienced in one day. Nonetheless, Melbourne offers a comfortable environment, regardless of the season.

### THE SEASONS OF MELBOURNE

Season	Months	Average Temperature	Description
Summer	Dec - Feb	25°C	A typical summer day in Melbourne is warm and sunny, with a freshening sea breeze from the south to southeast in the afternoon. A hot summer spell can produce temperatures that exceed 40°C, but this usually ends with a cool change.
Autumn	Mar - May	20°C	Autumn is generally considered the most pleasant season in Melbourne. Many days are mild and sunny with afternoon sea breezes. Cloudy showery weather increases

			towards the end of autumn.
Winter	Jun - Aug	14°C	Melbourne experiences some of Australia's coldest weather in winter, with some nights producing frost. Snow does not fall in the city itself, but occasionally the outlying hills receive a light snowfall. In the alpine region, average temperatures range from -5 to 5°C.
Spring	Sep - Nov	20°C	At the beginning of spring, cloudy overcast days with gusty winds can be experienced, with an average of 5.8 hours of sunshine a day. The weather begins to warm up towards the end of spring. Sometimes a full range of weather can be experienced in a matter of days.

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## TIME ZONES

All of Victoria operates on Australian Eastern Standard Time (AEST), which is 10 hours ahead of Coordinated Universal Time (UTC).

Victoria operates on daylight saving time (DST) from the first Sunday in October to the first Sunday in April of the following year. DST is one hour ahead of AEST, or UTC+11.

## LIFESTYLE

Melbourne was ranked the #1 most liveable city in Australia and #10 in the world in the Economist Intelligence Unit's (EIU) Global Liveability Index for 2022. This list assesses 173 cities across the globe in the categories of stability, healthcare, culture and environment, education, and infrastructure. Victoria is home to 5 million people with 3.5 million living in the capital city, Melbourne. Melbourne is a comparably young city with 48% of people being under 35. More than 233 nationalities live in Melbourne, making it one of the world's most multicultural cities. It has the largest Greek and Italian communities living outside of those countries. English is the official language, but more than 20 percent of Victorians - and almost 30 percent of Melbournians - speak a language other than English at home.

A combination of this multicultural diversity and a temperate climate has translated into Melbournians love of fine dining, arts and culture, sports and the outdoors.

The city has a strong culture of philanthropy and volunteering, and Melburnians are known for being friendly and inclusive. Look out for city's team of tourism volunteers, the City Ambassadors

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

## **PERMANENT ACCOMMODATION:**

### **CHOOSING WHERE TO LIVE**

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

## **TYPES OF ACCOMMODATION:**

### **HOME STAY**

Home stay involves the student living with an Australian family. The cost generally includes two meals (breakfast and dinner) during the week and three meals on weekends. Rooms may be single or shared and cost will vary accordingly. Cost \$150 to \$200 AUD per week.

### **SHARED ACCOMMODATION**

Advertisements on student notice boards and in sections of the local newspapers will appear for one or more people to share a house or flat, often where a lease has already been taken out. This often suits students once they have been in the country for a while and are comfortable with their new country's living arrangements. Cost \$80 to \$150 AUD per week.

### **RENTAL ACCOMMODATION**

As with share accommodation, units, flats, single bed-sitters and even houses, are available through Real Estate Agents. These are normally unfurnished. One month's rent in advance may be charged plus a bond (or security deposit) prior to

## **OVERSEAS STUDENT HEALTH COVER (OSHC)**

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

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

### **HOW DO I GET OSHC?**

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and do not need to complete a formal

application form. If not, you may need to complete an Application for OSHC, which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending, you will be required to join one of these four registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

### OSHC Providers

Medibank Private: [www.medibank.com.au](http://www.medibank.com.au)

OSHC World care: [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)

BUPA OSHC: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

Australian Health Management: [www.ahm.com.au](http://www.ahm.com.au)

NIB: <https://www.nib.com.au>

For More information and to Compare the OSHC provider, please refer to the below provided link

<https://www.iselect.com.au/health-insurance/>

[https://www.comparethemarket.com.au/health-insurance/?gclid=EAIaIQobChMI\\_8HOkbzX3QIVGQ4rCh1SngavEAAYAAEgLHOvD\\_BwE&gclsrc=aw.ds.ds&dclid=CJL3zKC8190CFRJ6vQodAWUOaw](https://www.comparethemarket.com.au/health-insurance/?gclid=EAIaIQobChMI_8HOkbzX3QIVGQ4rCh1SngavEAAYAAEgLHOvD_BwE&gclsrc=aw.ds.ds&dclid=CJL3zKC8190CFRJ6vQodAWUOaw)

**DEAR STUDENTS,**

**PLEASE READ THE OSHC PROVIDER, TERM AND CONDITION AND DETAILS FOR WHAT IS COVERED AND NOT COVERED, BEFORE SIGNING ANY CONTRACT WITH ANY SERVICE PROVIDERS**

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries who's Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm>

If you come to Australia on a visa other than a student visa and undertake **a short course of study of three months duration or less** you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

## WHAT AM I COVERED FOR?

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals.

## MEDICAL COVER

OSHC pays benefits towards:

- Medical practitioners (including specialists) who treat you in hospital, at home or at the doctor's surgery;
- Pathology services such as blood tests;
- X-rays.

Subject to their availability, you may choose any general practitioner (GP) you want. OSHC pays 100% of the Medicare Benefits Schedule (MBS) fee. For specialists and all other medical services (including pathology and x-rays) that take place whilst you are not an in-patient at a hospital, OSHC pays the published 85% MBS Fee\* for that service. You will have to pay any additional cost if the doctor charges you more than the benefits we pay you.

For doctors, specialists and all other medical services that take place whilst you are an in-patient at a hospital, OSHC will pay 100% of the MBS fee. If the doctor or hospital charges you more than the benefits we pay you, you will have to pay the difference.

\*Note: The published 85% MBS Fee may not equal exactly 85% of the total MBS Fee but an amount published in the MBS as set by the Australian Government.

Please see our [OSHC Product brochure](#) and [OSHC Membership Guide](#) for more details.

## HOSPITAL COVER

*(Dear Student, Please check with your Health Care provider brochure and Important information provided along with your health cover confirmation- and make sure you understand about what is covered and what is not covered in your policy to avoid any surprising bills in future.)*

There are two types of hospitals in Australia: public hospitals, operated by State/Territory Governments; and private hospitals, which operate on a commercial basis.

### Treatment in a Members' Choice Private Hospital

Members' Choice hospitals are private hospitals, which Medibank Private has an arrangement with, to minimise the out-of-pocket expenses you will have to pay.

Medibank Private OSHC will pay the full cost of treatment in a Medibank Private Members' Choice hospital for:

- Overnight accommodation in a shared or private room
- Same day admission
- Theatre fees

- No-gap surgically implanted prostheses and other items on the Federal Government's Prostheses Schedule

To find a Members' Choice hospital, you can [find a Health Provider](#).

### **Treatment in a Public Hospital**

- Medibank Private OSHC will pay for the full cost of treatment in a public hospital for:
- Overnight accommodation in a shared ward.
- For same day admissions (shared room only).
- Accident and emergency and outpatient medical and post-operative services (fees raised by the hospital for treatment where you are not an admitted patient)
- No-gap surgically implanted prostheses and other items on the Federal Government's Prostheses Schedule
- Any charge above the benefit we pay will form part of your out-of-pocket expenses

### **EMERGENCY AMBULANCE TRANSPORT**

Medibank Private OSHC pays 100% of the charge for medically necessary ambulance transport when emergency medical attention is required or for admission to hospital.

### **HOW DO I USE MY OSHC CARD?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor's fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

### **HOW DO I MAKE A CLAIM?**

Claims can be lodged at any Medibank store or sent to Medibank by mail. Medibank Private need the following information to process a claim:

- A completed OSHC claim form;
- The original account(s);
- Receipts for paid accounts.

NB: Do **not** send your Membership Card when claiming by mail.

## **TYPES OF HEALTH CARE IN AUSTRALIA**

The Australian healthcare system is mixed. Responsibilities for healthcare are divided between the Federal and State governments, and both the public and the private sectors play a role. Government programs underpin the key aspects of healthcare. Medicare, which is funded out of general tax revenue, pays for hospital and medical services. Medicare covers all Australian citizens, pays the entire cost of treatment in a public hospital, and reimburses for visits to doctors.

*National Coronavirus Helpline*



Call this **1800 020 080** if you are seeking information and advice on COVID-19. The line operates 24 hours a day, seven days a week. If you require translating or interpreting services, call **131 450**.

## PUBLIC SYSTEM

The major provider of healthcare services in Australia is the Public Health System (Medicare). The Public Health System provides a comprehensive free-of-charge healthcare service for all Australian citizens covering both hospital-based and community-based medical services. Public hospitals are owned by the State. One of the problems with such a system is that **waiting times in public hospitals can be extensive** due to a shortage of healthcare professionals and facilities.

See also: Attending an Australian hospital.

## PRIVATE SYSTEM

Private hospitals provide about a quarter of all hospital beds in Australia. Private medical practitioners provide most non-bed medical services and perform a large proportion of hospital services alongside salaried doctors. Private practitioners provide most dental services. For Australians who take out private health insurance a range of services can be covered, such as access to your own Doctor in a private hospital, and extra services such as dental, optical and physiotherapy.

## ATTENDING AN AUSTRALIAN HOSPITAL

Few private hospitals have emergency departments, so, in an emergency, most Australians rely on the public hospital system. If you attend an Emergency Department in a hospital, you will be attended to immediately by a triage nurse for information about you, your cover, and your current health condition. The triage nurse will determine the urgency of your condition in comparison to others in need in the emergency room and it is likely that you will remain at the emergency room for several hours. Whether you are seen immediately by a Doctor, or have to wait, it is customary to keep you in the emergency room for several hours to monitor your condition before releasing you to go home, or admitting you to hospital in more severe cases.

There are **extensive waiting times for elective surgeries at public hospitals**, e.g. for orthopaedic surgery. One of the attractions of health insurance is the ability to bypass public hospital waiting lists and go through the private system.

Private hospitals are very expensive for treatment and hospitalisation. Your OSHC will cover some of the cost of some private hospitals but you will have to pay the difference.

Your health insurance (OSHC) covers the total cost of accommodation in a shared ward of a public hospital. It also pays for the 'schedule fee' for the doctor but you will have to pay the difference if the doctor's fee is higher than the 'schedule fee'.

See also: Public hospital waiting times.

## GENERAL PRACTITIONERS (GPS)

In Australia, you do not have to go to a hospital to see a doctor. You can see a doctor (also known as a **GP – General Practitioner**) in their private practice or medical centre, with part or the entire doctor's fee being covered by Medicare or OSHC. **You must make an appointment to see a GP.** It is important to note that

some GP surgeries will request full payment from you at the time of consultation and you will need to present the receipt to claim the rebate back from your health cover provider.

## **MEDICAL SERVICES**

### **What do I do if I am sick?**

Choose a doctor from the list of medical facilities in this handbook or use the Yellow Pages and phone the GP's surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor's surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor (in some regional areas of Australia it may be a week or two before you can get an appointment).

### **Seeing a Doctor**

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests e.g.: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

## **PHARMACIES**

GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name, and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

### **Prescription Medication**

Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than \*AU\$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

## **OVER-THE-COUNTER MEDICATION**

Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like, which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

## Dental and Optical

Dental and optical health services are **not covered by your OSHC** unless you take out extra cover. If you need to see a dentist or optometrist, you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

## INTERPRETER SERVICES

We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the **Translation and Interpreter Service (TIS)** can be used. For more information visit <https://tisnational.gov.au> or phone **131 450**

## MEDICAL FACILITIES IN MELBOURNE CBD

### HOSPITALS

#### RMH City Campus

Grattan Street, Parkville – 3050

Ph: +61 3 9342 7000

#### Epworth Freemasons Hospital (Emergency)

166 Clarendon Street, east Melbourne - 3002

Ph: +61 3 9483 3833 Fax: +61 3 9342 7802

#### The Royal Women's Hospital

20 Flemington Rd, Parkville VIC 3052

Ph: (03) 8345 2000

#### Melbourne Private Hospital

1F Royal Parade, Parkville VIC 3052

Ph: (03) 8341 3400

### MEDICAL CENTRES

#### Melbourne North Medical Clinic

605 Elizabeth St, Melbourne VIC 3000

Melbourne : (03) 9328 3383

#### Errol Street Medical Centre

1/65 Errol St, North Melbourne VIC 3051

Melbourne : (03) 9329 7011

## X-RAY

#### Midtown Medical Clinic

Level 4, 250 Collins Street, Melbourne – 3000

Ph.: +61 3 9650 7636

### PATHOLOGY

#### Midtown Medical Clinic

Level 4, 250 Collins Street, Melbourne – 3000

Ph.: +61 3 9639 4565

#### Melbourne Pathology

Level 3, 423 Bourke Street, Melbourne - 3000

Ph.: +61 3 9600 1458 Fax: - +61 3 9600 1025

### **Dorevitch Pathology**

Level 1/55 Flemington Rd, North Melbourne VIC  
3051

Ph: (03) 9328 8493

## **PHARMACIES**

### **Chemist Warehouse North Melbourne**

19-23 Errol St, North Melbourne VIC 3051

Phone: (03) 9329 0849

### **Chemist Warehouse Melbourne - William St**

Ground floor, 326 William St, Melbourne VIC 3000

Ph.: (03) 9113 4446

### **Priceline Pharmacy**

18, 19/111 William St, Melbourne VIC 3000

Phone: (03) 9629 1147

### **My Chemist**

Shop 3B & 3C, 48 Elizabeth Street, Melbourne –  
3000

Ph.: (03) 9639 7541

## **MEDICAL FACILITIES IN GEELONG**

### **HOSPITALS**

#### **University Hospital Geelong**

Bellerine St, Geelong VIC 3220

Ph: (03) 4215 0000

#### **St John of God Geelong Hospital**

80 Myers St, Geelong VIC 3220

Ph: (03) 5226 8888

#### **Barwon Health**

59 Sydney Parade, Geelong VIC 3220

Ph: 1300 715 673

#### **Baxter House Hospital, Geelong**

Baxter house, Geelong VIC 3220

Ph: (03) 4215 2266

## **MEDICAL CENTRES**

### **Geelong City Medical Clinic**

255 Ryrie St, Geelong VIC 3220

Melbourne : (03) 5222 1666

### **Myers Street Family Medical Practice**

148 Myers St, Geelong VIC 3220

Melbourne : (03) 5229 5192

## **X-RAY**

### **Barwon Medical Imaging**

University Hospital Geelong, Ryrie St, Geelong VIC 3220

Ph.: (03) 4215 0300

## **PATHOLOGY**

### **Clinicallabs Pathology**

235 Ryrie St, Geelong VIC 3220

Ph.: (03) 5225 1192

### **Melbourne Pathology Geelong**

148 Myers St, Geelong VIC 3220

Ph.: (03) 5221 6243

### **4Cyte Pathology Geelong**

248 Ryrie St, Geelong VIC 3220

Ph: 0466 469 135

## **PHARMACIES**

### **Chemist Warehouse Geelong**

179/181 Little Malop St, Geelong VIC 3220

Phone: (03) 5221 9940

### **My Chemist**

131 Malop St, Geelong VIC 3220

Ph.: (03) 5221 6933

### **Geelong Day & Night Pharmacy**

255 Ryrie St, Geelong VIC 3220

Phone: (03) 5229 9612

### **Bull & Owen Pharmacy Geelong**

265 Ryrie St, Geelong VIC 3220

Ph.: (03) 5229 9000

## **Mental Health**

Being an international student is exciting, but it can also be challenging. We have a designated Student Support Team who can be approached to gain advice on academic and personal issues. The Student Support Team offers professional and confidential advice in areas where they can help. The counselling and support facility provided by ANC is at **NO COST** to the student. *However, fees of medical practitioners and/or counsellor will be at the expense of the students.* They can also provide links to external sources of support where the ANC is not qualified. ANC provides free referral in case student is referred to use external support services.

The Hours of the **ANC** are:

Monday – Friday: 8.45am – 5.30pm

The Student Support Team details are:

Name of the Staff	Contact Number	Email Address
Nosheena Jalloo	03 9662 3300	<a href="mailto:admissions@anc.vic.edu.au">admissions@anc.vic.edu.au</a>
Hillary	03 9662 3300	<a href="mailto:info@anc.vic.edu.au">info@anc.vic.edu.au</a>
Randeep	03 9662 3300	<a href="mailto:helpdesk@anc.vic.edu.au">helpdesk@anc.vic.edu.au</a>
Lynx	03 9662 3300	<a href="mailto:support@anc.vic.edu.au">support@anc.vic.edu.au</a>
Vineel Madhavapeddi	03 9662 3300	<a href="mailto:cdo@anc.vic.edu.au">cdo@anc.vic.edu.au</a>
Jaswinder Singh	03 9662 3300	<a href="mailto:j.singh@anc.vic.edu.au">j.singh@anc.vic.edu.au</a>
Hamesh Yadav	03 9662 3300	<a href="mailto:studentcounsellor@anc.vic.edu.au">studentcounsellor@anc.vic.edu.au</a>

The English support Teacher details are:

Full Name	Phone
Angeline Quintal	<b>03 9662 3300</b>

You may contact the Student Support Team and English support Teacher through the reception.

The support services are to be available and accessible for all students studying with the **ANC**. The **ANC** will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the **ANC** at no cost to the student but fees and charges may apply where the student uses an external service and the student should clarify this prior to using such services outside of the **ANC**.

Besides **ANC** Support Team there are many general medical practitioners and psychologists that are able to assist you if you are feeling depressed or are suffering from anxiety.

**BEYONDBLUE** is a national, independent, not-for-profit organisation working to address issues associated with depression, anxiety and related substance misuse disorders in Australia. They have five priorities:

Increasing community awareness of depression, anxiety and related substance misuse disorders and addressing associated stigma.

- Providing people living with depression and their careers with information on the illness and effective treatment options and promoting their needs and experiences with policy makers and healthcare service providers.
- Developing depression prevention and early intervention programs.
- Improving training and support for General Practitioners and other healthcare professionals on depression.
- Initiating and supporting depression-related research.

If you need to talk to someone straight away, make an emergency appointment with your local doctor (General Practitioner) - check the **WHITE PAGES** for the phone number. You can find a General Practitioner in your area who has had extra training in mental health by looking at the *beyondblue* [find a Doctor List](#).

- Contact your local public hospital
- *beyondblue* info line 1300 224 636
- Lifeline - 131 114
- Suicide Helpline Victoria - 1300 651 251
- Kids Help Line (free call) - 1800 551 800
- Mensline - 1300 789 978

To find out what mental health services are available in your area call Lifeline's *Just Ask* information line on 1300 131 114 (Monday to Friday 9.00 am to 5.00 pm EST). *Just Ask* can also post you copies of any of *beyondblue*'s fact sheets on depression.

## COST OF LIVING

The cost of living tool is designed to help you discover how much it would cost to have the lifestyle you choose in Australia.




You can compare accommodation arrangements, transportation options, entertainment activities, and much more. By clicking the link below.

<http://insiderguides.com.au/cost-of-living-calculator/>

## APPROXIMATE ESTIMATED LIVING COSTS FOR YEAR

TO BE USED A GUIDE ONLY	COLLEGE AND HOSTEL	PRIVATE RENT	HOME STAY
ESTABLISHMENT COSTS (Per Year)			
•Bond/Deposit (Refundable)	1200	800	
•Utility connection (telephone)		50	
•Electricity & Gas connection	50	25	
•Furniture, household Goods		1000	
<b>Total</b>	1250	1875	
ANNUAL COSTS			
•Books, Stationery, Equipment.	500	500	500

•Clothes •Accommodation Fee	600 13000	600 9900	600 8800
Total	14100	11000	9900
WEEKLY COSTS			
•Food (includes snacks)	50	90	50
•Travel	10	20	20
•Gas/Electricity/Water	40	20	40
•Telephone (excluding mobile, internet)	50	40	50
•Miscellaneous Expenses: medical, haircuts, movies, etc.			
Total	150	220	160
Annual Total	\$ 21,950.00	\$24,315.00	\$16,940.00

-  Accommodation per year maybe calculated on a 44-week basis.
-  # Private rental apartments are usually let on a 52-week basis
-  and therefore expenses are calculated on a 52-week basis.

#### General Item Cost:-

Item	Cost	Item	Cost
Hamburger	6.50	Movie Ticket(Student Concessions)	9.0
Instant Noodle (Single Pack)	090	Shampoo (200 MI)	3.50
Cup of Coffee	3.50	Tea Bag Pack	2.50
Rice (kg)	3.50	Bread Sliced Loaf	2.50
Milk litre	1.90	Cooked Noodle Bowl	8.00
Apple (kg)	3.50	Pizza Large	9.00
Banana (kg)	3.00	Mineral Water	2.00
Toothpaste	3.00	Coke Soft Drink	2.00
Petrol Unleaded	1.50	Jeans Pant	50-100

#### Local Amenities




Within the immediate vicinity of the **ANC at North Melbourne** and Geelong, following facilities are available:

 Public Transport	 Tram Stop	 myki - Public Transport Victoria
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 <a href="http://www.ptv.vic.gov.au">http://www.ptv.vic.gov.au</a>	<a href="http://www.yarratrams.com.au">http://www.yarratrams.com.au</a>	<a href="https://www.ptv.vic.gov.au/tickets/myki/">https://www.ptv.vic.gov.au/tickets/myki/</a>
 <b>Post Office</b>  72 - 82 Errol Street, NORTH MELBOURNE, VIC, 3051	 <b>City of Melbourne</b>  Town Hall, 90-120 Swanston Street  Melbourne, Victoria 3000, Australia  Phone: +61 3 9658 9658  Fax: +61 3 9654 4854	 <b>Library</b>  State Library of Victoria  328 Swanston Street,  Melbourne, Victoria, 3000  Australia.  Ph: +61 3 8664 7000
 <b>Post Office</b> Australia Post - Geelong Business Centre 108 Gheringhap St, Geelong VIC 3220	 <b>City of Geelong</b>  City Hall, 55 Little Malop St, Geelong VIC 3220  City of Greater Geelong, 30 Gheringhap St, Geelong VIC 3220  Phone: (03) 5272 5272	 <b>Library</b>  Geelong Library & Heritage Centre  51 Little Malop St, Geelong VIC 3220  Phone: (03) 4201 0600

For more information about living in Melbourne please, follow the following links:

-  [www.visitvictoria.com](http://www.visitvictoria.com)
-  [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au)
-  [www.melbourne.citysearch.com.au](http://www.melbourne.citysearch.com.au)

## SETTING UP A BANK ACCOUNT

You can choose to open an account in any **Bank, Credit Union or Building Society** in Australia. Do your research to get the best deal.

### To open a bank account you will need:

- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as \$10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account **within six weeks** of arrival in Australia. After this time, you will be required to produce additional documentation. As a student, you will be able to open an account with special student benefits. Many banks have 'Student Accounts' which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia, see:

<http://www.banks.com.au/personal/accounts/>

Most people in Australia enjoy the convenience of **Internet banking** and/or **Telephone banking**, which enables them to manage their money, pay bills etc. from home. At the time, you are setting up your account you can request these services from your bank.

#### **BANK & ATM locations in Melbourne CBD and North Melbourne**

<b>BANK</b>	<b>WEBSITE</b>	<b>ADDRESS</b>
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>	51-53 Errol St, North Melbourne VIC 3051
National Australia Bank	<a href="http://www.nab.com.au">www.nab.com.au</a>	330 Collins Street, Melbourne CBD (Branch & ATM)
ANZ	<a href="http://www.anz.com.au">www.anz.com.au</a>	353 Elizabeth Street, Melbourne CBD (Branch & ATM)
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>	367 Collins Street, Melbourne CBD (Branch & ATM)
Westpac Bank	<a href="http://www.westpac.com.au">www.westpac.com.au</a>	303 Collin Street, Melbourne CBD (Branch & ATM)
Bank of Melbourne	<a href="http://www.bankofmelbourne.com.au">www.bankofmelbourne.com.au</a>	360 Burke Street, Melbourne CBD (Branch and ATM)

#### **BANK & ATM locations in Geelong**

<b>BANK</b>	<b>WEBSITE</b>	<b>ADDRESS</b>
Commonwealth Bank	<a href="http://www.commbank.com.au">www.commbank.com.au</a>	96-102 Malop St, Geelong VIC 3220
National Australia Bank	<a href="http://www.nab.com.au">www.nab.com.au</a>	Shop 1184 Westfield, 95 Malop St, Geelong VIC 3220
ANZ	<a href="http://www.anz.com.au">www.anz.com.au</a>	83 Malop St, Geelong VIC 3220
Bendigo Bank	<a href="http://www.bendigobank.com.au">www.bendigobank.com.au</a>	63-67 Malop St, Geelong VIC 3220 (Branch & ATM)
Westpac Bank	<a href="http://www.westpac.com.au">www.westpac.com.au</a>	95-97 Moorabool St, Geelong VIC 3220 (Branch and ATM)
Bank of Melbourne	<a href="http://www.bankofmelbourne.com.au">www.bankofmelbourne.com.au</a>	113, Westfield Geelong, Shop 1189/1190 Malop St, Geelong VIC 3220 (Branch and ATM)

#### **BANK & ATM locations near my (student) accommodation**

Please compile a list of Banks & ATM locations as per you convenience.

## Banking hours

Most bank branches are open from **Monday to Friday, 9:00am to 4:00pm** (except on public holidays). Some branches have extended trading hours during the week and may be open Saturdays (check with your individual bank). **ATMs remain open 24 hours a day.** However, you should be aware of your personal safety if accessing cash from an ATM at night in quiet areas where there are not a lot of people around.

## Bank fees

Bank fees are **the price you pay for the products and services that banks offer**. Different banks charge different fees for different products and services, and the best way to find out what fees apply is simply to ask your bank. Any fees that apply to your accounts are fully disclosed in information leaflets and terms and conditions that your bank can provide before you open your account. **Some banks waive some fees if you are a full-time student.** The way you do your banking may also affect the fees that apply for example: internet banking rather than walking into a branch.

If you do not understand any fee, which has been charged, contact your bank.

## Accessing money from my account

Bank accounts offer many options for accessing your money. Some of the most popular options are described below:

### ATMs (Automatic Telling Machines)

ATMs can be used to withdraw cash from an account by using the ATM card, which is available with most bank accounts. You can also use ATMs to get an account balance and transfer money into other accounts. Some ATMs also allow you to deposit cash and cheques into your account. Using the ATMs of your bank will generally cost less money than if you use another bank's ATMs. Fees for using ATMs can vary between banks and between accounts.

See also: Using an ATM.

## EFTPOS

Short for 'Electronic Funds Transfer at Point Of Sale', EFTPOS terminals can be found where goods or services are sold, for example, supermarkets, service stations, restaurants, doctors' surgeries and gymnasiums. You can pay for goods and make payments through EFTPOS using your ATM card, rather than paying with cash. At some stores, when you use EFTPOS you can also withdraw cash from your account at the same time. You should be aware that there are some retailers who put limits on how much cash can be withdrawn, which may be dependent on the amount, which is spent in the store.

When paying by EFTPOS, you also use your PIN to access your account. The same rules apply about keeping the PIN confidential and never handing it over to anyone. Be careful no one is looking over your shoulder when you enter your PIN. See: Using an ATM.

## Telephone banking

You can use telephone banking to transfer payments to and from accounts, get your account balances, get recent transaction information and pay bills. You will need to register to use telephone banking and will then be given a password or an identification number that allows you to access your accounts over the phone. It's important never to give your password to anyone else.

## Internet banking

Internet banking allows you to view and check your accounts, review recent transactions, apply for loans and credit cards, or transfer money and pay bills – all on-line. Most banks offer Internet banking facilities, but you will need to register with your bank to gain access. You will then be given a password that allows you to use your accounts on-line. Never give this password to anyone else.

There are security issues that need to be considered when using Internet banking. It is recommended that you install and keep up-to-date anti-virus software and a firewall, update security patches and be suspicious of emails requesting you to hand over confidential information such as your Internet banking logon password. Your bank will never ask you for this information, especially in an email. In addition, many banks publish security guides on their websites and this provides important information on precautions that you can take to protect your information on-line. If you are unsure about any approach that appears to be from your bank to provide personal information. Refuse to provide that information until you can attend your nearest branch to discuss the request over the counter with bank staff. There is no charge for discussing your banking options at a branch.

## Over-the-counter service

You can also go into a branch of your bank and, with the assistance of bank staff, conduct transactions including withdrawals, deposits, transfers, and account balance checks. If you do not have a branch close by, you may be able to visit an agency of your branch, such as an Australia Post outlet, to conduct certain transactions. Bear in mind that over-the-counter transactions usually incur higher fees than electronic transactions.

## Paying bills

Most bank accounts offer many easy options for paying bills. Transaction accounts with cheque book facilities allow you to pay bills by cheque, and most transaction accounts and savings accounts allow you to pay bills electronically (e.g., using facilities such as telephone banking, Internet banking) and using direct debits.

A note of caution on direct debits – they are a convenient way to pay everyday bills, but always make sure you've got enough money in your account to cover the cost of the debit. If your pay or allowance goes into your account on a certain date, make sure your direct debit payments are scheduled to come out of your account after your pay goes in, or you might end up with an overdrawn account or a dishonoured payment – both can cost you money.

## Working while studying

1. Like many international students, you may get a part time or casual job to gain experience in the workplace or help pay your living expenses while you study in Australia. International students can work up to 48 hours per fortnight while they are studying, and can work full time during their semester breaks.
2. Everyone who works in Australia has the same rights and protections under the law. If you have found a job, you have a right to minimum wage and proper work conditions.
3. You are not permitted to start work until you have commenced your course of study
4. The Department of Home Affairs (DHA) considers your course to be **'in session'**:
  - for the duration of the advertised semesters (including periods when exams are being held)
  - if you have completed your studies and your Confirmation of Enrolment is still in effect
  - if you are undertaking another course, during a break from your main course and the points will be credited to your main course.

<https://www.studymelbourne.vic.gov.au/employment-and-work/your-rights-at-work>

For a full list of **mandatory** and **discretionary** student visa conditions please visit <https://www.homeaffairs.gov.au/>

## EARNING AN INCOME

### Taxes

If you're enrolled to study in Australia in a course that lasts for six months or more, you're generally regarded as an Australian resident for tax purposes. This means:

- you pay tax on your earnings at the same rate as other residents
- you're entitled to the benefits of the Australian tax system, such as
  - the tax-free threshold (or part of it, if you're here for only part of the financial year)
  - tax offsets
  - Generally lower tax rates than a foreign resident.

Generally, Australian residents must declare all income they've earned, both in Australia and internationally, on their Australian tax return. However, as an overseas student you probably have a temporary visa, which means that you may be a temporary resident. For more information, see foreign income exemption for temporary residents.

If you are a temporary resident, most of your foreign income is not taxed in Australia and you don't declare it on your Australian tax return. You only declare income you derive in Australia, plus any income you earn from employment or services performed overseas while you are a temporary resident of Australia.

Taxes are managed through the **Australian Taxation Office (ATO)**. The tax you pay depends on how much you earn.

### Getting a tax file number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.

**You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au), or phone 13 28 61, 8am to 6pm Monday to Friday. For the ATO translating and interpreter service phone: 13 14 50.**

### Taxation returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using **e-tax** (free), by mailing a **paper tax return**, or by paying a **registered tax agent** to

complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at [www.ato.gov.au](http://www.ato.gov.au)
- For a registered tax agent visit [www.tabd.gov.au](http://www.tabd.gov.au)
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

## Know your rights

[The Fair Work Ombudsman](#) website has information about your rights to pay, holidays and time off, other entitlements and what to expect when your job ends.

To find out what you can expect to be paid, look at the [pay calculator](#) on The Fair Work Ombudsman website.

Find out about [Workplace rights for all visa holders working in Australia](#) on the Department of Home Affairs website.

## LEGAL ADVICE ABOUT WORK RIGHTS AT THE STUDY MELBOURNE STUDENT CENTRE

The International Students Work Rights Legal Service offers free, confidential and independent legal advice for international students with work problems (excluding migration), can see a specialist employment lawyer at the Study Melbourne Student Centre every Wednesday and Thursday. The Study Melbourne Student Centre is located at 599 Little Bourke St, Melbourne (close to Southern Cross station).

For more information or to make an appointment email [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au) or call 1800 056 449 (free call from landlines)

<https://www.studymelbourne.vic.gov.au/employment-and-work/your-rights-at-work>

## LAWS AND SAFETY IN AUSTRALIA

### Obeying the law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to **respect Australian values** and **obey the laws of Australia** for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at [www.australia.gov.au](http://www.australia.gov.au).

### Legal services & advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia's complex legal system.

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Victorian Legal Aid 350 Queen St. Melbourne 3000	92690234
Lawyer	Lewis Holdway 20 Queen St Melbourne 3000	96299629

### Personal safety

When you are out and about it is important to be alert and aware of your personal safety.

If you are **going out at night** remember:

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start - move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

If you are **out and about**:

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body



- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

(Source: Australian Federal Police)

## PUBLIC TRANSPORT SAFETY

Travelling on public transport should be a safe and comfortable experience. Numerous security measures have been adopted to maximise the safety of travellers including: security officers, police, guards, help points, good lighting and security cameras. Most drivers also have two-way radios and can call for assistance.

### Buses

#### Waiting for a bus:

- Avoid isolated bus stops
- Stand away from the curb until the bus arrives
- Don't open your purse or wallet while boarding the bus - have your money/pass already in hand
- At night, wait in well lit areas and near other people
- Check timetables to avoid long waits.

#### Riding on the bus:

- Sit as close to the bus driver as possible
- Stay alert and be aware of the people around you
- If someone bothers you, change seats and tell the driver
- Keep your purse/packages close by your side. Keep your wallet inside a front coat pocket
- Check your purse/wallet if someone is jostling, crowding or pushing you
- If you see any suspicious activity, inform the driver

### Trains

Many of the same safety tips when travelling by bus apply for trains. In addition:

- Most suburban trains have security cameras installed or emergency alarms that will activate the cameras
- Carriages nearest the drivers are always left open and lit
- Try not to become isolated. If you find yourself left in a carriage on your own or with only one other person you may feel more comfortable to move to another carriage with other people or closer to the driver.



## Taxis

Travelling by taxi is generally quite a safe method of public transport. To increase your confidence when travelling by taxi, consider the following suggestions:

- Phone for a taxi in preference to hailing one on the street. A record is kept by taxi companies of all bookings made
- You are entitled to choose the taxi/taxi driver of your preference. If a driver makes you feel uncomfortable you are within your rights to select another taxi
- Sit wherever you feel most comfortable. This may mean travelling in the back seat of the taxi;
- Specify to the driver the route you wish to take to reach your destination. Speak up if the driver takes a different route to the one you have specified or are familiar with
- Take note of the Taxi Company and fleet number. This will help in identifying the taxi if required. If you are walking a friend to catch a taxi, consider letting the driver know that you have noted these details e.g., "Look after my friend, Mr/Ms Yellow Cab No.436"
- Stay alert to your surroundings and limit your conversation to general topics
- If you don't want your home address known, stop a few houses away from your destination

If the driver harasses you when travelling in a taxi your options include:

- Ask the driver to stop. You may choose to make up an excuse to do so;
- Leave the taxi when it stops at a traffic sign or lights
- Call out to someone on the street to attract attention and seek assistance. This may also cause the driver to stop
- Read out the fleet number and advise the driver you will report him/her if they don't stop

## Sexual assault

Sexual assault is a **criminal offence**. It includes sexual harassment, unwanted touching, indecent assault and penetration of any kind. It is important to remember that it can happen to anyone and at any time but certain **precautions** may make it more difficult for a possible perpetrator:

- When socialising, be smart. Drink in a way that leaves you in control. Leaving drinks unattended leaves them open to being spiked quite easily.
- Walk with confidence and purpose.
- Avoid lonely or dark places.
- Be wary of strangers, whether they are on foot, in cars or at parties.
- Be aware of the people around you.
- Respect your intuition.
- If placed in a situation where you feel uncomfortable say "**No!**" loudly and with conviction.

## What do I do if I am assaulted?

It is very difficult to tell someone that you have been sexually assaulted. It is important to remember that sexual assault is a serious crime and can happen to people regardless of their gender or sexuality. Your first point of contact, should be the Police or your closest Sexual Assault Service. .

1. From a **public phone or mobile phone**, ring the police on **000**.
2. Do not wash, shower, change clothes or clean up in any way until after talking to the police and going to the hospital. You could destroy vital evidence.  
Don't drink alcohol or take tranquillisers or other drugs as you will have to give a clear account of what has happened.  
Try to remember everything you can about your attacker.
3. Remember, **you are the victim**. You have nothing to feel guilty or ashamed about.  
Police officers are aware that a person, who has been assaulted, sexually or otherwise, is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. It is likely they will provide a female police officer for a female victim. If not, you have the right to request one. You can also ask the police to contact a friend, family member, interpreter or religious adviser to attend with you when you are dealing with the circumstances surrounding the report of assault.

There are Centre Against Sexual Assault (CASAs) located throughout Melbourne and regional Victoria which provide a range of services in addition to 24 hour emergency or crisis care.

To contact any CASA and the afterhours Sexual Assault Crisis Line (SACL) simply call **1800 806 292**, or contact: CASA House Level 3, 210 Lonsdale Street, Melbourne 3000

Counselling line: 9635 3610, Administration Line: 9635 3600

Email: [casa@rwh.org.au](mailto:casa@rwh.org.au)

## CULTURE

### Australian Culture:

#### Social customs

##### Greeting People

When meeting someone for the first time, it is usual to shake the person's right hand with your right hand. People who do not know each other generally do not kiss or hug when meeting. When you first meet someone, it is polite not to talk about personal matters.

Many Australians **look at the eyes of the people** they are talking with. They consider this a sign of respect, and an indication that they are listening.

Do not stare at the person for a long time.

You can address a new acquaintance using their title and family name. You may use their first name when they ask you to or use it in the introduction. In the workplace and among friends, most Australians tend to be informal and call each other by their first names.



#### Clothing customs

The types of clothing that people wear reflect the diversity in our society just as much as the variation in climate. There are no laws or rules on clothing, but you must wear certain clothing for work situations. Most workplaces have dress standards.

Outside of the work situation, clothing is an individual choice; many people dress for comfort, for the social situation or the weather. Clubs, movie theatres and other places require patrons to be in neat, clean clothes and appropriate footwear.

Many Australians live close to the beach and the sea. On hot days, they may wear little clothing on the beach and surrounds. This does not mean that people who dress to go to the beach or swimming have low moral standards. It means that this is what we accept on and near our beaches.

People from other countries can choose to wear their national dress. They may be religious or customary items and include monks' robe, a burqa, a hijab or a turban. As a tolerant society with people from many different cultures, clothing is a part of cultural beliefs and practices that is encouraged.

#### Polite behaviour

'Please' and 'thank you' are words that are very helpful when dealing with other people, and buying goods or services. When asked if you would like something, like a cup of tea, it is polite to say, 'Yes please', or just 'please' if you would like it, or 'no, thank you' if you do not. When you receive something, it is polite to thank the person by saying 'thank you'. Australians tend to think that people who do not say 'please' or 'thank you' are being rude. Using these words will help in building a good relationship.

Sometimes a sensitive issue may come up in conversation. Not to talk may seem rude. It is more polite to say 'sorry, it is too hard to explain' than to ignore a question.

Australians often say, '**Excuse me**' to get a person's attention and '**sorry**' if we bump into them. We also say, 'Excuse me' or '**pardon me**' if we burp or belch in public or a person's home.

You should always try to **be on time** for meetings and other visits. If you realise you are going to be late, try to contact the person to let them know. This is very important for visits to professionals as you may be charged money for being late or if you miss the appointment without notifying them before the appointment time.

Most Australians blow their noses into a handkerchief or tissue, not onto the footpath. This is also true for spitting. Many people will also say, '**Bless you**' when you sneeze. This phrase has no religious intent.

### Australian slang

Much common word usage or 'slang' may seem strange to people new to Australia. Slang words start from many different sources. Some words are shortened versions of longer words. Many were expressions already used by migrants who came from the north of England. If you are unsure what an expression means, it is all right to ask the person who said it to explain. Some common expressions are:

- **Bring a plate** - when you are invited to a party and asked to 'bring a plate', this means to bring a dish of food to share with your host and other guests. Take the food to the party in any type of dish, not just a plate, and it is usually ready to serve. This is common for communal gatherings such as for school, work or a club. If you are unsure what to bring, you can ask the host.
- **BYO** - when an invitation to a party says 'BYO', this means 'bring your own' drink. If you do not drink alcohol, it is acceptable to bring juice, soft drink or soda, or water. Some restaurants are BYO. You can bring your own wine to these, although there is usually a charge for providing and cleaning glasses called 'corkage'.
- **Arvo** - This is short for afternoon. 'Drop by this arvo,' means please come and visit this afternoon.
- **Fortnight** - This term describes a period of two weeks.
- **Barbeque, BBQ, Barbie** - outdoor cooking, usually of meat or seafood over a grill or hotplate using gas or coals. The host serves the meat with salads and bread rolls. It is common for a guest, when invited to a BBQ, to ask if they should bring anything.
- **Snag** - The raw type sausages usually cooked at a BBQ. They can be made of pork, beef or chicken.
- **Chook** - The term chook means a chicken, usually a hen.
- **Cuppa** - a cup of tea or coffee 'Drop by this arvo for a cuppa' means please come and visit this afternoon for a cup of tea or coffee.



- **Loo or dunny** - These are slang terms for toilet. If you are a guest in someone's house for the first time, it is usually polite to ask permission to use his or her toilet. 'May I use your toilet please?' Some people ask, 'Where's the loo?'
- **Fair dinkum** - honest, the truth. 'Fair dinkum?' when used as a question means, 'is it really true?'
- **To be crook** - to be sick or ill.
- **Flat out** - busy.
- **Shout** - to buy someone a drink. At a bar or a pub when a group of friends meet, it is usual for each person to 'shout a round', meaning buy everybody a drink. Each person takes a turn at buying a 'round'. It is also acceptable to say that you do not drink (alcohol) by saying that you are a 'teetotaler'. This also means you are not obliged to shout.
- **Bloke** - a man. Sometimes if you ask for help, you may get an answer to 'see that bloke over there'.
- **How ya goin?** 'How are you going?' means how are you, or how do you do? It does not mean what form of transport you are taking. Sometimes it can sound like 'ow-ya-goin-mate'.

For more information on Australian slang visit: [www.cultureandrecreation.gov.au/articles/slang](http://www.cultureandrecreation.gov.au/articles/slang)

## PUBLIC HOLIDAYS & SPECIAL CELEBRATIONS:

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants, and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

### New Year

Australians love to celebrate New Year. There are festivals, celebrations, and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. **January 1** is a public holiday.

### Australia day

Australia Day, **January 26**, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day marks the founding of the first settlement in our nation by European people.

### Easter

Easter commemorates the resurrection (return to life) of Jesus Christ following his death by crucifixion. It is the most significant event of the Christian calendar.

In addition to its religious significance, Easter in Australia is enjoyed as a four-day holiday weekend starting on Good Friday and ending on Easter Monday. This extra-long weekend is an opportunity for Australians to take a mini-holiday, or get together with family and friends. Easter often coincides with school holidays, so many people with school-aged children incorporate Easter into a longer family holiday. Easter is the busiest time for domestic air travel in Australia, and a very popular time for gatherings such as weddings and christenings.

## Easter Traditions

- **Shrove Tuesday or Pancake Day:** Shrove Tuesday is the last day before Lent. In earlier days there were many foods that observant Christians would not eat during Lent such as meat and fish, eggs, and milky foods. So that no food was wasted, families would have a feast on Tuesday, and eat up all the foods that wouldn't last the forty days of Lent without going off.

Pancakes became associated with Shrove Tuesday because they were a dish that could use up perishable foodstuffs such as eggs, fats and milk, with just the addition of flour.

Many Australian groups and communities make and share pancakes on Shrove Tuesday. Selling pancakes to raise money for charity is also a popular activity.

- **Hot Cross Buns:** Hot cross buns are sweet, spiced buns made with dried fruit and leavened with yeast. A cross, the symbol of Christ, is placed on top of the buns, either with pastry or with a simple mixture of flour and water. The buns are traditionally eaten on Good Friday; however in Australia they are available in bakeries and stores many weeks before Easter.

A recent variation on the traditional fruit bun has become popular in Australia. A chocolate version is made with the same-spiced mixture, but cocoa is added to the dough and chocolate chips replace the dried fruit.

- **Easter Eggs:** Eggs, symbolising new life, have long been associated with the Easter festival. Chocolate Easter eggs are a favourite part of Easter in Australia. Some families and community groups organise Easter egg hunts for children in parks and recreational areas. Easter eggs are traditionally eaten on Easter Sunday, however stores start stocking Easter treats well before the Easter holiday period.
- **The Easter Bunny:** Early on Easter Sunday morning, the Easter Bunny 'delivers' chocolate Easter eggs to children in Australia, as he does in many parts of the world.

The rabbit and the hare have long been associated with fertility, and have therefore been associated with spring and spring festivals. The rabbit as a symbol of Easter seems to have originated in Germany where it was first recorded in writings in the 16th century. The first edible Easter bunnies, made from sugared pastry, were made in Germany in the 19th century.

## ANZAC DAY

Anzac Day is on **April 25** the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial. These services can be very moving and a wonderful way of experiencing some Australian National pride, as the memories of our fallen soldiers are commemorated. Many Australians attend the National War Memorial in Canberra, or a War Memorial in one of the Capital Cities around Australia for either the traditional “Dawn Service”, which commemorates the landing of the ANZACS at Gallipoli in the dark and dawning of that day, or another



service usually commencing around mid-morning with a parade of returned armed forces representing all Australians who have fought in war. As Australia is such a multi-cultural country, these days it is common to see many other countries also represented in these parades.

ANZAC Day is the only day of the year where it may also be possible to attend an RSL (Returned Servicemen's League) Club to experience a traditional game of **"TWO-UP"** A game of chance played by the ANZACS where money is waged on the toss of three coins for a resulting combination of 2 out of 3 being either heads or tails. RSL clubs are crammed with returned soldiers and their families, friends on this day, the atmosphere is one of "mate-ship" and friendliness to all, and the experience of a game of two-up is a memorable one.

### Labor day

Labor Day is celebrated on different dates throughout Australia. As elsewhere in the world, Labor Day originated in Australia as a means of giving 'working people' a day off and recognising the roots of trade unionist movements and workers' rights. (Please refer to List of Public Holiday-for the calendar year)

### King's birthday

On King's Birthday, Australians mark the official birthday of Charles III of the United Kingdom. Australia is a constitutional monarchy with the King of the UK acting as the head of state.

The King's Birthday is a public holiday celebrated in most states and territories on the second Monday in June, making for a much-looked-forward-to June long weekend. Having the King's Birthday on a Monday, results in a three-day long weekend. This celebration of the birthday of the reigning monarch was known as the "Queen's Birthday" during the more than seven-decade reign of Queen Elizabeth II.

### Melbourne cup day

The Melbourne Cup is a 2-mile international horse race run on the **first Tuesday of November each year** attracting the finest racehorses from around the world. Known as the "race that stops a Nation" due to a Public Holiday being declared in metropolitan Melbourne in its home State of Victoria, and most of the nation whether at work, school or home, stopping to watch the race broadcast on television. In other places, and mainly in the workplace, many people have a celebratory "Cup Day Breakfast", lunch, party or barbeque to celebrate Melbourne Cup. It is traditional to run a "Cup Sweep" where everyone wagers an amount per horse to create a total prize pool. The names of the horses entering the race are drawn and matched one by one to the list of people wagering money. After the race is won, the prize pool is divided into amounts for 1<sup>st</sup>, 2<sup>nd</sup>, & 3<sup>rd</sup>, and usually a small amount for last place, or horses scratched due to injury just before the race. The Melbourne Cup forms part of the "Spring Racing Carnival" which attracts celebrities from around the world. Women dress in their best outfits; hats are definitely the order of any day, gentlemen in suits of all sorts, and assorted other costumes. It's a very colourful time to be in Melbourne.



## Christmas

Christmas is celebrated in Australia on 25 December. Christmas is the celebration of the birth of Jesus Christ. Christians believe that Jesus is 'the son of God', the Messiah sent from Heaven to save the world.

The heat of early summer in Australia has an impact on the way that Australians celebrate Christmas and our English heritage also has an impact on some northern hemisphere Christmas traditions which are followed.



In the weeks leading up to Christmas houses are decorated; greetings cards sent out; carols sung; Christmas trees installed in homes, schools and public places; and children delight in anticipating a visit from Santa Claus. On Christmas Day family and friends gather to exchange gifts and enjoy special Christmas food. Australians are as likely to eat freshly caught seafood outdoors at a barbeque, as to have a traditional roast dinner around a dining table.

Many Australians spend Christmas out of doors, going to the beach for the day, or heading to camping grounds for a longer break over the Christmas holiday period. There are often places, which have developed an international reputation for overseas visitors to spend Christmas Day in Australia. One such example is for visitors who are in Sydney at Christmas time to go to Bondi Beach where up to 40,000 people visit on Christmas Day.

**Carols by Candlelight** have become a huge Christmas tradition in Australia. Carols by Candlelight events today range from huge gatherings, which are telecasted live throughout the country, to smaller local community and church events.

Christmas in Australia is also associated with two major sporting events:

- **The Boxing Day Test:** December 26 is the opening day of the traditional 'Boxing Day Test' at the MCG (Melbourne Cricket Ground) between the Australian Cricket Team and an international touring side. It is the most anticipated cricket match each year in world cricket, and tickets are usually sold out months in advance.
- **The Sydney to Hobart Yacht Race:** the "Sydney-to-Hobart" is Australia's most prestigious yachting race and on the calendar of international yacht racing, and begins 26 December in beautiful Sydney Harbour.

## SPORTS & RECREATION:

Melbourne is the sports capital of Australia. It hosts many world-class events, including Australian Open Tennis in January, Australian Formula One Grand Prix in March, Australian Rules Football in Winter and the Spring Racing Carnival – Melbourne Cup in October and November



Melbourne is also a home to many excellent sporting facilities including Melbourne Cricket Ground (MCG), Etihad Stadium (formally known as Telstra Dome), and Caulfield Race Course & Flemington Race Course etc.

## ENTERTAINMENT:

Melbourne is a vibrant city with an exciting nightlife. Whether it's clubbing until dawn at dance venues, catching a cabaret show or a visit to the Crown Entertainment Complex, home to Australia's largest casino, cinemas, discos and designer stores there is something for everyone. Melbourne has a strong bar culture and bars can be found all over Melbourne.

### **Crown Entertainment Complex**

Crown is Melbourne's premier entertainment venue, it is located on the Southern bank of the Yarra River. Crown houses bars, restaurants, nightclubs, shows, hotels and shopping with the centrepiece being the Crown Casino. Read more about [Crown Entertainment Complex](#).

### **South Bank**

Southbank Promenade along the Yarra River is one of Melbourne's most popular dining precincts. There are a broad range of cafes and restaurants, most with alfresco dining so you can take in the beautiful Melbourne skyline. There is always something to see along the promenade including buskers and street theatre. There are also trendy arcades with little boutiques and galleries.

### **Victorian Arts Centre**

This is Melbourne's leading performing arts complex and is recognisable for the iconic spire atop the Theatres building. It's comprised of many Theatres, studios and entertainment venues. Read more about [Victoria Arts Centre](#).

## EATING OUT:

Melbourne is regarded as a food-lover's capital. Whatever your preference for dining, Melbourne has many excellent restaurants, cafes, bars and more to offer. There are thousands of places to eat in the city and throughout the suburbs. Many restaurants are open all days, other may only open for lunch and dinner or some for breakfast or lunch. Depending on the restaurant, you may need to make a reservation as some very popular restaurants are often booked out weeks in advance. Generally, cafes are more casual and you may usually walk off the street and get a table.

Some restaurant in Melbourne are 'BYO' (bring your own). This means you can bring your own alcohol – usually limited to bottles of wine. You are then charged 'corkage', which is a small fee added to the bill for this service. Smoking is banned by law in all restaurants and cafes or anywhere food is served. The exception to this is outdoor dining.

## WHERE TO FIND OUT WHAT'S GOING ON:

For a full list of events and to find out more, go to [www.visitvictoria.com](http://www.visitvictoria.com) or call the Victorian Tourist Information Service on 132 842. Other sites for more comprehensive listings and information about what is happening in Melbourne include:



**AUSTRALIAN**  
**NATIONAL COLLEGE**

**Studying at ANC**

**Important Information**

**[www.anc.vic.edu.au](http://www.anc.vic.edu.au)**

## VOCATIONAL EDUCATION & TRAINING

### Introduction

The VET sector provides training and education for specific vocational purposes. Primary and secondary schooling concentrates on generic skills and knowledge development and the university sector provides broad skills and knowledge for professional work or study. In contrast, the VET system caters for the majority of the population who need vocational skills for work and life.

Vocational skills include technical knowledge and broad process skills. These are called competencies – that is, skills and knowledge applied in a work context. For those who work in the VET system, it is important to recognise the importance of two major initiatives, the Australian Quality Training Framework and Training Packages.

Please refer to the following website for further information [www.asqa.gov.au](http://www.asqa.gov.au) ; [www.training.gov.au](http://www.training.gov.au)

The information provided in this brochure was correct at the time of printing and may be subject to change.

Please contact **ANC** at +61-3-9662 3300, direct to confirm information.

For more info check the details at [www.anc.vic.edu.au](http://www.anc.vic.edu.au) or e-mail [info@anc.vic.edu.au](mailto:info@anc.vic.edu.au)

The Office Hours are:

Monday – Friday 8.30am – 5.30pm

The classes will be scheduled between 8:30-5:30 (Monday to Friday)

\* You may contact the English Support Teacher through the Student Administration.

Details of Student Support Team are on page no 12 of this handbook.

## ENTRY REQUIREMENTS

### International Students

#### Age Requirements

ANC has a requirement that all students must be over 18 years of age at the commencement of course.

#### Academic Requirements

To gain entry to this course, applicants should have successfully completed home country equivalent qualification to:

- Australian Year 11 or higher for entry to Certificate III and IV level course
- Australian Year 12 or higher for entry to Diploma and Advanced Diploma level course

OR

Mature Age students will also be considered for Diploma and Advanced Diploma level qualifications without the minimum education requirements considering they have relevant work experience within the chosen area of study and a demonstrated capacity to meet the course requirements. A minimum of 2 years' experience would normally be expected however, each case will be reviewed individually with relevant work experience evidence in the form of an employment reference letter on company letterhead, work samples and curriculum

vitae submitted will be considered. Such learner will be able to access for possible RPL opportunities and their course duration and volume of learning will be adjusted accordingly, if any RPL is granted.

For further information, refer to the Equivalent Qualifications on the Victorian Curriculum and Assessment Authority (VCAA)

**website:** <http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalals/equivalentquals.aspx>

### **English Language Requirements**

All International Students applying for courses at ANC must have a minimum English Language proficiency level of one of the below:

***You should qualify in ANY ONE (1) of the following:***

- IELTS overall band of 5.5 or equivalent;
- TOEFL iBT test score band of 46 equivalent or above;
- PTE Academic band score 46 equivalent or above;
- Cambridge English Advanced (CAE) test score band of 162 equivalent or above;
- OET score band Pass equivalent or above;
- Successful completion of Senior Secondary certificate of education in Australia conducted in medium of English; (within the past 2 years)
- Completion of substantial component of AQF level 4 or higher in Australia; (within the past 2 years)
- English as the first language;
- Satisfactory completion of the EAL course or ELICOS course at the appropriate level; OR
- Any other form of assessment or test that satisfies the Institution.

Note: International students who are currently enrolled with another Provider across Australia and are requesting to enrol to another Provider are generally categorised as ‘Transfer Students’. For this purpose, these students need to be released by their current Provider by means of providing a ‘Release letter’ unless the student has finished six (6) months in their Principal Course of Study.

### **Pre-training Review**

Pre-Training Review (PTR) interview will be conducted prior to the enrolment into learner’s course of studies to ensure that the training and assessment provided ANC is able to meet the student’s individual needs. Admission officer will conduct pre-training review interview with the learners to determine the suitability of the course.

ANC will review student’s current competencies, student needs, English level, support requirements, and oral communication skills during this interview in order to enrol the learners in the most appropriate course to achieve their intended outcomes.

### **Language, Literacy and Numeracy test (LLN)**

Students undertaking the courses at ANC must possess sound Numeracy skills since it requires them to do calculations or any other course related work? To determine this, all students wanting to study are required to undertake LLN test prior to the commencement of the course. Based on the test outcome, students may be identified as requiring internal support and/or external support.

LLN test will be conducted using an online link available on ANC's website <https://anc.vic.edu.au/index.php/lln-test/>. The test will be undertaken under the supervision of a qualified person.

Students are required to achieve expected level of working component as per the required level. If students do not meet the recommended English and LLN requirements, students will be referred for additional support (on case-by-case basis) to be provided by the institute. ANC will offer support and guidance to students who require LLN Support. Refer to LLN policy for more details

### **Materials and Equipment Required**

ANC will provide access to computers with required resources including access to internet during classroom hours, however, to work on the assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher.

Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). All learners are expected to have access to MS office application such as Microsoft Word, an email platform.

### **Course Specific Entry Requirements**

## **COURSE INFORMATION**

### **BSB30120 - CERTIFICATE III IN BUSINESS**

National Code: BSB30120

CRICOS Course Code: 108549K

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 7,500

Application Fee: \$200 (Non-refundable)

RPL Fee: \$ 250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## **COURSE DESCRIPTION**

This qualification reflects the role of individuals in a variety of Business Services job roles. It is likely that these individuals are establishing their own work performance.

Individuals in these roles carry out a range of routine procedural, clerical, administrative or operational tasks that require technology and business skills. They apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

## **COURSE STRUCTURE**

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) of Training and Assessment which includes 40 weeks of Face-to-Face class room Training and Assessment and

12 weeks of Term Breaks/holidays. All students are expected to give 10 hours per week as Self-Directed Study. As per package rules, 13 units must be completed. These include 6 core units and 7 elective units.

	Unit Title	Core/Electives	Pre-Requisite
BSBCRT311	Apply critical thinking skills in a team environment	Core	Nil
BSBPEF201	Support personal wellbeing in the workplace	Core	Nil
BSBXCM301	Engage in workplace communication	Core	Nil
BSBSUS211	Participate in sustainable work practices	Core	Nil
BSBTWK301	Use inclusive work practices	Core	Nil
BSBPUR301	Purchase goods and services	Core	Nil
BSBWHS311	Assist with maintaining workplace safety	Core	Nil
BSBINS202	Handle receipt and dispatch of information	Elective	Nil
BSBPMG430	Undertake project work	Elective	Nil
BSBOPS306	Record stakeholder interactions	Elective	Nil
BSBWRT311	Write simple documents	Elective	Nil
BSBOPS301	Maintain business resources	Elective	Nil
BSBOPS303	Organise schedules	Elective	Nil

## Pathways

### • Pathways from the qualification

On completion of this qualification, graduates may undertake the BSB40120 Certificate IV in Business or other Certificate IV level qualification from the BSB Business Services Training Package.

### • Employment/Career pathway

Certificate III in Business is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Business Administration:

- Administrative Assistant
- Medical Receptionist

Business Support:

- Customer Service Assistant

Library and Information Services:

- Records Assistant
- Library Assistant

Human Resources & Work Health and Safety:

- Occupational Health and Safety Assistant

Leadership and Management:

- Entrepreneur

Legal and Conveyancing:

- Legal Administrative Assistant

Marketing and Communication, Project Management:

- Office Assistant

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it does not imply any job guarantee or job role at the end of the course. ANC does not claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## BSB40120 - CERTIFICATE IV IN BUSINESS

National Code: BSB40120

CRICOS Course Code: 108550F

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 7,500

Application Fee: \$200 (Non-refundable)

RPL Fee: \$ 250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

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

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

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) of Training and Assessment which includes 40 weeks of Face-to-Face class room Training and Assessment and 12 weeks of Term Breaks/holidays. All students are expected to give 10 hours per week as Self-Directed Study. As per package rules, 13 units must be completed. These include 6 core units and 7 elective units.

Unit Code	Unit Title	Core / Elective	Prerequisite units
BSBCRT411	Apply critical thinking to work practices	CORE	N/A
BSBTEC404	Use digital technologies to collaborate in a work environment	CORE	N/A
BSBTWK401	Build and maintain business relationships	CORE	N/A
BSBWHS411	Implement and monitor WHS policies, procedures and programs	CORE	N/A
BSBWRT411	Write complex documents	CORE	N/A
BSBXCM401	Apply communication strategies in the workplace	CORE	N/A
BSBTEC402	Design and produce complex spreadsheet	ELECTIVE	N/A
BSBTEC401	Design and produce complex text documents	ELECTIVE	N/A
BSBPMG430	Undertake project work	ELECTIVE	N/A
BSBPPEF502	Develop and use emotional intelligence	ELECTIVE	N/A
BSBPPEF402	Develop personal work priorities	ELECTIVE	N/A
BSBOPS405	Organise business meetings	ELECTIVE	N/A

### Pathways

#### • Pathways from the qualification

On completion of this qualification, graduates may undertake the BSB50120 Diploma of Business or other Diploma level qualification from the BSB Business Services Training Package.

#### • Employment/Career pathway

Certificate IV in Business is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

##### Business Administration:

- Administrative Officer
- Administrative Team Leader
- Assistant Business Analyst
- Assistant Security Analyst
- Business Development Assistant

##### Business Support:



- Procurement Administrator
- Sustainability Support Officer

#### Human Resources & Work Health and Safety:

- Payroll Administrator
- Human Resources Assistant
- Occupational Health and Safety Officer

#### Library and Information Services:

- Assistant Security Analyst
- Records Information Officer
- Library Officer

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## BSB50120 - DIPLOMA OF BUSINESS

National Code: BSB50120

CRICOS Course Code: 108551E

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 9,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$ 250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

### Course Description

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

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

### Course Structure

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) including 12 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study. As per package rules, 12 units must be completed. These include 5 core units and 7 elective units.

Unit Code	Unit Title	Core / Elective	Prerequisite units
BSBCRT511	Develop critical thinking in others	Core	N/A
BSBFIN501	Manage budgets and financial plans	Core	N/A
BSBXCM501	Lead communication in the workplace	Core	N/A
BSBOPS501	Manage business resources	Core	N/A
BSBSUS511	Develop workplace policies and procedures for sustainability	Core	N/A
BSBTWK503	Manage meetings	Elective	N/A
BSBTWK502	Manage team effectiveness	Elective	N/A
BSBOPS504	Manage business risk	Elective	N/A
BSBLDR522	Manage people performance	Elective	N/A
BSBPEF501	Manage personal and professional development	Elective	N/A
BSBOPS502	Manage business operational plans	Elective	N/A
BSBOPS601	Develop and implement business plans	Elective	N/A

### Pathways

#### • Pathways from the qualification

Successful completion may enable the student to apply for BSB60120 - Advanced Diploma of Business or other Advanced Diploma level courses or Degree Level courses at other institutions

#### • Employment/Career pathway

Diploma of Business is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Business Administration:

- Business Manager
- Chief Data Officer
- Contact Centre Manager

Business Support:

- Compliance Officer
- Contact Centre Manager
- Procurement Manager
- Audit Manager

Human Resources and Work Health and Safety:

- Organisational Development Advisor
- Human Resources Manager

- Occupational Health and Safety Manager

#### Leadership and Management:

- Business Development Manager
- Organisational Development Advisor
- Business Services Manager
- Indigenous Board Chair

#### Library and Information Services:

- Records Manager
- Library Manager

#### Project Management:

- Monitoring and Evaluation Manager
- Project Contracts Manager

#### Legal and Conveyancing:

- Paralegal

#### Marketing and Communication:

- Campaign Manager

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

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## BSB60120- ADVANCED DIPLOMA OF BUSINESS

National Code: BSB60120

CRICOS Course Code: 108545C

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 9,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$ 250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

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

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

### Entry Requirements

Entry to this qualification is limited to those who:

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

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) including 12 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study. As per package rules, 10 units must be completed. These include 5 core units and 5 elective units.

UNIT CODE	UNIT TITLE	Core / Elective	Prerequisite units
BSBCRT611	Apply critical thinking for complex problem solving	Core	N/A
BSBFIN601	Manage organisational finances	Core	N/A
BSBOPS601	Develop and implement business plans	Core	N/A
BSBSUS601	Lead corporate social responsibility	Core	N/A
BSBTEC601	Review organisational digital strategy	Core	N/A
BSBLDR601	Lead and manage organisational change	Elective	N/A
BSBSTR602	Develop organisational strategies	Elective	N/A
BSBSTR601	Manage innovation and continuous improvement	Elective	N/A
BSBLDR602	Provide leadership across the organisation	Elective	N/A
BSBOPS504	Manage business risks	Elective	N/A

## **Pathways**

### **• Pathways from the qualification**

Successful completion may enable the student to apply for a higher level relevant AQF VET or Higher education qualification/s such as a Bachelor of Business or a Bachelor of Business Management.

### **• Employment/Career pathway**

Advanced Diploma of Business is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Business Administration:

- Senior Manager

Business Support:

- Senior Manager

Library and Information Services:

- Senior Manager

Human Resources and Work Health and Safety:

- Occupational Health and Safety Practitioner
- Senior Human Resources Generalist

Leadership and Management:

- Managing Director

Legal and Conveyancing:

- Conveyancing Manager

Marketing and Communication:

- Account Director

Project Management:

- Project Director

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

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National Code: BSB50420

CRICOS Course Code: 104564K

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 8,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

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

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

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

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) including 12 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study. As per package rules, 12 units must be completed. These include 6 core units and 6 elective units.

UNITS OF COMPETENCY		
UNIT CODE	CORE / ELECTIVE	PREREQUISITE UNITS
BSBCMM511 COMMUNICATE WITH INFLUENCE	CORE	N/A
BSBCRT511 DEVELOP CRITICAL THINKING IN OTHERS	CORE	N/A
BSBLDR523 LEAD AND MANAGE EFFECTIVE WORKPLACE RELATIONSHIPS	CORE	N/A
BSBOPS502 MANAGE BUSINESS OPERATIONAL PLANS	CORE	N/A
BSBPEF502 DEVELOP AND USE EMOTIONAL INTELLIGENCE	CORE	N/A

UNITS OF COMPETENCY		
UNIT CODE	CORE / ELECTIVE	PREREQUISITE UNITS
BSBTWK502 MANAGE TEAM EFFECTIVENESS	CORE	N/A
BSBPPEF501 MANAGE PERSONAL AND PROFESSIONAL DEVELOPMENT	ELECTIVE	N/A
BSBXCM501 LEAD COMMUNICATION IN THE WORKPLACE	ELECTIVE	N/A
BSBLDR522 MANAGE PEOPLE PERFORMANCE	ELECTIVE	N/A
BSBSTR502 FACILITATE CONTINUOUS IMPROVEMENT	ELECTIVE	N/A
BSBOPS504 MANAGE BUSINESS RISK	ELECTIVE	N/A
BSBWHS521 ENSURE A SAFE WORKPLACE FOR A WORK AREA	ELECTIVE	N/A

#### • Pathways from the qualification

Successful completion may enable the student to apply for BSB60420 - Advanced Diploma of Leadership and Management or other Advanced Diploma level courses or Degree Level courses at other institutions

#### • Employment/Career pathway

Diploma of Leadership and Management is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Leadership and Management:

- Business Services Manager
- Business Development Manager
- Indigenous Board Chair
- Organisational Development Advisor

Business Administration:

- Business Manager
- Chief Data Officer
- Contact Centre Manager

Business Support:

- Audit Manager
- Compliance Officer
- Contact Centre Manager
- Procurement Manager

Human Resources and Work Health and Safety:

- Human Resources Manager

- Occupational Health and Safety Manager
- Organisational Development Advisor

Legal and Conveyancing:

- Paralegal

Library and Information Services:

- Records Manager
- Library Manager

Marketing and Communication:

- Campaign Manager

Project Management:

- Monitoring and Evaluation Manager
- Project Contracts Manager

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## BSB60420 - ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

National Code: BSB60420

CRICOS Course Code: 108546B

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 9,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

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

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



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

### Entry Requirements

Entry to this qualification is limited to those who:

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

## COURSE STRUCTURE

In order to achieve qualification BSB60420 - Advanced Diploma of Leadership and Management, student must complete following 10 units of competencies. All students are expected to give 10 hours per week as Self-Directed Study.

Unit Code	Unit Title	Core/Electives	Pre-Requisite
BSBCRT611	Apply critical thinking for complex problem solving	Core	Nil
BSBLDR601	Lead and manage organisational change	Core	Nil
BSBLDR602	Provide leadership across the organisation	Core	Nil
BSBOPS601	Develop and implement business plans	Core	Nil
BSBSTR601	Manage innovation and continuous improvement	Core	Nil
BSBSTR602	Develop organisational strategies	Electives	Nil
BSBSUS601	Lead corporate social responsibility	Electives	Nil
BSBFIN601	Manage organisational finances	Electives	Nil
BSBPEF501	Manage personal and professional development	Electives	Nil
BSBXCM501	Lead communication in the workplace	Electives	Nil

### • Pathways from the qualification

Successful completion may enable the student to apply for a higher level relevant AQF VET or Higher education qualification/s such as a Bachelor of Business or a Bachelor of Business Management.

### • Employment/Career pathway

Advanced Diploma of Leadership and Management is in the Business Services pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Leadership and Management:

- Managing Director

Business Administration:

- Senior Manager

Business Support:

- Senior Manager

Human Resources and Work Health and Safety:

- Occupational Health and Safety Practitioner
- Senior Human Resources Generalist

Legal and Conveyancing:

- Conveyancing Manager

Library and Information Services:

- Senior Manager

Marketing and Communication:

- Account Director

Project Management:

- Project Director

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## BSB80320 – GRADUATE DIPLOMA OF STRATEGIC LEADERSHIP

National Code: BSB80320

CRICOS Course Code: 108104F

Duration: 52 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 13,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

This qualification reflects the role of individuals who apply advanced knowledge and skills in a range of strategic leadership and management roles.

Individuals at this level make high-level autonomous decisions and use initiative and judgement to plan and implement a range of leadership and management functions in varied contexts. They have full responsibility and accountability for personal outputs and for the work or function of others.

They use cognitive and creative skills to review, critically analyse, consolidate and synthesise knowledge, in order to generate ideas and provide solutions to complex problems. They use communication skills to demonstrate their understanding of theoretical concepts and to transfer knowledge and ideas to others.

### Entry Requirements

Entry to this qualification is limited to those who:

- Have completed a Diploma or Advanced Diploma qualification in related fields of study and 3 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.
- or
- Have completed a Bachelor degree in related fields of study and 2 years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.
- or
- Have five years equivalent full-time relevant workplace experience at a significant level of leadership and management responsibility and/or complexity in an enterprise.

## COURSE STRUCTURE

In order to achieve qualification BSB80320 - Graduate Diploma of Strategic Leadership, student must complete following 8 units of competencies. All students are expected to give 10 hours per week as Self-Directed Study.

Unit Code	Unit Title	Core/ Electives	Pre-Requisite
BSBLDR811	Lead strategic transformation	Core	Nil
BSBSTR802	Lead strategic planning processes for an organisation	Core	Nil
BSBHRM615	Contribute to the development of diversity and inclusion strategies	Electives	Nil
BSBINS603	Initiate and lead applied research	Electives	Nil
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	Electives	Nil
BSBSTR801	Lead innovative thinking and practice	Electives	Nil

BSBHRM613	Contribute to the development of learning and development strategies	Electives	Nil
BSBPMG810	Prioritise projects and programs	Electives	Nil

#### • Pathways from the qualification

Further training pathways from this qualification include, but are not limited to, higher education in same field. Employment/Career pathway.

This qualification provides a pathway to work in strategic leadership role.

Possible job titles include:

- General Manager
- Senior Manager
- Chief Executive Officer
- Chief Operations Officer
- Compliance Manager
- Systems Manager
- Director

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

#### Employment outcomes:

<https://www.yourcareer.gov.au/learn-and-train/courses/BSB80320?tab=employment-outcomes>

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### ICP31420 – CERTIFICATE III IN PREPRESS GRAPHIC DESIGN PRODUCTION

National Code: ICP31420

CRICOS Course Code: 108101J

Duration: 52 weeks (including 10 weeks holiday break)

Tuition Fees: \$ 9,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

## COURSE DESCRIPTION

This qualification applies to individuals working as a pre-media tradesperson. Typically, they design and prepare layouts and artwork, manipulate images and text to meet production and design requirements and apply solutions to a defined range of problems associated with, and characteristic to, the print medium. They may also provide some leadership and guidance to others with some limited responsibility for the output of others.

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) of Training and Assessment, which includes 42 weeks of Face-to-Face classroom, lab and simulated environment delivery, and 10 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study.

As per package rules, 21 units must be completed. These include 5 core units and 16 elective units.

Unit Code	Unit Title	Core/Elective	Pre-Requisite
BSBSUS201	Participate in environmentally sustainable work practices	Core	Nil
ICPKNW3220	Develop and apply knowledge of the printing and graphic arts industry	Core	Nil
ICPSUP2160	Inspect quality against required standards in a production environment	Core	Nil
ICPSUP2600	Maintain a safe work environment	Core	Nil
ICPSUP2620	Communicate in the workplace	Core	Nil
ICPDMT2630	Access and use the internet	Elective	Nil
ICPPRP2110	Develop basic design concepts	Elective	Nil
ICPPRP2210	Select and apply type	Elective	Nil
ICPPRP224	Produce pages using a page layout application	Elective	Nil
ICPPRP2250	Produce graphics using a graphics application	Elective	Nil
ICPPRP2520	Output Images	Elective	Nil
ICPPRP3210*	Produce typographic images	Elective	ICPPRP2210
ICPPRP3220	Digitise images for reproduction	Elective	Nil
ICPPRP3240*	Create pages using page layout applications	Elective	ICPPRP224
ICPPRP3340	Prepare imposition format for printing processes	Elective	Nil
ICPPRP386	Undertake digital proofing	Elective	Nil
ICPDMT3210	Capture digital images	Elective	Nil
ICPDMT3220	Edit digital images	Elective	Nil

ICPPRP3250	Create graphics using a graphics application	Elective	Nil
ICPPRP2840	Produce PDF files for online and screen display	Elective	Nil
ICPPRP3960*	Generate high-end PDF files	Elective	ICPPRP2840

### • Pathways from the qualification

Further training pathways from this qualification include, but are not limited to:

- ICP40120 Certificate IV in Printing and Graphic Arts Management
- ICP50120 Diploma of Printing and Graphic Arts Business Management

### • Employment/Career pathway

Certificate III in Prepress Graphic Design Production is in the Printing and Graphic Arts pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Graphic Media:

- Desktop Publisher
- Multimedia Writer
- Pre-Press Operator

Printing:

- Pre-Press Operator
- Digital Print Supervisor
- Flexographic Print Machinist
- Gravure Print Machinist
- Offset Printer
- Pad Print Machinist
- Printing Operator
- Screen Printer

Print Manufacture:

- 3D Printer Operator
- Digital Print Production Worker
- Flexographic Press Operator
- Relief Press Operator

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at*

*the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## ICP40120 – CERTIFICATE IV IN PRINTING AND GRAPHIC ARTS MANAGEMENT

National Code: ICP40120

CRICOS Course Code: 108102H

Duration: 52 weeks (including 10 weeks holiday break)

Tuition Fees: \$ 9,000

Application Fee: \$200 (Non-refundable)

RPL Fee: \$ 250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

### COURSE DESCRIPTION

This qualification applies to individuals working in the printing and graphic arts industry. They apply solutions to a defined range of problems and analyse and evaluate information from a variety of sources. They also take responsibility for production flow and provide supervision and guidance to others with limited responsibility for the output of others. Individuals undertaking this unit should have significant experience in the Printing and Graphic Arts industry.

### COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (52 weeks in total) of Training and Assessment which includes 42 weeks of Face-to-Face class room, lab and simulated environment delivery and 10 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study.

As per package rules, 15 units must be completed. These include 5 core units and 10 elective units.

Unit Code	Unit Title	Core/Electives	Pre-Requisite
BSBSUS401	Implement and monitor environmentally sustainable work practices	Core	Nil
ICPKNW3220	Develop and apply knowledge of printing and graphic arts industry	Core	Nil
ICPSUP4160	Manage quality in a production environment	Core	Nil
ICPSUP4600	Manage a safe work environment	Core	Nil
ICPSUP4620	Facilitate communication in the workplace	Core	Nil
ICPPRP2210	Select and apply type	Electives	Nil
ICPDMT3210	Capture digital images	Electives	Nil

ICPDMT3220	Edit digital images	Electives	Nil
ICPPRP4300	Manage colour	Electives	Nil
ICPSUP2160	Inspect quality against required standards in a production environment	Electives	Nil
BSBSUS501	Develop workplace policy and procedures for sustainability	Electives	Nil
BSBWOR501	Manage personal work priorities and professional development	Electives	Nil
BSBREL401	Establish networks	Electives	Nil
ICPPRP4350	Generate complex imposition	Electives	Nil
ICPPRP4210*	Compose and evaluate typography	Electives	ICPPRP2210

### • Pathways from the qualification

Further training pathways from this qualification include, but are not limited to:

- ICP50120 Diploma of Printing and Graphic Arts Business Management

### • Employment/Career pathway

Certificate IV in Printing and Graphic Arts Management is in the Printing and Graphic Arts pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Graphic Media:

- Prepress Technician

Print Manufacture:

- Bindery Technician

Printing:

- Prepress Technician,
- Print Technician

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*



## ICP50120 – DIPLOMA OF PRINTING AND GRAPHIC ARTS BUSINESS MANAGEMENT

National Code: ICP50120

CRICOS Course Code: 108103G

Duration: 60 weeks (including 7 weeks holiday break)

Tuition Fees: \$ 11,000

Application Fee: \$200 (Non Refundable)

RPL Fee: \$250 per unit

**Mode of study:** Face to face in a classroom with access to a simulated environment and online learning.

**Delivery location:** Ground Floor, 182 Capel Street, North Melbourne. VIC 3051.

### COURSE DESCRIPTION

This qualification applies to individuals who possess a sound theoretical knowledge in the printing and graphic arts industry and are responsible for production workflow. They analyse and evaluate information from a variety of sources and are involved in planning, scheduling and the supervision of labour, machines and materials for production. They provide leadership and guidance to others with responsibility for the output of others. They may be required to utilise previous experience from the printing and graphic arts industry or management roles in other industries.

### COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (60 weeks in total) of Training and Assessment which includes 53 weeks of Face-to-Face class room, lab and simulated environment delivery and 7 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study.

As per package rules, 20 units must be completed. These include 4 core units and 16 elective units.

Unit Code	Unit Title	Core/Electives	Pre-Requisite
BSBSUS501	Develop workplace policy and procedures for sustainability	Core	Nil
BSBXCM501	Lead communication in the workplace	Core	Nil
ICPSUP4160	Manage quality in a production environment	Core	Nil
ICPSUP4600	Manage a safe work environment	Core	Nil
ICPPRP2840	Produce PDF files for online and screen display	Elective	Nil
ICPPRP3960*	Generate high-end PDF files	Elective	ICPPRP2840
ICPPRP4350	Generate complex imposition	Elective	Nil
ICPPRN4840	Prepare for variable data printing	Elective	Nil
ICPPRP3220	Digitise images for reproduction	Elective	Nil
ICPPRP3340	Prepare imposition format for printing processes	Elective	Nil

ICPSUP2160	Inspect quality against required standards in a production environment	<b>Elective</b>	Nil
ICPSUP553	Prepare production costing estimates	<b>Elective</b>	Nil
ICPPRP3850	Operate databases for digital printing	<b>Elective</b>	Nil
ICPPRN3840	Set up and produce basic digital print	<b>Elective</b>	Nil
ICPPRP2970	Transfer digital files	<b>Elective</b>	Nil
BSBMKG501	Identify and evaluate marketing opportunities	<b>Elective</b>	Nil
BSBCUS501	Manage quality customer service	<b>Elective</b>	Nil
BSBMGT517	Manage operational plan	<b>Elective</b>	Nil
BSBMGT516	Facilitate continuous improvement	<b>Elective</b>	Nil
BSBWOR502	Lead and manage team effectiveness	<b>Elective</b>	Nil

### • Pathways from the qualification

Successful completion may enable the student to apply for a higher level relevant AQF VET or Higher education qualification/s.

### • Employment/Career pathway

Diploma of Printing and Graphic Arts Business Management is in the Printing and Graphic Arts pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

Graphic Media:

- Multimedia Developer
- Print Industry Production Controller

Print Manufacture:

- Print Industry Production Supervisor
- Senior Printing Technician

Printing:

- Print Industry Production Controller
- Print Industry Production Supervisor
- Senior Printing Technician

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## SIT30821 – CERTIFICATE III IN COMMERCIAL COCKERY

National Code: SIT30821

CRICOS Course Code: 109808K

Duration: 55 weeks (including 12 weeks holiday break)

Tuition Fees: \$ 13,000

Material Fee: \$750

Application Fee: \$200 (Non Refundable)

RPL Fee: \$250 per unit

**Mode of study:** The program for international students takes place in a classroom environment with access to a commercial kitchen. Practical learning and assessment take place in a commercial setting via a commercial kitchen. The commercial kitchen / hospitality facilities are equipped with all the required equipment. Each unit is delivered in a combination of face-to-face theory and demonstration sessions and supported by practical group development and individual activities within the commercial kitchen environment.

**Delivery location:** The training delivery location are:

- Classes: Mezzanine level, 20 Malop St, Geelong, VIC 3220 Australia
- Commercial Kitchen :153 Pakington St, Geelong West, VIC 3218 Australia
- WBT : 17 Pakington St, Geelong West VIC 3218

## COURSE DESCRIPTION

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

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (55 weeks in total) of Training and Assessment, which includes 43 weeks of Face-to-Face classroom, and kitchen-based Training and Assessment and 12 weeks of Term Breaks/holidays. All students are expected to give 10 hours as Self-Directed Study per week.

As per package rules, 25 units must be completed. These include 20 core units and 5 elective units.

Unit Code	Unit Title	Core/Electives	Pre-Requisite
SITHCCC023	Use food preparation equipment	Core	SITXFSA005
SITHCCC027	Prepare dishes using basic methods of cookery	Core	SITXFSA005
SITHCCC028	Prepare appetisers and salads	Core	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	Core	SITXFSA005

SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Core	SITXFSA005 SITHCCC027
SITHCCC031	Prepare vegetarian and vegan dishes	Core	SITXFSA005 SITHCCC027
SITHCCC035	Prepare poultry dishes	Core	SITXFSA005 SITHCCC027
SITHCCC036	Prepare meat dishes	Core	SITXFSA005 SITHCCC027
SITHCCC037	Prepare seafood dishes	Core	SITXFSA005 SITHCCC027
SITHCCC041	Produce cakes, pastries and breads	Core	SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	Core	SITXFSA005 SITHCCC027
SITHCCC043	Work effectively as a cook	Core	SITXFSA005 SITHCCC027
SITHKOP009	Clean kitchen premises and equipment	Core	SITXFSA005
SITHKOP010	Plan and cost recipes	Core	Nil
SITHPAT016	Produce desserts	Core	SITXFSA005
SITXFSA005	Use hygienic practices for food safety	Core	Nil
SITXFSA006	Participate in safe food handling practices	Core	Nil
SITXHRM007	Coach others in job skills	Core	Nil
SITXINV006	Receive, store and maintain stock	Core	SITXFSA005
SITXWHS005	Participate in safe work practices	Core	Nil
SITHCCC038	Produce and serve food for buffets	Elective	SITXFSA005 SITHCCC027
SITHCCC040	Prepare and serve cheese	Elective	SITXFSA005
SITHCCC044	Prepare specialised food items	Elective	SITXFSA005 SITHCCC027
BSBSUS211	Participate in sustainable work practices	Elective	Nil
SITXINV007	Purchase goods	Elective	Nil

### Pathways from the qualification

Further training pathways from this qualification include, but are not limited to, Certificate IV in Commercial Cookery

## Employment/Career pathway

Certificate III in Commercial Cookery is in the Tourism, Travel and Hospitality pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

### Cookery and Catering:

- Apprentice Chef
- Chef's Apprentice
- Cook
- Pastry Cook

### Accommodation:

- Guest Service Agent

### Events:

- Event Crew
- Event Support Assistant

### Gaming:

- Table Games Dealer

### Hospitality:

- Barista,
- Catering Assistant
- Cocktail Bartender
- Waiter/Waitress

### Patisserie:

- Apprentice Pastry Chef

### Tour Guiding:

- Tour Guide

### Tourism Operations:

- Grounds person
- Marine Host
- Tourism Officer

### Travel Bookings:

- Travel Consultant

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## SIT40521 – CERTIFICATE IV KITCHEN MANAGEMENT

National Code: SIT40521

CRICOS Course Code: 109681J

Duration: 74 weeks (including 14 weeks holiday break)

Tuition Fees: \$ 16,000

Non-Tuition Fee: \$950 incl Application Fee: \$200(Non Refundable)

RPL Fee: \$250 per unit

**Mode of study:** The program for international students takes place in a classroom environment with access to a commercial kitchen. Practical learning and assessment take place in a commercial setting via a commercial kitchen. The commercial kitchen / hospitality facilities are equipped with all the required equipment. Each unit is delivered in a combination of face-to-face theory and demonstration sessions and supported by practical group development and individual activities within the commercial kitchen environment.

**Delivery location:** The training delivery location are:

- Classes: Mezzanine level, 20 Malop St, Geelong, VIC 3220 Australia
- Commercial Kitchen :153 Pakington St, Geelong West, VIC 3218 Australia
- WBT : 17 Pakington St, Geelong West VIC 3218

## COURSE DESCRIPTION

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

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (74 weeks in total) of Training and Assessment, which includes 60 weeks of Face-to-Face classroom, based Training and Assessment and 14 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study.

As per package rules, 33 units must be completed. These include 27 core units and 6 elective units.

Core Units

Unit Code	Unit Title	Pre-Requisite
SITHCCC023	Use food preparation equipment	SITXFSA005
SITHCCC027	Prepare dishes using basic methods of cookery	SITXFSA005
SITHCCC028	Prepare appetisers and salads	SITXFSA005
SITHCCC029	Prepare stocks, sauces and soups	SITXFSA005
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	SITXFSA005 SITHCCC027

SITHCCC031	Prepare vegetarian and vegan dishes	SITXFSA005 SITHCCC027
SITHCCC035	Prepare poultry dishes	SITXFSA005 SITHCCC027
SITHCCC036	Prepare meat dishes	SITXFSA005 SITHCCC027
SITHCCC037	Prepare seafood dishes	SITXFSA005 SITHCCC027
SITHCCC041	Produce cakes, pastries and breads	SITXFSA005
SITHCCC042	Prepare food to meet special dietary requirements	SITXFSA005 SITHCCC027
SITHCCC043	Work effectively as a cook	SITHCCC027 SITXFSA005
SITHKOP010	Plan and cost recipes	Nil
SITHKOP012	Develop recipes for special dietary requirements	SITHCCC027 SITXFSA005 SITHCCC042 SITHKOP010
SITHKOP013	Plan cooking operations	SITXFSA005
SITHKOP015	Design and cost menus	SITHKOP010
SITHPAT016	Produce desserts	SITXFSA005
SITXCOM010	Manage conflict	Nil
SITXFIN009	Manage finances within a budget	Nil
SITXFSA005	Use hygienic practices for food safety	Nil
SITXFSA006	Participate in safe food handling practices	Nil
SITXFSA008	Develop and implement a food safety program	SITXFSA005 SITXFSA006
SITXHRM008	Roster staff	Nil
SITXHRM009	Lead and manage people	Nil
SITXINV006	Receive, store and maintain stock	SITXFSA005
SITXMGT004	Monitor work operations	Nil
SITXWHS007	Implement and monitor work health and safety practices	Nil

## Elective Units

Unit Code	Unit Title	Pre-Requisite
SITHCCC038	Produce and serve food for buffets	SITHCCC027 SITXFSA005
SITHCCC040	Prepare and serve cheese	SITXFSA005
SITHCCC044	Prepare specialised food items	SITHCCC027 SITXFSA005
BSBSUS211	Participate in sustainable work practices	Nil
SITHKOP009	Clean kitchen premises and equipment	SITXFSA005
SITXINV007	Purchase goods	Nil

### Pathways from the qualification

Further training pathways from this qualification include, but are not limited to, Diploma of Hospitality Management (SIT50422).

### Employment/Career pathway

Certificate IV in Kitchen Management is in the Tourism, Travel and Hospitality pathway. By completing this course, you may gain knowledge and skills to persist a career in the following job streams.

#### Cookery and Catering:

- Chef de Partie
- Caterer

#### Accommodation:

- Hotel Concierge

#### Events:

- Event Crew
- Event Support Assistant

#### Gaming:

- Gaming Supervisor

#### Hospitality:

- Hotel Concierge
- Sommelier

#### Patisserie:

- Pastry Chef de Partie



Tour Guiding:

- Tour Operations Leader

Tourism Operations:

- Front Office Manager
- Tour Leader

Travel Bookings:

- Reservation and Ticketing Officer

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it does not imply any job guarantee or job role at the end of the course. ANC does not claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## SIT50416 – DIPLOMA OF HOSPITALITY MANAGEMENT (Superseded)

National Code: SIT50416

CRICOS Course Code: 108100K

Duration: 74 weeks (including 14 weeks holiday break)

Tuition Fees: \$ 19,000

Material Fee: \$500

Application Fee: \$200 (Non-refundable)

RPL Fee: \$250 per unit

**Mode of study:** The program for international students takes place in a classroom environment with access to a commercial kitchen. Practical learning and assessment take place in a commercial setting via a commercial kitchen. The commercial kitchen / hospitality facilities are equipped with all the required equipment. Each unit is delivered in a combination of face-to-face theory and demonstration sessions and supported by practical group development and individual activities within the commercial kitchen environment.

**Delivery location:** The training delivery location are:

- Classes: Mezzanine Level, 20 Malop St, Geelong, VIC 3220 Australia
- Commercial Kitchen :153 Pakington St, Geelong West, VIC 3218 Australia
- WBT : 17 Pakington St, Geelong West VIC 3218

## 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 specialization in accommodation services, cookery, food and beverage and gaming.

## COURSE STRUCTURE

For International Students, course duration has been calculated on 20 hours per week (74 weeks in total) of Training and Assessment which includes 62 weeks of Face-to-Face class room based Training and Assessment and 12 weeks of Term Breaks. All students are expected to give 10 hours per week as Self-Directed Study.

As per package rules, 28 units must be completed. These include 13 core units and 15 elective units.

Unit Code	Unit Title	Core/ Elective	Pre-Requisite
BSBDIV501	Manage diversity in the workplace	Core	Nil
BSBMGT517	Manage operational plan	Core	Nil
SITXCCS007	Enhance customer service experiences	Core	Nil
SITXCCS008	Develop and manage quality customer service practices	Core	Nil
SITXCOM005	Manage conflict	Core	Nil
SITXFIN003	Manage finances within a budget	Core	Nil
SITXFIN004	Prepare and monitor budgets	Core	Nil
SITXGLC001	Research and comply with regulatory requirements	Core	Nil
SITXHRM002	Roster staff	Core	Nil
SITXHRM003	Lead and manage people	Core	Nil
SITXMGT001	Monitor work operations	Core	Nil
SITXMGT002	Establish and conduct business relationships	Core	Nil
SITXWHS003	Implement and monitor work health and safety practices	Core	Nil
SITXFSA001	Use hygienic practices for food safety	Electives	Nil
SITHKOP005*	Coordinate cooking operations	Electives	SITXFSA001
SITXFSA004	Develop and implement a food safety program	Electives	Nil
SITXFSA002	Participate in safe food handling practices	Electives	Nil

SITHIND002	Source and use information on the hospitality industry	Electives	Nil
SITXINV003	Purchase goods	Electives	Nil
SITXINV002*	Maintain the Quality of Perishable Items	Electives	SITXFSA001
SITHACS001	Clean premises and equipment	Electives	Nil
SITHFAB007*	Serve food and beverage	Electives	SITXFSA001
SITHIND001	Use hygienic practice for hospitality service	Electives	Nil
SITHIND004	Work effectively in hospitality service	Electives	Nil
BSBCUS501	Manage quality customer service	Electives	Nil
BSBMGT516	Facilitate continuous improvement	Electives	Nil
BSBXCM501	Lead communication in the workplace	Electives	Nil
SITXHRM001	Coach others in job skills	Electives	Nil

### Pathways from the qualification

Further training pathways from this qualification include, but are not limited to, Advanced Diploma of Hospitality Management.

### Employment/Career pathway

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

Possible job titles include:

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

- unit manager catering operations

Learners who complete a course are reminded at the time of completion, of further opportunities, unless a learning barrier has been identified that would hinder their progression to a higher qualification level.

*Above pathway information is in line with qualification description on National Training Register ([www.training.gov.au](http://www.training.gov.au)) and/or <https://www.myskills.gov.au/>, it doesn't imply any job guarantee or job role at the end of the course. ANC doesn't claim any employment outcome or job guarantee associated with its courses as it will be misleading.*

## UNIQUE STUDENT IDENTIFIER

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. If you're at university, TAFE or doing other nationally recognised training, you need a USI. A USI account will contain all students nationally recognised training records and results from 1 January 2015 onwards. Student results from 2015 will be available in their USI account.

When applying for a job or enrolling in further study, students often need to provide their training records and results. One of the main benefits of the USI is that they will have easy access to their training records and results throughout their life.

Student can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

<https://www.usi.gov.au/students>

## FACILITIES AT ANC

ANC is centrally located in the heart of Melbourne city right near the Melbourne icons, the Melbourne Central Station and St Paul Cathedral. Melbourne is a great place to live and study. Melbourne has been consistently ranked as 'The world's most liveable city' by the economist intelligence unit (UK). In 2000, Melbourne was accredited as a 'Safe Community' by the world health organization – the first Australian capital city to achieve this standing. Melbourne's residents represent 140 nationalities and speak 151 languages. Thirty per cent of Melbourne's population was born overseas and Melbourne has the largest population of International students in the country.

ANC is conveniently located to the public transport; major Local Train/Tram stops are doorsteps away.

There are banks, cafes, restaurants, food courts, parks, libraries, nightclubs, cinemas, shopping arcades, news agencies, supermarkets, travel agencies and a lot more in the close proximity of the Institute.

Students have access to modern computer lab to facilitate their learning outcomes. The learning and assessment resources are designed to meet specific learner's needs and standards expected by the industry.

ANC has spacious classrooms fully equipped with the latest technologies including data projectors, overhead projectors, etc. and a library.

Students are provided a caring supportive environment by our multilingual and multicultural staff. Our staff is always willing to offer their support and advice to students to assist them with their personal problems.

The academic staffs is always there to help the students with complete academic support by providing help with academic work i.e. working on assessment items, making presentations, communication and research techniques.

## TUITION FEES

Fees are subject to change with prior notice. **ANC** will not change tuition fee stated in the student's Enrolment Acceptance Agreement as long as the student completes the course within the agreed expected course end date.

With the exception of granting RPL and/or credit transfer, there is no provision for a student to reduce their course fees on their Enrolment Acceptance Agreement. **ANC** may at its discretion vary this condition.

Tuition Fees must be paid prior to course commencement or in accordance with the agreed Payment Plan.

Student must pay fees in the designated bank accounts of **ANC** or in person at **ANC** campus. **ANC** is not liable for any tuition fee and non-tuition fees paid to the education agent or any third parties.

**ANC** will not issue any qualification prior to the full payment of any fees and charges applicable to that course. **ANC** may, at its discretion vary this condition.

**ANC** reserves the right to suspend or cancel student's enrolment in the event that the student fails to pay any part of the tuition fee as and when it becomes payable.

In case of student default, the tuition fee that the student needs to pay will be calculated according to the Calculation of Fees and Refunds Table in this document.

Where Overseas Student Health Cover (OSHC) Fee applies, the OSHC provider will provide OSHC receipts and refunds.

## INCLUSIONS AND EXTRAS:

**ANC** is entitled to charge fees for services provided to students.

### ANC's tuition fee covers:

- Administration of the course;
- Access and use of **ANC**'s facilities;
- Training and Assessment services (up to 3 submissions/ 2 reassessment of assessments);
- Support services; and
- Issuing of a student's certificate or Statement of Attainment\*.

*\*Subject to competency of one or more units of competency being completed and the course fee being paid in full.*

The course materials that **ANC** provides to the student will become their property. However, the content of the course materials, including copyright and all other such intellectual property rights contained therein, remain the property of **ANC** or a nominated author/publisher.

**ANC's tuition fees do not cover:**

- Enrolment Fee; OSHC;
- Any postage requirements to ANC, e.g., posting of completed assessments for marking, letters and certificates;
- Excursions if they arise;
- Replacing issued documents which the student has lost or damaged; and
- Any additional assessment requirements (beyond the 2 included resubmissions/reassessment of assessments).

**OTHER COSTS****(As Applicable):**

<b>Particulars</b>	<b>Amount</b>
Enrolment Fee	\$200
Material Fees	Varies on Course Basis
RPL Assessment per unit	\$250.00
Credit Transfer	No Charge
Re-submission of Assessment	No Charge
Reassess study outcome / Reassessment	No Charge
Relearning of a unit	Half of Study period fees as per the offer letter
Appeal Fees	Nil
Change of Course	No Charge
Interim Academic Transcript	No Charge
Payment by Telegraph Transfer (TT)	\$22
Late Submissions of the Assessment	\$100
Excursion Fees	No Charge

<b>Particulars</b>	<b>Amount</b>
Certificates/Testamur on Completion	No Charge
Issuance of 'Statement of Attainment'	No Charge
Issuance of Replacement Qualification	\$100.00
Deferral of study	No Charge
Replacement Student ID	\$20.00
Late Payment of tuition fees	\$20.00
Student Photocopying	10c Per Page
Student Printing	10c per Page
Payment by Major Credit Cards/EFTPOS	No Surcharge

## EASY GUIDE TO ESOS

### ESOS REGULATION SERVING OVERSEAS STUDENTS IN AUSTRALIA

Australia has a reputation as a safe, progressive, and dynamic place to study; and we maintain this reputation by providing quality education and consumer protection specifically developed for overseas students.

The Education Services for Overseas Students (ESOS) Act 2000 and associated legislation is the legal framework governing the responsibility of education institutions towards overseas students.

ESOS Act and complementary legislation

The ESOS legislative framework comprises:

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code of Practice for National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Education Services for Overseas Students (Registration Charges) Act 1997
- ESOS Assurance Fund Act
- Tuition Protection Service (TPS) framework

Australia has a federal system of Government – one federal government and eight state and territory governments. The ESOS framework is administered by both levels of government. The result is a nationally consistent, high quality education and training system.

**Legislation benefits everyone.**

The ESOS laws benefit two particular groups:

1. It protects overseas students coming to Australia on student visas. It does not cover overseas students on other kinds of visas, nor does it cover students studying at Australian institutions based in other countries.
2. It sets out clear roles and responsibilities for education institutions wanting to teach overseas students.

### DESCRIPTION OF ESOS FRAMEWORK

*The ESOS Framework*

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works:

<http://internationaleducation.gov.au>

## STUDENT SERVICES

**Student Support including Welfare and Guidance Services.**

*The counselling & support facility provided by ANC is at no cost to the student.*

ANC provides a range of services to support students during their studies and time at the college. The Admissions Department offers personal and friendly assistance to students in many areas including an orientation program that assists students to settle into Australian life and their studies at ANC. Students are supported by assistance in Wellbeing, English support, counselling services and Stay safe etc. **If you request our support, we will meet with you to create your individual learning plan. We share your plan with your teachers and provide ongoing support as needed.**

## STUDENT FACILITIES

**Services available to students include:**

- Orientation

- Counselling
- Cultural adjustment
- Student Accommodation
- Language & literacy support

The Administration Department at **ANC** can help students with:

- Application and enrolment
- Credit Transfer and Recognition of Prior Learning
- Course related advice

**ANC** provides the following Equipment and Learning Resources to its students:

- The up-to-date teaching and learning strategies,
- Audio visual aids
- Classrooms, operate with multimedia/overhead projectors
- Student resource centre and computer labs with free internet access
- industry software where applicable

Resources at **ANC** are mapped against the units of competency within the relevant training packages for all qualifications delivered to ensure that students have access to the best and most relevant resources for their qualification.

## ORIENTATION PROGRAM

As part of your introduction to **ANC**, an orientation program will be conducted a week before start of your course at **ANC**.

This orientation program will include information on the following:

- Student Handbook
- Student support services available to **ANC** students
- Transfer between providers
- Monitor Course Progress
- Facilities and resources at **ANC**
- Australian Education System
- Student visa conditions relating to course progress and Attendance requirements
- Legal Services
- Local Transport
- Shopping
- Banking
- Entertainment/Recreation
- Climate, Police and Government services
- Emergency and Health Services (including information about private insurance) and detailed information on accommodation
- Complaints and Appeals process
- Services that students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.  
<https://www.fairwork.gov.au/employee-entitlements/national-employment-standards>



## SEXUAL HARASSMENT

The **ANC** regards sexual harassment as a serious breach of conduct.

The **ANC** supports the rights of individuals to be free from sexual harassment while engaged in activities undertaken as part of their study, their employment, or in other associations with the **ANC**.

As an educational institution and an employer, the Institute, through the Director of Studies will take all reasonable steps to eliminate sexual harassment of or by staff, students, or other members of the Institute community.

## PLAGIARISM

Plagiarism is the representation of another author's language, thoughts, ideas, or expressions as one's own original work, as per Oxford Dictionary. In educational contexts, there are differing definitions of plagiarism depending on the institution. Plagiarism is considered a violation of academic integrity and a breach of journalistic ethics. It is subject to sanctions such as penalties, suspension, expulsion from school or work, substantial fines and even incarceration. **ANC** will not tolerate plagiarism and penalty will be imposed if a student is found to be plagiarising. **ANC**'s approach is to maintain academic integrity by students when writing and submitting assignment.

## SOCIAL PROGRAMS

Apart from the Student Orientation Program, the Student Support Team will occasionally organize social events that allow all students enrolled with the **ANC** to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organized as demand requires and any suggestions can be forwarded to the Student Support Team.

## STUDENT FEEDBACK

All students are required to complete a feedback form at least once per year to provide feedback on the services and education the **ANC** is providing. Students are also encouraged to provide feedback on the services of the **ANC** by completing a student feedback form available from student administration at any time.

This feedback will be evaluated through the **ANC**'s Continuous Improvement Procedures.

## CERTIFICATES AND STATEMENT OF RESULTS

The Institute provides all successful graduates with a Certificate and Statement of Results on completion of their studies. These copies are provided free of charge, however, any letters or statements requested at other times may incur an additional cost.

## RE-ISSUING DOCUMENTS:

Any past or current student can apply for reissuing of certificate if the original document is lost at an administrative cost of \$50 per document requested. Please note that **ANC** can ask you to provide a valid ID proof at the time of application. For more information, please contact our administrative team.

*NOTE: All fees for the course enrolled are to be paid in full prior to a certificate being issued to a student.*

## IMPORTANT POLICIES AND PROCEDURES

Please visit the Australian national College (ANC) website [www.anc.vic.edu.au](http://www.anc.vic.edu.au) for updated and current policies and procedures and Course brochure for the relevant course.

Some of the important policies and procedure you should read before enrolment are:-

- Planning and Conducting Assessment Policy and Procedures
- Refund Policy and Procedures
- Complaint and Appeal Policy and Procedure
- Deferment Suspension and Cancellation of Enrolment Policy and Procedure
- Critical Incident Policy and Procedures
- Transfer Between Register Provider Policy and Procedures
- Assessing Student Qualification, Experience and English Proficiency Policy and Procedure
- Privacy Policy and Procedures
- Plagiarism Policy and Procedures
- Issuance of Qualification and Statement of attainment policy and Procedures
- Formalisation of enrolment and written agreement policy and Procedures.
- Credit Transfer Policy and Procedures
- Recognition of Prior learning (RPL) Policy and Procedures
- Pre-Enrolment Engagement Policy and Procedures.
- Monitoring Attendance Policy and Procedures ELICOS
- Monitoring Course Progress Policy and Procedures

## IMPORTANT INFORMATION - VET AND RELATED LEGISLATION

- ✓ **Study in Australia** - information about living and studying in Australia: <https://www.studyinaustralia.gov.au/>
- ✓ **My Future** - career information and resources provided as a joint initiative of the Commonwealth, state and territory governments: <http://myfuture.edu.au/>
- ✓ **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** - all the education providers who are registered to teach overseas students in Australia: <http://cricos.education.gov.au/>
- ✓ **Education Services for Overseas Students (ESOS) framework** - frequently asked questions and factsheets about the Education Services for Overseas Students framework: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
- ✓ **Fact Sheet choosing a training or education provider** <https://www.asqa.gov.au/news-publications/publications/fact-sheets/choosing-training-or-education-provider>
- ✓ **Tuition Protection Service** - assists international students whose education providers are unable to fully deliver their course of study: [www.tps.gov.au](http://www.tps.gov.au)
- ✓ **Fact Sheet ESOS refund specification** <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- ✓ **Department of Education and Training** - national policies and program information: <https://www.education.gov.au/>
- ✓ **Department of Home Affairs (DHA))** - student visa information: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
- ✓ **Council for International Students Australia (CISA)** - the national peak student representative body for international students studying at postgraduate, undergraduate, private college, TAFE, ELICOS and foundation levels: [www.cisa.edu.au](http://www.cisa.edu.au)
- ✓ **Australian Federation of International Students (AFIS)** - unites international students in Victoria and addresses their interests and needs: [www.afis.org.au](http://www.afis.org.au)
- ✓ **Victorian International Student Care Service (ISCS)** is a free and confidential support and welfare service for international students studying in Victoria: [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)
- ✓ **The Australian Council of Private Education and Training** - represents quality private education providers in Australia across all education sectors: [www.acpet.edu.au](http://www.acpet.edu.au)
- ✓ **English Australia** is the national peak body for the English language sector of international education in Australia: <http://www.englishaustralia.com.au>
- ✓ **WHS/OH&S Acts, Regulations and Codes of Practice** <http://www.business.gov.au/business-topics/employing-people/workplace-health-and-safety/Pages/whs-acts-regulations-and-codes-of-practice.aspx>
- ✓ **Equal Opportunity** <http://www.humanrightscommission.vic.gov.au/>
- ✓ **Vocational Educational Training** <http://www.education.vic.gov.au/training/pages/default.aspx?&Redirect=1>
- ✓ **Privacy** <http://www.oaic.gov.au/>
- ✓ **Australian Skills Quality Authority** <http://www.asqa.gov.au/>
- ✓ **Australian Qualifications Framework** <http://www.aqf.edu.au/>
- ✓ **Australian Apprenticeships** Official Australian Government website on Australian Apprenticeships. [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au)

- ✓ **Department of Education and Training (National)** The Department of Education and Training is responsible for national policies and programmes that help Australians access quality and affordable early child care and childhood education, school education, higher education, vocational education and training, international education and research. [www.education.gov.au/](http://www.education.gov.au/)
- ✓ **Department of Employment** The Department of Employment is responsible for national policies and programmes that help Australians find and keep employment and work in safe, fair and productive workplaces. [www.employment.gov.au/](http://www.employment.gov.au/)
- ✓ **Department of Education and Training (Victoria)** The Department of Education and Training (Victoria) provides strategic advice and analysis of Victoria's skill needs, and acts as the system managers for the vocational education and training sector. This site also contains information for apprentices and employers, and about Competency Based Completion arrangements. [www.education.vic.gov.au](http://www.education.vic.gov.au)
- ✓ **Victorian Registration & Qualifications Authority (VRQA)** The VRQA is the statutory authority responsible for the regulation of apprenticeships and traineeships in Victoria. [www.vrqa.vic.gov.au](http://www.vrqa.vic.gov.au)
- ✓ **Authorised Officers (AOs)** AOs are contracted by the VRQA to provide apprenticeship and traineeship regulatory field services in Victoria. This includes improving compliance with regulations and quality of training. For details of AO contacts go to: [www.vrqa.vic.gov.au/apprtrain/Pages/afos.aspx](http://www.vrqa.vic.gov.au/apprtrain/Pages/afos.aspx) or p: 1300 722 603
- ✓ **National Code of Good Practice for Australian Apprenticeships** Australian Apprenticeships, which may be referred to as apprenticeships and traineeships in some States and Territories, offer many benefits to employers and Australian Apprentices. This Code of Good Practice has been developed to assist both parties entering into a Training Contract with a clear understanding of each other's obligations and expectations. A copy of this Code should be retained by the employer and the Australian Apprentice. For details go to: <https://www.australianapprenticeships.gov.au/publications/national-code-good-practice-australian-apprenticeships>
- ✓ **Victorian Law Today:** This repository contains Versions of all the Principal Public Acts and Principal Statutory Rules of Victoria. It can be accessed through the Victorian Legislation and Parliamentary Documents Home Page Go to: <http://www.legislation.vic.gov.au/>
- ✓ **Australasian Legal Information Institute:** The Australasian Legal Information Institute (AustLII) provides free internet access to Australian legal materials including Commonwealth & State legislation as well as having links to several overseas sites. Go to: <http://www.austlii.edu.au/>
- ✓ **Commonwealth Acts:** Commonwealth Acts and Regulations are available from a number of Resources: Comlaw <http://www.comlaw.gov.au/>
- ✓ **Victorian Acts:** Victorian Acts and Regulations are available from 'Victorian Legislation and Parliamentary Documents'. Go to: <http://www.legislation.vic.gov.au/>. Click on Victorian Statute Book, then 'Victorian Acts', click on 'Search Acts' and then type name of Act, scroll down to locate the Act, double click to open a new page with an option to download a Word Document or a PDF file.

A range of legislation is applicable to all staff and students. In order to comply with regulatory requirements, ANC must inform you during orientation, of your legislative obligations. They are as follows:

**Equal Opportunity Act 2010, Racial, and Religious Tolerance act 2001:** In Victoria, racial discrimination is unlawful in the areas of education, employment, goods and services, accommodation and land, sport and local government. For the purposes of the Victorian Act, "race" includes colour, nationality or national origin, descent, ancestry, and ethnic origin or ethnicity. The Act also makes it unlawful to discriminate against a person on the ground that the person has a relative or associate who is of a particular race. Racial and religious vilification is also unlawful in Victoria. The most serious forms of racial and religious vilification are a criminal offence.

- ☑ Education Services for Overseas Students Act 2000 (ESOS Act): This Act applies to students in that it mandates certain policies, procedures and actions by the Institute. For example, the Act requires **ANC** to report those students who have not met student visa conditions relating to attendance and academic performance to DHA. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.
- ☑ National Vocational Education and Training Regulator act 2011: This act was established to ensure quality VET standards and regulation and to strengthen Australia's international VET sector.
- ☑ National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 : This Act provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
- ☑ Migration Act 1958: This Act applies to students in that it allows the Immigration Department to automatically cancel a student visa 28 days after a notice is sent to the student under Section 20 of the ESOS Act if the student has not visited DHA. Students are to be advised that they must visit DHA within 28 days of a Section 20 notice if they wish to remain on their student visa.
- ☑ Work Health and Safety Act 2011: This Act applies to students in that it mandates certain policies, procedures and actions by **ANC**. For example, the Act requires **ANC** to ensure that students are provided with safe areas for training and assessment while on the premises. Students are to be advised that such policies and procedures are not subject to the discretion of the Institute and are required by law.
- ☑ Vocational Education and Training Act 1990: This Act applies to students, in that it mandates certain policies, procedures and actions by **ANC**. For example, the Act requires in certain circumstances that **ANC** provide certain government bodies with information the Institute has regarding a student.
- ☑ It is the responsibility of all **ANC academic and administrative** staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the **ANC Student Support Team** if you require further information
- ☑ **The Overseas Students Ombudsman is a specialist role of the Commonwealth Ombudsman**

The Commonwealth Ombudsman:

- can investigate complaints about problems that intending, current or former overseas students have with **private** schools, colleges and universities (education providers) in Australia
- provides information about best practice complaints handling to help private education providers manage internal complaints effectively
- Publishes reports on problems and broader issues in international education that we identify through investigations.

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