



**JOAN LAWMAN**  
COLLEGE

## **International Student Handbook**

RTO CODE 40697  
CRICOS CODE: 03634G

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We are very pleased that you have selected to become a student at Joan Lawman College (JLC)

Joan Lawman College is proud to offer students from across the globe excellent opportunities to gain the qualification they are looking for.

JLC is located in a fantastic position between Melbourne CBD Franklin Street and Swanston Street. It is conveniently located close to the public transport. Our courses are part of the range of nationally recognised and accredited courses. Our courses are designed to link the needs of industries and are nationally recognized. All training incorporates a one on one individual approach to meet the needs and skill level of the student.

Students have access to a modern computer lab to facilitate their learning outcomes. The learning resources and teaching methods and assessment are designed according to high standards prescribed.

Our principle purpose is to provide high quality training and assessment to satisfy student's requirements. Our training courses are AQF nationally recognised and accredited to meet vocational and educational standards.

We draw on our established relationships with industry and other stakeholders to ensure our courses are appropriate to the demands of our students and consistently meet their expectations. Quality is maintained in compliance with the VET Quality Framework and through our Continuous improvement system.

All trainers have relevant industry knowledge and experience and are professional, friendly, supportive and dynamic individuals!

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes small to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

This student Handbook provides you with a wide range of helpful information about our courses, 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.

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

Welcome to Joan Lawman College.

## Our campus

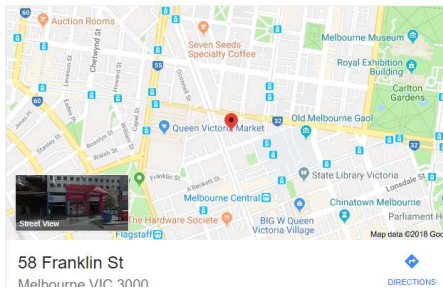
Established in 2013, Joan Lawman College provides training and assessment in Business, ELICOS and Cookery courses. The campus is located in Melbourne CBD and convenient for public transport. The training kitchen is located in Richmond.

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.

Our campus has spacious classrooms fully equipped with the latest technology including data projectors, computer lab, and 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 staff 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.



### Joan Lawman College Campus

Mezzanine 58 Franklin Street Melbourne Victoria 3000

JLC Training Kitchen: Unit 33A, 261 Bridge Rd Richmond VIC 3121

Phone: +61 3 8669 1438

Email: [info@jlc.edu.au](mailto:info@jlc.edu.au)

Office hours: Monday - Friday 9:00 am - 17:30 pm



#### Public transport:

Melbourne CBD campus: Take Train to Melbourne centre Station



#### From International airport:

You should fly into Melbourne International Airport which is the closet international airport to Melbourne. The Melbourne International Airport is located 20 kms from Melbourne.

**SkyBus:** SkyBus offers an express bus service from the airport to city centre. Buses are available every 10 minutes throughout the day.

**Taxis:** Taxis are available from the ground floor level of Melbourne Airport.



**Call Us:** +61 3 8669 1438



**Email:** [info@jlc.edu.au](mailto:info@jlc.edu.au)

## External Support Service Contacts

Fire, ambulance and police emergency	Phone 000 to report any emergencies
Translating and Interpreting Service	Phone 131 450
JLC External welfare counsellor	Lauren Sokolski, Phone: 0423 932 200 E-mail: <a href="mailto:lauren@laurensokolski.com.au">lauren@laurensokolski.com.au</a> Website: <a href="http://www.laurensokolski.com.au">http://www.laurensokolski.com.au</a> Address: South Yarra Consulting Rooms, Suite 204, 9-11 Claremont Street, South Yarra 3141
Life Line 24 hour Counselling Services	Phone 131 114
Hospital	The Alfred Hospital Phone: (03) 9076 2000 Address: 55 Commercial Rd, Melbourne VIC 3004
Doctors	City Medical Phone:(03) 9098 7480 Address 200 Queen Street, Melbourne, VIC 3000
Dentist	Pacific Smiles Dental Melbourne Phone (03) 8600 1600 Address Level 1, 360 Bourke Street, Melbourne, VIC 3000
Legal assistance	<a href="#">Law Institute of Victoria</a> Phone: (03) 9602 5000 Address: 470 Bourke St, Melbourne , VIC 3000,
	<a href="#">Victorian Legal Aid</a> Phone 9269 0120
Australian Skills Quality Authority	Address: 595 Collins St, Melbourne VIC 3000 Phone:1300 701 801 Web: <a href="http://www.asqa.gov.au">www.asqa.gov.au</a> Email: <a href="mailto:enquiries@asqa.gov.au">enquiries@asqa.gov.au</a>
External appeals body (see complaints and appeals information)	Overseas Students Ombudsman Website: <a href="http://www.oso.gov.au">www.oso.gov.au</a> Phone: 1300 362 072
Department of Immigration and Border Protection.	Phone: 131 881 Address: Ground Floor, Casselden Place 2 Lonsdale Street Melbourne Vic. 3000 Website: <a href="https://www.border.gov.au">https://www.border.gov.au</a>

# Course information

Joan Lawman College currently offers the following courses:

BSB30115	Certificate III in Business
BSB40215	Certificate IV in Business
BSB50215	Diploma of Business
BSB50416	Diploma of Hospitality Management
SIT30816	Certificate III in Commercial Cookery
SIT40516	Certificate IV in Commercial Cookery
	General English (Pre-Intermediate, Intermediate and Upper-Intermediate)
	IELTS Foundation

The information on the following pages contains course details.

## BSB30115 Certificate III in Business

CRICOS Course Code: 095985A

### Course Description

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

The course develops the skills and knowledge required to complete job role activities and effectively contribute to organisation goals in the following areas: market research, administration, Occupational Health & Safety, customer service and addressing customer complaints.

### Target market

The target market for this course is international students who possess an appropriate visa and wish to undertake this course to access further study opportunities or to access employment opportunities in technical/ support functions within a team in a wide variety of industries.

### Course structure

Students are required to complete 12 units. This consists of 1 core unit and 11 elective units.

#### Core Unit

BSBWHS302 Apply knowledge of WHS legislation in the workplace

#### Elective Units

BSBCMM301	Process customer complaints
BSBFLM303	Contribute to effective workplace relationships
BSBFLM312	Contribute to team effectiveness
BSBWRT301	Write simple documents
BSBITU303	Design and produce text documents
BSBITU306	Design and produce business documents
BSBWOR301	Organise personal work priorities and development
BSBCMM401	Make a presentation
BSBRES401	Analyse and present research information
BSBCUS301	Deliver and monitor a service to customers
BSBIND201	Work effectively in a business environment



**Course currency status:** Current

### Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000

### Course Start Dates

Monthly

Joan Lawman College is the Registered Business Name of  
Joan Lawman School of Beauty Pty Ltd  
RTO No.40697 CRICOS No.03634G

Mezzanine, 58 Franklin Street  
Melbourne, Victoria 3000 Australia  
ABN 15 161 234 313

T +61 3 8669 1438  
info@jlc.edu.au  
www.jlc.edu.au

### **Qualification**

Upon successful completion of 12 units of competency, the participant will be issued a Nationally Recognised BSB30115 Certificate III in Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

### **Delivery Methods**

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

### **Assessment Methods**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

### **Course Duration**

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week. Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment per week is 32 hours. Total course study commitment is 32 hours x 40 weeks term time = 1,280 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

Refer to the Student handbook or contact JLC for further details on course entry requirements.

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

On successful completion of this course students may progress onto the BSB40215 Certificate IV in Business or related courses.

### **Employment Pathway**

This qualification may provide entry into employment for a variety of industry sectors where post holders provide technical advice and support to a team.

**Tuition fee:** \$ 8000

**Enrolment Fee:** \$350

**Payment** – On enrolment \$2350 is payable of which \$350 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 4. The course consists of 4 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

### **Further information**

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.



# BSB40215 Certificate IV in Business

CRICOS Course Code: 095986M

## Course Description

This qualification reflects the role of individuals who use well developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others. The course develops the skills and knowledge required to complete job role activities and effectively contribute to organisation goals in the following areas: staff recruitment, marketing, promoting products and risk management.

## Target market

The target market for this course is international students who possess an appropriate visa that allows them to study at an Australian registered CRICOS provider.

International students who have successfully completed the BSB30115 Certificate III in Business at an Australian Registered Training Organisation

This course is also suitable for international students who wish to access further study or employment opportunities in roles providing leadership and guidance to team members, and with some limited responsibility for the output of others. Examples of job roles may include administrators or project officers.

## Course structure

Students are required to complete 10 units. This consists of 1 core unit and 9 elective units.

### Core Unit

BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements

### Elective Units

BSBCMM401 Make a presentation  
BSBMKG413 Promote products and services  
BSBMKG414 Undertake marketing activities  
BSBRES401 Analyse and present research information  
BSBRSK401 Identify risk and apply risk management processes  
BSBHRM405 Support the recruitment, selection and induction of staff  
BSBLDR402 Lead effective workplace relationships  
BSBADM502 Manage meetings  
BSBMKG408 Conduct market research



**Course currency status:** Current

## Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000.

## Course Start Dates

Monthly

## Qualification

Upon successful completion of 10 units of competency, the participant will be issued a nationally recognised BSB40215 Certificate IV in Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

## Delivery Method

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

### **Assessment Method**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

### **Course Duration**

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week. Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment per week is 32 hours. Total course study commitment is 32 hours x 40 weeks term time = 1,280 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.  
Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants home country equivalent to an Australian Year 11\* or 12 qualification. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

**Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

**Training Pathway**

On successful completion of this course students may progress onto the BSB50215 Diploma of Business or related courses.

**Employment Pathway**

This qualification may provide entry into employment in a broad range of business roles where some leadership and guidance is provided to others.

**Tuition fee** - \$ 8000

**Enrolment Fee:** \$350

**Payment** – On enrolment \$2350 is payable of which \$350 is a non-refundable Enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 4. The course consists of 4 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

**Further information**

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.

# BSB50215 Diploma of Business

CRICOS Course Code:095987K

## Course Description

The aim of this course is to develop business knowledge and skills across a wide range of business functions. The course develops the skills and knowledge required to complete the job role tasks in the following areas: manage recruitment and selection, manage risk, market research and marketing planning and leading effective workplace relationships.

## Target market

The target market for this course is international students who possess an appropriate visa that allows them to study at an Australian CRICOS registered provider.

International students who have successfully completed the BSB40215 Certificate IV in Business at an Australian Registered Training Organisation.

Applicants may possess little or no vocational experience. Applicants may possess little theoretical business skills and knowledge that they would like to develop in order to access further educational and employment opportunities in a range of business functions. Examples of job roles may include executive officers, program consultants and program coordinators.

## Course structure

Students are required to complete 8 elective units.

## Elective Units

BSBADM502 Manage meetings

BSBRSK501 Manage risk

BSBWOR501 Manage personal work priorities and professional development

BSBMKG501 Identify and evaluate marketing opportunities

BSBMKG502 Establish and adjust the marketing mix

BSBMKG506 Plan market research

BSBHRM506 Manage recruitment, selection and induction processes

BSBHRM513 Manage workforce planning



**Course currency status:** Current

## Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000

## Course Start Dates

Monthly

## Qualification

Upon successful completion of 8 units of competency, the participant will be issued a Nationally Recognised BSB50215 Diploma of Business. Where a participant successfully completes some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

## Delivery Method

The course is delivered via face to face training and independent study. The following techniques are employed during face to face delivery depending on the subject matter: trainer demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards. Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

## Assessment Method

Assessment methods used include knowledge questions, reports, case studies, research activities

and practical demonstrations/ observations. Methods also include simulated workplace environments whereby workplace environments and conditions are simulated and student student's complete tasks to workplace standards.

### **Course Duration**

This course is delivered over 52 weeks including holidays. This includes 40 weeks of term time and 12 weeks' holiday. Term time consists of four 10 week terms. Holiday periods include three 3-week term holidays and a 3 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week. Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Total study commitment per week is 32 hours. Total course study commitment is 32 hours x 40 weeks term time = 1,280 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicant's home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 3

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

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Joan Lawman College is the Registered Business Name of  
Joan Lawman School of Beauty Pty Ltd  
RTO No.40697 CRICOS No.03634G

Mezzanine, 58 Franklin Street  
Melbourne, Victoria 3000 Australia  
ABN 15 161 234 313

T +61 3 8669 1438  
info@jlc.edu.au  
www.jlc.edu.au

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On successful completion of this course students may progress onto the BSB60215 Advanced Diploma of Business or related courses.

### **Employment Pathway**

This qualification may provide entry into employment as an executive officer, program consultant, program coordinator.

**Tuition fee** - \$8000

**Enrolment Fee:** \$350

**Payment** – On enrolment \$2350 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 4. The course consists of 4 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

### **Further information**

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.

# SIT50416 Diploma of Hospitality Management

CRICOS Course Code:095988J

## 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.

## Course structure

Students must successfully complete a total of 28 units of competency to achieve the SIT50416 Diploma of Hospitality Management. This comprises 13 core units and 15 elective units.

## Core Units

BSBDIV501 Manage diversity in the workplace  
BSBMGT517 Manage operational plan  
SITXCCS007 Enhance customer service experiences  
SITXCCS008 Develop and manage quality customer service practices  
SITXCOM005 Manage conflict  
SITXFIN003 Manage finances within a budget  
SITXFIN004 Prepare and monitor budgets  
SITXGLC001 Research and comply with regulatory requirements  
SITXHRM002 Roster staff  
SITXHRM003 Lead and manage people  
SITXMGT001 Monitor work operations  
SITXMGT002 Establish and conduct business relationships  
SITXWHS003 Implement and monitor work health and safety practices

## Elective Units

SITHIND001 Use hygienic practices for hospitality service  
SITHIND004 Work effectively in hospitality service  
BSBRSK501 Manage risk  
SITHIND002 Source and use information on the hospitality industry  
BSBADM502 Manage meetings  
BSBCMM401 Make a presentation  
BSBRES401 Analyse and present research information  
BSBITU306 Design and produce business documents  
BSBSUS501 Develop workplace policy and procedures for sustainability  
BSBMKG401 Profile the market  
BSBMKG501 Identify and evaluate marketing opportunities  
BSBCMM301 Process customer complaints  
BSBHRM405 Support the recruitment, selection and induction of staff  
BSBMKG413 Promote products and services

**Course currency status:** Current

## Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000. Some assessment tasks will be completed in the client's own time. Students must also complete a period of work placement at a Hospitality industry organisation.

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000 and JLC training kitchen at Unit 33A, 261 Bridge Rd Richmond VIC 3121. Some assessment tasks will be completed in the student's own time. Students must also complete a period of work placement at a Hospitality industry organisation.

## Course Start Dates

Four intakes per year

## Qualification

Upon successful completion of 28 units of competency, students will be issued a Nationally Recognised SIT50416 Diploma of Hospitality Management. Students who successfully complete some but not all of the units of competency in the course will be issued a Statement of Attainment



indicating the units they have successfully completed.

### **Delivery Method**

A blended delivery mode is employed including work placement, independent study and face to face training. The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

During independent study students will undertake homework activities, research, reading, practice applying their cooking and English language knowledge and skills. Students also prepare for assessments and undertake out of class assessments during this time. Students will be provided support via telephone, and e-mail by trainers. Refer to the Work placement section below for details on work placement delivery arrangements.

### **Assessment Method**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations, journal/ log book and A third party report. Each unit of competency in the course will be assessed via a standalone assessment method i.e. assessed independently from other units. Students will undertake multiple assessment tasks for each unit of competency.

### **Work Placement**

To satisfy Training Package requirements for the unit SITHIND004 Work effectively in hospitality service, students must complete a minimum of 36 complete service periods (shifts) in a hospitality workplace undertaking work tasks relevant to the unit content. Each service period must last for a minimum of 3 hours. Total minimum hours of work placement are 108 hours.

JLC will arrange/ secure work placements for each student. Students will access a hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential caterers, in flight and other transport caterers, and event and function caterers.

Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor. JLC trainers will support each student during the period of work placement via the phone, email and during visits. Students must address work placement assessment requirements including completing a log book to indicate tasks completed during 36 service periods/ shifts and being observed completing workplace tasks.

Students will commence work placements from the end of the second term onwards and complete the 36 shifts before the end of the course. Students develop some hospitality skills and knowledge during the first 2 terms that can then be applied during the period of work placement.

JLC will provide students the Student handbook and Student Work placement roles and responsibilities document pre-enrolment so they are aware of the expected roles and responsibilities during work placement. A review of this documentation is completed by the trainer/ assessor with each student to assist students identify and understand their roles and responsibilities.

### **Course Duration and Demands**

This course is delivered over 76 weeks including holidays. This includes 66 weeks of term time and 10 weeks' holiday. Term time consists of six 11 week terms. Holiday periods include five 2-week term holidays. During term time students attend scheduled face to face classes for 20 hours per week.

Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Work placement – 36 weeks x 3 hours per week = 108 hrs (Students may spend variable amounts of time per week while on work placement. However, a minimum of 108 hours of work placement must be completed during the course). Total study



commitment per week is 32 hours (not including work placement). Total course study commitment is 32 hours x 66 weeks term time = 2,112 plus 108 hours work placement = 2,220 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 3 Writing: ACSF level 3 Numeracy: ACSF level 3

Refer to the Student handbook or contact JLC for further details on course entry requirements.

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

On successful completion of this course students may progress onto the SIT60316 Advanced Diploma of Hospitality Management or related courses.

### **Employment Pathway**

This qualification may provide entry into employment 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.

### **Tuition fee - \$ 17000**

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**Enrolment Fee: \$350**

**Payment** – On enrolment \$4350 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 6. The course consists of 6 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

**Further information**

Students should consider the information provided in this flyer and if interested in the course, request copies of the Student handbook and Student work placement roles and responsibilities document. Students are encouraged to contact the college to clarify any information in the pre-enrolment information.

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.

# SIT30816 Certificate III in Commercial Cookery

CRICOS COURSE CODE 097380C

## Course Description

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

## Course structure

Students must successfully complete a total of 25 units of competency to achieve the SIT30816 Certificate III in Commercial Cookery. This comprises 21 core units and 4 elective units.

### Core Units

BSBSUS201	Participate in environmentally sustainable work practices
BSBWOR203	Work effectively with others
SITHCCC001	Use food preparation equipment
SITHCCC005	Prepare dishes using basic methods of cookery
SITHCCC006	Prepare appetisers and salads
SITHCCC007	Prepare stocks, sauces and soups
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC012	Prepare poultry dishes
SITHCCC013	Prepare seafood dishes
SITHCCC014	Prepare meat dishes
SITHCCC018	Prepare food to meet special dietary requirements
SITHCCC019	Produce cakes, pastries and breads
SITHCCC020	Work effectively as a cook
SITHKOP001	Clean kitchen premises and equipment
SITHKOP002	Plan and cost basic menus
SITHPAT006	Produce desserts
SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXHRM001	Coach others in job skills
SITXINV002	Maintain the quality of perishable items
SITXWHS001	Participate in safe work practices

### Elective Units

SITHIND002	Source and use information on the hospitality industry
SITXWHS002	Identify hazards, assess and control safety risks
SITXINV001	Receive and store stock
SITHKOP004	Develop menus for special dietary requirements

**Course currency status:** Current

### Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000 and JLC training kitchen at Unit 33A, 261 Bridge Rd Richmond VIC 3121. Some assessment tasks will be completed in the student's own time. Students must also complete a period of work placement at a Hospitality industry organisation.

### Qualification

Upon successful completion of 25 units of competency, students will be issued a Nationally Recognised SIT30816 Certificate III in Commercial Cookery. Students who successfully complete some but not all of the units of competency in the course they will be issued a Statement of Attainment indicating the units they have successfully completed.

### Delivery Method

A blended delivery mode is employed including work placement, independent study and face to face training. The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to



workplace standards.

During independent study students will undertake homework activities, research, reading, practice applying their cooking and English language knowledge and skills. Students also prepare for assessments and undertake out of class assessments during this time. Students will be provided support via telephone, and e-mail by trainers. Refer to the Work placement section below for details on work placement delivery arrangements.

### **Assessment Method**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations, journal/ log book and third-party report. Students must also complete a period of work placement at a Hospitality industry organisation and complete work-related tasks. Joan Lawman College will arrange access to work placement organisations for students to fulfil the assessment arrangements for the unit SITHCCC020 Work effectively as a cook.

Some of the units will be assessed independently from others. Some course units are assessed in conjunction with others via a clustered assessment method.

### **Work Placement**

To satisfy Training Package requirements for the unit SITHCCC020 Work effectively as a cook, students must complete a minimum of 48 complete service periods (shifts) in a hospitality workplace undertaking work tasks relevant to the unit content. Each service period must last for a minimum of 3 hours. Total minimum hours of work placement are 144 hours.

JLC will arrange/ secure work placements for each student. Students will access a hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential caterers, in flight and other transport caterers, and event and function caterers.

Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor. JLC trainers will support each student during the period of work placement via the phone, email and during visits. Students must address work placement assessment requirements including completing a log book to indicate tasks completed during 48 service periods/ shifts and being observed completing workplace tasks.

Students will commence work placements from the end of the second term onwards and complete the 36 shifts before the end of the course. Students develop some hospitality skills and knowledge during the first 2 terms that can then be applied during the period of work placement.

JLC will provide students the Student handbook and Student Work placement roles and responsibilities document pre-enrolment so they are aware of the expected roles and responsibilities during work placement. A review of this documentation is completed by the trainer/ assessor with each student to assist students identify and understand their roles and responsibilities.

### **Course Duration**

This course is delivered over 52 weeks including holidays. This includes 48 weeks of term time and 4 weeks' holiday. Term time consists of four 12 week terms. Holiday periods include three 1-week term holidays and a 1 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week.

Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Work placement – 24 weeks x 6 hours per week = 144 hrs (Students may spend variable amounts of time per week while on work placement. However, a minimum of 144 hours of work placement must be completed during the course). Total study commitment per week is 32 hours (not including work placement). Total course study commitment is 32 hours x 48 weeks term time = 1,536 plus 144 hours work placement = 1,680 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

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To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands.

Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The language, literacy and numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2. Refer to the Student handbook or contact JLC for further details on course entry requirements.

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Students who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

On successful completion of this course students may progress onto the SIT40516 Certificate IV in Commercial Cookery or related courses.

### **Employment Pathway**

This qualification may provide entry into employment 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.

**Tuition fee** - \$ 14,650

**Enrolment Fee:** \$350

**Payment** – On enrolment \$4,000 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 4. The course consists of 4 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

### **Further information**

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Students should consider the information provided in this flyer and if interested in the course, request copies of the Student handbook and Student work placement roles and responsibilities document. Students are encouraged to contact the college to clarify any information in the pre-enrolment information.

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.

# SIT40516 Certificate IV in Commercial Cookery

CRICOS COURSE CODE 097381B

## Course Description

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

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafes, and coffee shops, or to run a small business in these sectors.

## Course structure

Students must successfully complete a total of 33 units of competency to achieve the SIT40516 Certificate IV in Commercial Cookery. This comprises 26 core units and 7 elective units

### Core Units

BSBDIV501	Manage diversity in the workplace
BSBSUS401	Implement and monitor environmentally sustainable work practices
SITHCCC001	Use food preparation equipment
SITHCCC005	Prepare dishes using basic methods of cookery
SITHCCC006	Prepare appetisers and salads
SITHCCC007	Prepare stocks, sauces and soups
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes
SITHCCC012	Prepare poultry dishes
SITHCCC013	Prepare seafood dishes
SITHCCC014	Prepare meat dishes
SITHCCC018	Prepare food to meet special dietary requirements
SITHCCC019	Produce cakes, pastries and breads
SITHCCC020	Work effectively as a cook
SITHKOP002	Plan and cost basic menus
SITHKOP004	Develop menus for special dietary requirements
SITHKOP005	Coordinate cooking operations
SITHPAT006	Produce desserts
SITXCOM005	Manage conflict
SITXFIN003	Manage finances within a budget
SITXFSA001	Use hygienic practices for food safety
SITXFSA002	Participate in safe food handling practices
SITXHRM001	Coach others in job skills
SITXHRM003	Lead and manage people
SITXINV002	Maintain the quality of perishable items
SITXMG001	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices

### Elective Units

SITXWHS001	Participate in safe work practices
SITHIND002	Source and use information on the hospitality industry
SITXWHS002	Identify hazards, assess and control safety risks
SITXINV001	Receive and store stock
SITXFIN004	Prepare and monitor budgets
SITXCCS007	Enhance the customer service experience
SITXCCS008	Develop and manage quality customer service practices

**Course currency status:** Current

### Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000 and JLC training kitchen Unit 33A, 261 Bridge Rd Richmond VIC 3121. Some assessment tasks will be completed in the client's own time. Students must also complete a period of work placement at a Hospitality industry organisation.



## **Qualification**

Upon successful completion of 33 units of competency, students will be issued a Nationally Recognised SIT40516 Certificate IV in Commercial Cookery. Students who successfully complete some but not all of the units of competency in the course will be issued a Statement of Attainment indicating the units they have successfully completed.

## **Delivery Method**

A blended delivery mode is employed including work placement, independent study and face to face training. The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations and group work. The context of the simulated workplace environment will be incorporated into delivery methodologies and students' complete tasks to workplace standards.

During independent study students will undertake homework activities, research, reading, practice applying their cooking and English language knowledge and skills. Students also prepare for assessments and undertake out of class assessments during this time. Students will be provided support via telephone, and e-mail by trainers. Refer to the Work placement section below for details on work placement delivery arrangements.

## **Assessment Method**

Assessment methods used include knowledge questions, reports, case studies, research activities and practical demonstrations/ observations, journal/ log book and third-party report. Students must also complete a period of work placement at a Hospitality industry organisation and complete work-related tasks. Joan Lawman College will arrange access to work placement organisations for clients to fulfil the assessment arrangements for the unit SITHCCC020 Work effectively as a cook.

Some of the units will be assessed independently from others. Some course units are assessed in conjunction with others via a clustered assessment method.

## **Work Placement**

To satisfy Training Package requirements for the unit SITHCCC020 Work effectively as a cook, students must complete a minimum of 48 complete service periods (shifts) in a hospitality workplace undertaking work tasks relevant to the unit content. Each service period must last for a minimum of 3 hours. Total minimum hours of work placement are 144 hours.

JLC will arrange/ secure work placements for each student. Students will access all hospitality workplace with a commercial kitchen that serves customers to address the requirements of this unit. Workplaces may include restaurants, educational institutions, health establishments, defence forces, cafeterias, kiosks, cafes, residential caterers, in flight and other transport caterers, and event and function caterers.

Students undertake duties as per work placement organisation and training package requirements under the supervision of a workplace supervisor. JLC trainers will support each student during the period of work placement via the phone, email and during visits. Students must address work placement assessment requirements including completing a log book to indicate tasks completed during 48 service periods/ shifts and being observed completing workplace tasks.

Students will commence work placements from the end of the second term onwards and complete the 36 shifts before the end of the course. Students develop some hospitality skills and knowledge during the first 2 terms that can then be applied during the period of work placement.

JLC will provide students the Student handbook and Student Work placement roles and responsibilities document pre-enrolment so they are aware of the expected roles and responsibilities during work placement. A review of this documentation is completed by the trainer/ assessor with each student to assist students identify and understand their roles and responsibilities.

## **Course Duration**

This course is delivered over 78 weeks including holidays. This includes 72 weeks of term time and 6 weeks' holiday. Term time consists of six 12 week terms. Holiday periods include five 1-week term holidays and a 1 week Christmas holiday. During term time students attend scheduled face to face classes for 20 hours per week.



Classes are scheduled for 2.5 days per week. Students will be required to undertake additional independent study, homework and assessment activities completed outside of the classroom for approximately 12 hours per week. Work placement – 24 weeks x 6 hours per week = 144 hrs (Students may spend variable amounts of time per week while on work placement. However, a minimum of 144 hours of work placement must be completed during the course). Total study commitment per week is 32 hours (not including work placement). Total course study commitment is 32 hours x 72 weeks term time = 2,304 plus 144 hours work placement = 2,448 hours.

### **Entry requirements**

Students must be over 18 years of age at the time of course commencement.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

### **Academic entry requirements**

To gain entry to this course, students should have successfully completed year 12 or secondary studies in applicants' home country equivalent to an Australian Year 11\* or 12 qualifications. (\*Subject to the country Assessment Level) and course.

### **English Language entry requirements**

Applicants from level 3 and 4 countries (as per Department of Home Affairs country classification) applying for this qualification must have a minimum English language proficiency of IELTS 5.5 (overall band) or an equivalent exam result recognised by the Australian Department of Home Affairs.

In addition to the above requirements, applicants from level 3 and 4 countries must also demonstrate language, literacy and numeracy ability and possess knowledge, skills, experience and qualifications in accordance with course demands. Applicants from level 1 and 2 countries (as per Department of Home Affairs country classification) applying for this qualification must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake this course. Applicants from country levels 1 and 2 are not required to submit IELTS or equivalent documentation to demonstrate they address course English language entry requirements.

The Language, Literacy and Numeracy skills that applicants must demonstrate during the application process to gain entry to this course are: Reading: ACSF level 2 Writing: ACSF level 2 Numeracy: ACSF level 2

### **Pre Training Review**

To ensure applicants are placed in a suitable course with an appropriate training and assessment strategy, we review applicants existing knowledge, skills, experience and qualifications. You will be asked to complete this Pre Training Review form during the enrolment process by providing details of your existing knowledge, skills, experience and qualifications that are relevant to the course being applied for. Joan Lawman College will then review this information and respond to you with the outcome of the review.

### **Recognition of Prior Learning (RPL)**

Recognition of Prior Learning is the process of formal recognition for skills and knowledge gained through previous learning. You may be eligible for recognition of prior learning for part or all of your intended course, based on your previous experiences and learning.

### **Credit Transfer**

You may be eligible for a credit transfer if you have previously undertaken training through an Australian Registered Training Organisation. Clients who have successfully completed whole units of competency with an Australian Registered Training Organisation that are identical to any of those contained within this course can apply for Credit Transfer.

### **Training Pathway**

On successful completion of this course clients may progress onto the SIT50416 Diploma of Hospitality or related courses.

### **Employment Pathway**

This qualification may provide entry into employment 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.

**Tuition fee - \$ 14,650**

**Enrolment Fee: \$350**

**Payment** – On enrolment \$2,790 is payable of which \$350 is a non-refundable enrolment fee. The balance of the course fee is paid in equal instalments prior to the commencement of terms 2 to 6. The course consists of 6 terms.

**Recognition of prior learning fee** - \$500 per unit of competence. All fees indicated are in Australian dollars.

**Further information**

Students should consider the information provided in this flyer and if interested in the course, request copies of the Student handbook and Student work placement roles and responsibilities document. Students are encouraged to contact the college to clarify any information in the pre-enrolment information.

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000.

## General English (Pre-Intermediate, Intermediate and Upper-Intermediate)

CRICOS COURSE CODE 097794C

### Course Description

This is a 40-week ELICOS General English course with 3 levels - Pre Intermediate, Intermediate and Upper intermediate. Each level has a 12 weeks duration consisting 20 hours of face to face delivery per week. 2 weeks holiday after completion of each level. Students may apply to enter this course at any of the three levels. Students will study all English language skill areas, including reading, writing, listening, speaking, vocabulary, pronunciation and grammar.

This General English course prepares students to communicate successfully in English outside the classroom. The course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communicative performance. The course effectively integrates the four macro-skills, which optimises the possibility of a student reaching their learning potential. By the end of the course, students will be able to use their English more confidently and with greater fluency.

### Target market

The target market for this course is international students who wish to improve their English language proficiency. This may be for a variety of purposes including to access VET or Higher education courses or another English language course or for personal reasons.

Students are from a variety of overseas countries. As adults, the students expect to be able to have some input into how classes are conducted.

Their main goal is to improve their English language competency. Students expect to be able to use their English in real life settings outside the classroom. Students have little or no understanding of the Australian way of life or cultural expectations, and so are interested in learning English in Australian contexts.

The target market for each of the three levels within the course will differ in terms of their English language ability. Students who wish to enter each level will possess English language ability appropriate for entering each level.

### Course structure

This General English course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communication skills. The course is also designed to develop grammar, vocabulary and pronunciation skills. By the end of the course, students will be able to use their English more confidently and with greater fluency. The core course content for each of the three levels in this course is divided into 12 content topics. Each topic includes materials that address each aspect of 'communicative competence'.

### Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000

### Course Start Dates

Monthly Intake

### Qualification

Students who partially complete or complete one or more levels within this course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

### Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week, the students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

### **Assessment Methods**

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

### **Course Duration**

This is a 40 week course with 3 levels - Pre Intermediate, Intermediate and Upper intermediate. Each level has a 12 week duration consisting 20 hours of face to face classes per week. Students are also required to undertake independent study activities for approximately 5 hours per week. Total study commitment per week is 25 hours. Total course study commitment per level is 12 weeks x 25 hours per week = 300 hours. Total course study commitment for students who undertake all three levels is 36 weeks x 25 hours per week = 900 hours.

### **Entry Requirements**

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

#### **English Language entry requirements**

Students must demonstrate that they possess the appropriate level of English to enter each of the 3 course levels within this course. Students can apply to enter any of the three levels within this course. Students must undertake a JLC English Test prior to course entry.

To enter the Pre intermediate course level, prospective students must demonstrate they possess Pre-Intermediate entry level English on a Joan Lawman College pre-entry test.

To enter the intermediate course level, prospective students must demonstrate they possess Intermediate entry level English on a Joan Lawman College pre-entry test, or achieve a passing grade in the Joan Lawman College General English Pre Intermediate level Course.

To enter the Upper intermediate course level, prospective students must demonstrate they possess Upper Intermediate entry level English on a Joan Lawman College pre-entry test, or achieve a passing grade in the Joan Lawman College General English Intermediate level Course.

### **Pathways**

Students who achieve a passing grade at Pre-Intermediate level may progress onto the Intermediate level at Joan Lawman College or another ELICOS provider.

Students who achieve a passing grade at Intermediate level may progress onto the Upper Intermediate level or IELTS Foundation level course at Joan Lawman College or another ELICOS provider.

Students who achieve a passing grade at Upper Intermediate level may progress onto Advanced level English language courses at another ELICOS provider. Successful completion of the levels within this course may enable students to address English language requirements for employment opportunities.

### **Tuition Fee**

Tuition fee: full course: \$16,000

Enrolment Fee: \$350

**Further information**

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at [www.jlc.edu.au](http://www.jlc.edu.au).

## IELTS Foundation Course

CRICOS COURSE CODE 907795B

### Course Description

This course is an intensive 14-week English language program, designed to prepare international students to take the IELTS test. The aim of this course is to develop student's English language ability and their ability to complete the IELTS formal test. The intended outcome is for students to possess and demonstrate the ability to achieve an overall IELTS band score of at least 6.0 in a formal IELTS test.

### Target market

The target market for this course are international students who wish to achieve an overall IELTS score of 6.0 in an IELTS test. The course is suitable for international students who possess an IELTS overall band score equivalent to IELTS 5.0 on course commencement and wish to develop their English language ability to achieve an overall IELTS score of 6.0 in an IELTS test.

### Course structure

This IELTS Foundation course is designed to develop autonomous learning through student-centred activities with a focus on task-based learning and communication skills. The course is also designed to develop grammar, vocabulary and pronunciation skills. By the end of the course, students will be able to use their English more confidently and with greater fluency.

The core course content in this course is divided into 12 content topics. Each topic includes materials that address each aspect of 'communicative competence'. Students are exposed to mock IELTS tests and conditions throughout the course. Feedback is provided on how to improve performance after each mock test.

### Location

Training and assessment will take place at the Joan Lawman College Mezzanine, 58 Franklin Street, Melbourne, Victoria Australia 3000

### Course Intakes

Monthly Intake

### Qualification

Students who partially complete or complete this course are provided a certificate and transcript. The documentation indicates the number of weeks studied and the English language ability the student has achieved for each of the four components of language learning. The level of language ability indicated aligns with the levels in the Common European Framework of Reference.

### Delivery Methods

The course is delivered via face to face training and independent study. The following delivery methods are implemented during face to face delivery depending on the subject matter: teacher presentations and demonstrations, individual tasks, case studies, research, role plays, practical demonstrations, discussions and group work.

Each week, the students are provided opportunities to negotiate meaning with a partner, a small group, the class as a whole and the teacher. This negotiation can occur in structured or unstructured settings. Each week students also have a new topic to negotiate, with changing contexts and expectations with regard to register and style.

Students also undertake independent study and assessment activities in addition to scheduled classes. Examples of activities include undertaking homework set by trainers, research, reading, practicing applying knowledge and skills learnt in class, and preparing for and undertaking out of class assessment tasks.

### Assessment Methods

Assessment is ongoing, based on student participation and language proficiency in all four skill areas (reading, writing, listening and speaking). Assessment methods will include: Short answer questions/ written tasks, presentations, demonstrations of verbal language skills that are observed by the assessor, research, reports and projects. Formative assessment opportunities are provided each

week and students receive feedback from teachers on performance. Summative assessments are scheduled every four weeks.

### **Course Duration**

This is a 14 weeks course with 12 weeks studying and 2 weeks holiday. 12 weeks teaching with 20 hours of face to face classes per week. Students are also required to undertake additional independent study activities for approximately 5 hours per week. Total study commitment per week is 25 hours. Total course study commitment is 12 weeks x 25 hours per week = 300 hours.

### **Entry Requirements**

Students must be over 18 years of age at the commencement of course.

Students must secure an appropriate visa that allows them to study in an Australian Registered Training organisation prior to course commencement.

There are no Education level entry requirements for any level of this General English course.

### **English Language entry requirements**

To enter this course, applicants must demonstrate they possess English language ability equivalent to IELTS overall band score of 5.0. Students must undertake a JLC English Test on application to demonstrate their English language ability.

### **Pathways**

Students who achieve an English language ability equivalent to IELTS 6.0, may be able to access Advanced level English language courses at other registered ELICOS providers. Students who achieve an English language ability equivalent to IELTS 6.0, may be able to access employment opportunities where applicants must demonstrate they possess an English language ability at this level.

**Tuition fee:** \$5,600

**Enrolment Fee:** \$350

### **Further information**

Please contact the Training Manager on 61 3 8669 1438 or by e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au) or visit the campus at Mezzanine, 58 Franklin Street, Melbourne, Victoria 3000. Information may also be accessed via the College website at [www.jlc.edu.au](http://www.jlc.edu.au).

# Applying for a course

## Pre enrolment

Students must read this Student handbook and JLC website in full. Students are encouraged to contact the college at [info@jlc.edu.au](mailto:info@jlc.edu.au) or Ph:+613 8669 1438 if you are unsure about any information included in this handbook or have any questions. If you have an Education agent they may also be able to assist you with any enquiry.

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

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Please Note: Although able to assist in completing education and visa applications, Education agents are not licensed to provide migration advice.

## Access & equity

Joan Lawman College staff treats all students fairly, equally and without discrimination. All staff activities and practice is guided by our Code of Conduct. Joan Lawman College provides access and equity to candidates with special learning needs.

As special needs extend to more than identified physical or learning difficulties, our trainers also consider the best approach when dealing with candidates with needs such as low literacy, lack of confidence or non-English speaking background.

Joan Lawman College trainers take special needs into consideration from the planning stage onwards and adopt particular delivery and assessment methods as appropriate.

## Enrolment Process

To apply for a course please follow the steps outlined below:

1. Read this handbook in full and review all the information on the JLC website.
2. Contact the Training Manager with any questions and seek clarification on any area relating to your course and enrolment
3. Complete the enrolment form.
4. Sign the enrolment form to declare that you understand all of the information provided and agree to the terms and conditions.
5. Return the enrolment form along with supporting documentation to Joan Lawman College Mezzanine, Franklin Street, Melbourne VIC 3000 or e-mail [info@jlc.edu.au](mailto:info@jlc.edu.au).
6. Complete the Pre training review form and Language, literacy and numeracy test. Return it to the college.
7. Joan Lawman College will assess your application and notify you of the outcome within 5 working days.
8. If your application is unsuccessful or incomplete JLC will inform you in writing including reasons why the application was unsuccessful or indicate further documentation/ information to be provided.
9. If your application is successful, an Offer letter and Written agreement will be sent to you.
10. Read the Offer letter and Written agreement carefully and seek clarification on any area by contacting JLC.



11. If you wish to accept the offer and understand all the relevant information provided, complete and sign the Written agreement to declare that you understand and accept all of the information provided and agree to the terms and conditions of the offer.
12. Return the Written agreement along with supporting documentation to Joan Lawman College College Mezzanine, Franklin Street, Melbourne VIC 3000 or e-mail [info@jlc.edu.au](mailto:info@jlc.edu.au).
13. Pay the relevant fees indicated in the Written agreement.
14. Once the completed and signed Written agreement and payment of fees have been received by JLC a Confirmation of Enrolment (eCoE) will be forwarded to you along with information on the course start date.
15. Students will use this eCoE to secure a student visa.

### **Recognition of Prior Learning (RPL)**

All candidates are provided with the opportunity to have their prior learning and experience assessed and gain recognition for this. This experience may have been gained from employment, previous formal training undertaken or life experiences. The RPL process will match a student's experience to the requirements in a unit of competency and assess if recognition can be granted.

Students may apply for RPL by submitting evidence of competency against the unit of competency performance criteria, knowledge and skills requirements. The RPL application form is available on request from the Training Manager.

### **Credit Transfer**

Joan Lawman College recognises qualifications and statements of attainment issued by other Australian Registered Training Organisations (RTO's). Candidates who have successfully completed whole units of competency contained within one of our courses with another Australian RTO can apply for credit transfer. Credit Transfer applications are processed free of charge.

Both processes allow the candidate to reduce the time and study load associated with achieving a qualification.

Students may apply for Credit Transfer by submitting a Credit Transfer application form along with original certificates/ statements of attainment to the Training Manager. The CT/RPL application form is available on request from the Training Manager.

Further information on the RPL/ CT process can be accessed by contacting the Training Manager.

\*\* Please note that RPL and CT applications can only be considered for whole units of competency.

### **Unique Student Identifier**

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

Joan Lawman College collects Unique Student Identifier (USI) data from each enrolled student to ensure compliance with this requirement.

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

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

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

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

### **Use of personal information**

JLC treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent. \*\*

\*\*Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and ESOS Act 2000 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Immigration & Border Protection (DIBP) and other regulatory bodies or to a court of Law. \*\* Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

### **Privacy & Use of personal information**

Joan Lawman College (JLC) respects student's privacy rights and operates in compliance with the Privacy Act 1988 and National Privacy Principles 2001. JLC treats all student personal information confidentially and will not disclose any details to a third party without the student's prior written consent.

\*\*

\*\*Except where required through its commitment to comply with the National Vocational Education and Training Regulator Act 2011 and ESOS Act 2000 and supply student data to the National VET Regulator (ASQA), National Centre for Vocational Education Research (NCVER), Department of Education, Department of Home and Affairs (DHA), Tuition Protection Service and other regulatory bodies or to a court of Law. \*\* Personal information may also be disclosed to relevant bodies for the verification of your previous qualifications.

### **Individual learning needs**

Prior to applying to undertake a course, students are encouraged to think about their individual learning needs. Students should then consider all the information provided in this handbook and decide whether the course, training and assessment methods and support mechanisms are appropriate for addressing their individual learning needs. Learning needs can mean different things to different people. Some examples of individual learning needs may relate to/ be the result of:

- Intellectual, psychological, physical or medical conditions or have vision or hearing impairments.
- Family, work or personal commitments that impact study
- Poor experiences encountered when undertaking previous studies at or since leaving school
- Why you want to undertake the intended course e.g. to access further study or employment opportunities
- The amount of time you have available to study per week (e.g. 22 hours) or the duration of time you have to complete a course e.g. 1 year.
- Preferred learning style/ s. Some people learn best through reading, listening or watching, some through working independently as opposed to in groups with others. Some people learn best when completing practical activities and/ or learning on the job. Some people learn best when undertaking a variety of learning methods identified above.
- Existing knowledge, skills and experience relevant to their intended course of study

Prior to submitting an enrolment application all students should read this handbook in full. Particular attention should be paid to the sections that outline how Joan Lawman College and the specific course in which you are interested could address your learning needs. e.g. Read the section on the type of academic support that is available to support students who have problems understanding the terminology in a subject and/ or with homework.

Course information pages provide details on e.g. course aims, course durations and course demands per week, types of learning and assessment methodologies, further study and employment opportunities on successful course completion. Students should think about whether the course and support mechanisms address their learning needs.

Students should note that course delivery and assessment methodologies, duration and many other aspects of a course can be amended (where feasible) to address individual learning needs.

Students should consider whether the support mechanisms outlined in this handbook are appropriate for supporting their individual learning needs. e.g. Sometimes being provided access to modified training materials address specific needs or being provided extra time to complete a task allows students to appropriately address the assessment requirements.

During enrolment students will be asked to identify any individual learning needs that require support during their course.

All applicants must demonstrate they possess the appropriate language, literacy and numeracy skills to undertake the intended course. Applicants LLN ability is assessed in conjunction with their knowledge, skills, experience and qualifications in accordance with this Training and assessment strategy. Each applicant will complete a Pre-training review form and Language literacy and numeracy test during the application process. On completion of the application process Joan Lawman College determines if the course is suitable for the student and addresses their learning needs.

Joan Lawman College encourage students to contact them and discuss any specific learning needs they may have and if/ how these can be supported during their studies.

### **Department of Home Affairs (DHA) and course entry requirements**

The Australian Department of Home Affairs uses a system to classify countries from which international students originate. At present the DHA system classifies countries as level 1, 2, 3 or 4.

During the application process, depending on your country of origin, you will be asked to provide evidence to demonstrate your English language ability in accordance with DHA requirements.

Applicants from level 1 and 2 countries will be asked to complete the JLC Language, literacy and numeracy test to address English language course entry requirements.

Applicants from level 3 and 4 countries will be asked to complete the JLC Language, literacy and numeracy test and supply evidence of an English language ability equivalent to IELTS 5.5 (overall band).

Details of country levels can be accessed via the Department of Home Affairs (DHA) website:  
<https://www.homeaffairs.gov.au/trav/visa-1/500-#tab-content-0>

An English language proficiency level of IELTS 5.5 (or equivalent) can be evidenced by providing documentation confirming you have achieved one of the following:

- The certificates must be certified by the agent as true copies or other appropriate organisations
- Where the evidence is provided of the appropriate English level the student can be assessed at this stage as meeting English language requirements.
- IELTS certificates are checked to establish that it comes from an approved IELTS testing centre. [http://www.ielts.org/test\\_centre\\_search/search\\_results.aspx](http://www.ielts.org/test_centre_search/search_results.aspx)
- An IELTS score of 5.5 (overall band) is required for entry. General and Academic IELTS certificates are accepted.
- Applicants who do not possess the required IELTS score or equivalent are advised to enroll in an ELICOS course to facilitate achieving the English language entry requirements.
- Equivalent qualifications demonstrating English proficiency are also accepted.
- The equivalent qualifications are also accepted for demonstrating English proficiency:
- Test of English as a Foreign Language internet-Based Test (TOEFL iBT) Certificate
- TOEFL iBT score of 46 or above for direct entry into a course; or 35 with an ELICOS course to be taken before your main course.
- Pearson Test of English (PTE) Academic Certificate
- PTE Academic score of 42 or above for direct entry into a course; or 36 with an ELICOS course to be taken before your main course.
- Cambridge English: Advanced (CAE) Certificate
- CAE test score of 47 or above for direct entry into a course; or 41 with an ELICOS course to be taken before your main course.
- Occupational English Test (OET) Certificate OET score of 'pass'
- TOEFL Paper-Based Test (PBT) Certificate (This test is only acceptable if taken in one of the following countries where IELTS is not available: Belarus, Ecuador, El Salvador, Guatemala, Honduras, Kyrgyzstan, Mali, Moldova, Solomon Islands, Suriname, Tajikistan, Tanzania, Uganda and Uzbekistan.)

- TOEFL PBT test score of 527 or above for direct entry into a course; or 500 with an ELICOS course to be taken before your main course.
- IELTS (or equivalent) certificates may not be required where:
  - Students have completed at least 6 months of a Certificate IV level course in an Australian RTO
  - Students have successfully completed a foundation course in Australia
  - Students have successfully completed the JLC Language, Literacy and Numeracy Test for the relevant course.
- Tests results/ certificates and other evidence demonstrating English proficiency older than two years are not accepted.

# Studying at Joan Lawman College

## Training Guarantee

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

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

If for any reason Joan Lawman College has to make any changes to the services that we agreed to provide the student pre-enrolment, we will notify the student as soon as possible in writing. The nature of the change/ s along with reason/s will be provided. Students will be notified of the changes and impact on them as soon as practicably possible.

Joan Lawman College is responsible for complying with the requirements of the VET Quality Framework and ESOS Framework when delivering Australian Qualification Framework (AQF) courses to students.

When delivering Australian Qualification Framework courses to students, Joan Lawman College will implement considered decisions and actions to ensure that it complies with the requirements of the VET Quality Framework and ESOS Framework.

## Student orientation

Orientation is conducted before the commencement of your training. Its purpose is to review and confirm the training and assessment processes and responsibilities of the student and Joan Lawman College during the course. It is also an opportunity for students to ask any last minute questions.

## Training

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

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

Students are provided the opportunity to undertake part/ full time, online, distance, workplace or a blended delivery mode for most courses. Please refer to course information pages for further details.

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

Delivery and learning methodologies may include presentations, individual and group work activities, case studies, individual coaching and practical demonstrations. Delivery will take place at our campus or in the student's work place and will involve a mixture of classroom and simulated work based environments to develop competency.

## Assessment

Student's performance is assessed in accordance with the guidelines outlined in the relevant AQF training package unit of competence. This may be in the form of answering questions in writing, verbally, keeping log books or through practical demonstrations of knowledge and skills developed.

Each unit of competency will normally involve two or three assessments and after each assessment the submission will be marked S – Satisfactory or U – Unsatisfactory. Overall unit results are recorded as C – Competent and NYC – Not Yet Competent.

Students are normally given 3 attempts to demonstrate competency at each assessment. If they are still unable to demonstrate competency at this point they must re-enrol and undertake the training again. This will incur a fee.

### **Work Placement**

It is an assessment requirement for students undertaking commercial cookery or hospitality courses to complete a period of work placement during the course.

Joan Lawman College arranges students work placement for them. However, if preferred students can arrange their own work placement.

A work placement introduces students to the world of work and is a valuable and essential part of their learning. A work placement provides students with an opportunity to learn about their rights and responsibilities and create an awareness of workplace environments and requirements. A work placement helps prepare students to enter the world of work on completion of their cookery or hospitality course.

Students will be placed in a hospitality workplace that serves customers. During the placement you may be required to work in a kitchen, accommodation services, food and beverage, gaming operations or housekeeping, in various hospitality industry settings, including bars, hotels, cafes, restaurants, clubs, pubs and motels.

It is planned for students to undertake the work placement in the second half of their course. This provides students the opportunity to develop skills and knowledge that they can then apply when completing tasks/ duties at the work placement organisation.

For example, students undertaking cookery courses may be required to prepare ingredients and dishes in accordance with the work placement organisations standards/ requirements. e.g. work as part of the cooking team. A workplace supervisor will demonstrate how to complete tasks to workplace standards and then supervise you when completing tasks. It's an enjoyable and great way to learn how to perform tasks in real life environments. The supervisor will provide you feedback on whether you are completing tasks to workplace standards. They support students in developing/ applying cooking/ hospitality skills.

Students undertaking the Diploma of Hospitality may also work in a kitchen preparing ingredients or dishes or they may be placed in a hotel serving customers, banqueting or other roles.

Trainers support students during the work placement via telephone conversations, email and visits. Students can also contact their trainer at any time during the work placement to seek advice and support.

During placement student performance is assessed by trainers observing you complete some workplace tasks. Students complete a Log book indicating the work tasks they have completed. The College will receive feedback from the workplace supervisor whether students can complete workplace tasks to organisation standards. All of the above are considered during the assessment process and used to decide whether students have addressed work placement requirements.

Request a copy of the Student Work placement roles and responsibilities document and refer to the Course information section in this handbook for further details of specific course work placement requirements. During orientation work placement arrangements are also discussed and students provided an opportunity to clarify information and requirements.

### **Academic Support**

Students who are experiencing difficulties with any aspect of their course are encouraged to contact their trainer or any other member of staff. Our trainers are able to provide academic support to facilitate the successful completion of your course. In certain circumstances they may refer you to external agencies for support.

### **Academic Misconduct**

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

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

### **Cheating**

Actions that are defined as cheating during assessment:

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

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

### **Plagiarism**

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

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

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

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

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

### **Collusion**

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

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

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

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

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

- be reprimanded

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

### **Personal/ Welfare Support**

We understand that our students sometimes require extra support to help them cope with their training course. Sometimes there can be personal issues that impact their successful course completion. JLC provides access to professional welfare services to ensure students with personal/ welfare issues are supported.

Students who are experiencing issues that are impacting their studies are encouraged to contact their trainer or the JLC Student support officer.

### **External Student welfare support**

Lauren Sokolski will provide student welfare services to Joan Lawman College students who are referred from the college. JLC will pay for this service. JLC will liaise with the student and Lauren Sokolski to facilitate the arrangement and provision of counselling services.

Lauren Sokolski will provide counselling for personal/ welfare issues where it has been identified by the student and/ or the college that the student require access to counselling services.

### **Examples of issues that will require referral may be:**

- If the student is encountering anxiety/ depression or displaying symptoms of mental health issues
- If the student is experiencing significant difficulties with adjusting to Australia and/ or life without their family support network
- If the student has personal issues around relationships, issues with members of their family that are subsequently negatively impacting the student.
- If the student has issues with drugs or alcohol or some other form of dependency.

### **English Language Support**

Students who experience difficulties with English language are provided support by our student services department. If a student is having difficulty understanding lessons, reading and or submitting written work to an appropriate standard they should be referred to the student services department.

All delivery, assessment and instruction are carried out in English unless otherwise stated. There may be the opportunity available to you for “reasonable adjustment” concerning the assessment process, depending on the level of support you require. Contact the Student services officer for further information.

Some examples of the type of support that we can offer include:

#### **Literacy**

- Providing examples and models of completed tasks.

#### **Language**

- Presenting information in small chunks and speaking clearly, concisely and not too quickly.

#### **Attendance**

Joan Lawman College staff record student attendance at each session and this will be recorded in accordance with Joan Lawman College policy and procedure.

It is a requirement for students to attend all scheduled classes. Joan Lawman College recognises that sometimes students may be unable to attend due to unforeseen circumstances. If for any reason a student is unable to attend all of part of a planned session they are to contact the Training Manager.

Joan Lawman College will monitor student's attendance and provide appropriate support to facilitate successful completion within the scheduled period.



Student who are experiencing issues that impact their ability to attend all scheduled classes encouraged to contact their trainer or the Student support officer.

If students are absent from an assessment due to illness or other circumstances and they can provide documentation to explain the absence (for example, a medical certificate), students must then arrange a time with the trainer to re-sit/ re-submit any missed assessment.

### **Recreational activities**

The College arranges sports/ recreational activities for students throughout the year. The sports and recreational activities may include:

- Sports events – soccer, tennis, cricket, AFL, Melbourne Cup
- Festivals – Local street music, arts and food festivals
- Trips to local attractions e.g. Victoria Market, Federation square, museums, galleries
- Tour of Melbourne CBD and surrounds
- Movies – in College and/ or at the cinema
- Arranging sports activities – swimming, tennis, badminton, cricket
- Cultural food nights in the College

A list of activities is produced and displayed on the notice boards around the College. Students are made aware of the availability of activities during orientation. The Student support officer prepares the activities schedule and are the point of contact for students.

Attendance at most events is free apart from those that require an entrance fee to be paid. E.g. attending sporting events

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

Issue	Who to contact	What will happen	Contact details
Academic problems Course progress Study problems Attendance problems English language problems Assessment problems Homework problems Course Credit	Trainer Student support officer	College staff will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem. College staff will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem. If the problem/ issue is out with the contact persons skills/ abilities to assist you they will refer you to either other internal staff member/s or to external support contacts who have the skills and experience to assist you.  Examples of some types of support may be: Study skills support English language support Extra tuition/ homework Reassessment Intervention strategy	61 3 8669 1438  info@jlc.edu.au
Student records Attendance records Course progress records	Trainer Administration staff	You will be asked to verify your identity You will be given help to understand the content of the records Your records will be made available to you and the details explained Any errors or omissions will be corrected	61 3 8669 1438  info@jlc.edu.au
Housing Transport Personal issues Harassment Money problems Loneliness Family problems Orientation program	Student support officer (SSO)	The SSO will give you an opportunity to outline your problem and will ask questions to identify the underlying reasons for the problem.  The SSO will work with you to negotiate a solution to the problem and assist and support you to manage/ solve the problem.  If the problem/ issue is out with the SSO's skills/ abilities to assist you they will refer you to either other internal staff member/s or to external support contact/ s who have the skills and experience to assist you. The SSO may provide advice and referral to websites and/ or services that can assist you with the issue/ problem.  The Training Manager will explain the reasons why this has happened and what the process involves including the outcomes to the student.	61 3 8669 1438  info@jlc.edu.au
Notice of intention to report		The Training Manager will explain the process of reporting and potential outcomes. The Training Manager will provide contact details for DIBP. Students have the right to access the Complaints and appeals process at any time if they have a grounds to appeal the decision to issue the notification.	
Fees and refunds Access to your own records	Training Manager Administration	You will be given help Your fee records will be provided and explained Any errors will be corrected Payment plans will be discussed Payment options will be discussed Your records will be made available to you and the details explained Any errors or omissions will be corrected	61 3 8669 1438  info@jlc.edu.au
For visa matters	Department of Immigration and Border Protection (DIBP)	You will receive official government department advice	<a href="https://homeaffairs.gov.au/">https://homeaffairs.gov.au/</a> <ul style="list-style-type: none"><li>• Phone 131 881 in Australia</li><li>• Contact the DHA office in your country.</li></ul>
For your ESOS rights and responsibilities	Department of Education (DOE)	You will receive official government department advice	<ul style="list-style-type: none"><li>• <a href="http://cricos.gov.au/">http://cricos.gov.au/</a> ESOS Helpline +61 2 6240 5069</li></ul>

## **Complaints and Appeals**

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

If the student is not satisfied with the outcome of the informal complaint they may lodge a formal complaint by completing the formal complaints and appeals form contained in appendix one of this handbook. This will be dealt with in accordance with the complaints and appeals policy, also located in appendix one of this handbook.

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

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

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

An external party to Joan Lawman College will review the case to identify if Joan Lawman College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

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

The availability of the JLC Complaints and appeals process, does not remove students right to protection under Australia's consumer protection laws.

## **Student feedback**

To ensure we continually improve our training services and facilities Joan Lawman College encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

## **Certificates/ statements of attainment**

Students who successfully complete a full qualification will be awarded a certificate and academic transcript. Students who successfully complete a unit/s of competency will be awarded a statement of attainment.

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To ensure we continually improve our training services and facilities Joan Lawman College encourages students to give us feedback in an informal and formal way. Please approach any member of staff with informal feedback and we would appreciate if you could please take a few minutes at the end of your course to complete the training evaluation form.

If you wish to complain about any aspect of your training and assessment with us please approach a member of staff with informal complaints or formally by accessing the Complaints and Appeals process. Further information on the Complaints and Appeals policy and procedure is contained within this handbook.

### **Certificates, Record of results and Statements of attainment**

Joan Lawman College is responsible for complying with the requirements of the Australian Qualification Framework (AQF) to issue eligible students a Certificate and Record of results or a Statement of attainment.

Joan Lawman College will issue students a Certificate and Record of results or a Statement of attainment in accordance with its scope of registration. All Certificates, Record of results and Statements of Attainment will meet the requirements of the Australian Quality Framework (AQF). Certificates, Record of results and Statements of Attainment will only be issued to students once all course related fees due to Joan Lawman College have been fully paid by the student.

Upon successful completion of all the units of competency in their course of study, students will be issued a Certificate and Record of results. A student who successfully completes some but not all of the units of competency in their course of study will be issued a Statement of attainment indicating the units they have successfully completed.

Students who successfully complete a qualification with Joan Lawman College may be able to access job opportunities. However, students should note that successfully completing a course at Joan Lawman College does not guarantee that they will gain employment in a job role/ industry.

## Studying in Australia

Please visit the websites below to find out all about studying in Australia

### Victoria

[http://www.study.vic.gov.au/deecd/learn/student-programs/en/student-programs\\_home.cfm](http://www.study.vic.gov.au/deecd/learn/student-programs/en/student-programs_home.cfm)

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

<http://www.studyinaustralia.gov.au/explore-australia/victoria>

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

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

### Study in Australia

<http://www.studyinaustralia.gov.au/> Is an Australian Government owned website that details information on living and studying in Australia including: why choose Australia; The Australian Education System; Education Costs; Bringing your children; English Courses; holidays; accommodation; support services; visa compliance; working; living costs; health and safety; insurance; banking; phone and internet; Overseas Student Ombudsman; transport and more...

### Living in Australia

<http://studyinaustralia.gov.au/Sia/en/LivingInAustralia/LivingInAustralia.htm>

### Life in Australia Book (translated versions)

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

### Overseas Students Ombudsman

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

### Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) for the latest information.

### Student Visa options

<https://www.homeaffairs.gov.au/trav/stud>

### Applying for a Student Visa – rules and requirements

<https://www.homeaffairs.gov.au/trav/stud/more>

### Provider default (if your provider can no longer offer your course for study)

<https://www.homeaffairs.gov.au/trav/stud/more/education-providers-default>

### Student Visa Conditions

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

*These conditions include (but are not limited to):*

- Complete the course within the duration specific on the CoE
- **Maintain** satisfactory course progress
- **Maintain** satisfactory attendance (ELICOS students only)
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter of release from the College to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit <https://www.homeaffairs.gov.au/trav/stud/more>

## Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 23 million people, with most people staying in the 6 major Cities of Melbourne, Sydney, Adelaide, Perth, Brisbane and Darwin.

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



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

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

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

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

### Victoria

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

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

## Melbourne

Melbourne is a great place to live and study. Melbourne has been consistently ranked as “one of the world’s most liveable cities” by the economist intelligence unit (UK). The population is approximately 4.1 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

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 percent of Melbourne’s population was born overseas and Melbourne has the largest population of international students in the country.

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

Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. The city is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from 140 nations and 170 cultures living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

The city centre is on the banks of the Yarra River, 5km from Port Phillip Bay. Melbourne is only a short distance from many beautiful beaches as well as the Victorian mountain regions, where skiing is popular during winter.

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

### Safe and Friendly

Melbourne is one of the safest cities in the world to live, work and study. The locals are friendly, and the city’s multicultural vibe means you’ll instantly feel at home here. Whether you’re heading out for a bite to eat, exploring the parks and leafy boulevards or just catching the tram to college, you’ll always feel secure and welcome.

### A Shopper’s Paradise

With locally designed originals and the best of international brands to choose from, Melbourne shoppers are spoiled for choice.

### A sporting capital

Melbourne’s sporting calendar is packed with electrifying events. Cheer on your favourites at the Australian Open Tennis Championships, A- League Soccer, Formula 1 Grand Prix and Melbourne Cup Carnival, or head to the Melbourne Cricket Ground for the best Aussie Rules football experience.

### Foodies unite

The melting pot of cultures in Melbourne is reflected in its restaurants, cafes, bistros and bars. You can feast on a dizzying spread of the world’s great cuisines or just follow your nose down a cobblestoned. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine.

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

### Culture and Creativity

Joan Lawman College is the Registered Business Name of  
Joan Lawman School of Beauty Pty Ltd  
RTO No.40697 CRICOS No.03634G

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Melbourne, Victoria 3000 Australia  
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info@jlc.edu.au  
www.jlc.edu.au

Melbourne kicks up its heels all year round, offering everything from opera and Broadway spectaculars to contemporary dance and comedy. The art scene evolves with constant displays at museums, galleries, public art spaces and artist-run venues throughout the city.

### **Religion**

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

### **Melbourne Weather**

As a general rule, Melbourne enjoys a temperate climate with warm to hot summers, mild and sometimes balmy springs and autumns, and cool winters.

While Melbourne has a reputation for rain, the city actually receives less rainfall than either Brisbane or Sydney.

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melburnians enjoy the warmth of cosy cafes and bars. Spring is a time for renewal – a great time to head back into our parks and revel in our beautiful gardens.

Melbourne's climate is mild temperate, with four distinct seasons. Average temperatures in summer are 14-24C, in spring and autumn are 10-20C, and cool winters average 7-14C.

You can check the latest weather conditions, forecasts and weather warnings at <http://www.bom.gov.au/>

### **Surrounding areas to visit**

Melbourne is located in the Australian state of Victoria. There are lots of unique attractions that are easily accessible as day trips, including:

- The Great Ocean Road and Twelve Apostles
- Thermal spas in Hepburn Springs
- Phillip Island's Penguin Parade
- Yarra Valley wineries
- The snowfields in Victoria's High Country
- Healesville Sanctuary, where you'll come face-to-face with some of Australia's unique native animals.

You can visit the website for more information

<http://www.thatsmelbourne.com.au/visitors/tours/Pages/ToursCruises.aspx>



## Pre arrival and Arrival information

### Australia Post

Lists Australian postcodes and post office locations:

Web: [www.auspost.com.au](http://www.auspost.com.au)

### Around Victoria

Web: [www.visitvictoria.com](http://www.visitvictoria.com)

### In Melbourne

Web: [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au)

Web: [www.visitmelbourne.com](http://www.visitmelbourne.com)

### Live and work in Victoria

Web: [www.liveinvictoria.vic.gov.au](http://www.liveinvictoria.vic.gov.au)

### Library

State Library of Victoria

Web: <http://www.slv.vic.gov.au/>

### Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website

<http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02) 6273 3999
Greece	(03) 9866 4524
Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
Korea South	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714
Vietnam	(02) 6268 6059

For a complete list of foreign embassies in Australia visit [-http://protocol.dfat.gov.au/Mission/list.rails](http://protocol.dfat.gov.au/Mission/list.rails)

### Arranging Travel

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.



## Things to Do: Before Leaving Home:



- Apply for passport.....
- Arrange student visa .....
- Make contact with College .....
- Complete required forms with College .....
- Make payments to College .....
- Arrange for immunisations and medications from doctor .....
- Apply for a credit card and/or arrange sufficient funds .....
- Confirm overseas access to your funds with your bank .....
- Make travel arrangements.....
- Arrange travel insurance / OSHC .....
- Advise institution of travel details.....
- Arrange accommodation .....
- Arrange transport from airport to accommodation .....
- Pack bags being sure to include the following:
  - Name and contact details of a College representative .....
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency .....
  - Important documents:
    - This Handbook! .....
    - Passport .....
    - Letter of Offer .....
    - Confirmation of Enrolment (eCoe).....
    - Certified copies of qualifications & certificates .....
    - Travel insurance policy .....
    - ID cards, drivers licence, birth certificate (or copy).....
    - Receipts of payments paid .....
    - Medical records and / or prescriptions. ....

If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

## Upon Arrival in Australia:



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

## What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Customs website: <http://www.customs.gov.au/>

For information on how much luggage you can bring check with your airline.

## Information and Tips in various languages -

<http://www.customs.gov.au/knowbeforeyougo/default.asp>

## Australian Customs for arriving travellers -

<http://www.customs.gov.au/site/page4351.asp>

## Guide for Travellers -

<http://www.customs.gov.au/webdata/resources/files/GuideforTravellers-WEB2.pdf>

## Various other information on living in Australia

<http://www.studyinaustralia.gov.au/global/live-in-australia>

<http://www.studyinaustralia.gov.au/global/why-australia>

## Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

## Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: <https://www.homeaffairs.gov.au/trav/life>

## Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

## Schools

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

**For further information, please contact  
Victorian schools**

There are two types of schools in Australia – State schools and independent schools.

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

Directory of State and Independent Schools Victoria

<http://www.education.vic.gov.au/findaservice/home.aspx>

**Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services.

**Medical Issues**

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

**Overseas Student Health Cover (OSHC)**

International students are required by the Australian government to join a private health insurance scheme. The OSHC premium cover must be paid during enrolment before a student visa is issued. You will need to purchase the OSHC at the same time as paying the course fees. The OSHC entitles you to free hospital cover and will contribute to standard doctor's fees.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC.

**Links to their OSHC organisation websites are:**

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

[www.bupa.com.au](http://www.bupa.com.au)

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

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

It is a visa requirement that all overseas students possess OSHC while they are studying at the College. An example of current OSHC fees are:

An example of current OSHC Bupa fees are:

- Single (for 12 months) \$544
- Couple (for 12 months)\$3,062
- family (for 12 months) \$5,373

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Some students may be exempt from enrolling in the OSHC such as students from countries whose 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/health-privatehealth-consumers-ovc.htm>

**OSHC FACTSHEET (Australian Government)**

<https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>

**Comprehensive Questions and Answers**

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

**Australian laws and travel tips**

<http://australia.gov.au/topics/law-and-justice>

<http://australia.gov.au/topics/immigration>

<http://australia.gov.au/topics/tourism-and-travel>

<http://australia.gov.au/topics/tourism-and-travel/state-tourism-and-travel-links>

**Electricity**

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

**Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phone cards.

Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

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

## Cost of living in Melbourne

### Banks

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

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

### Credit cards

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

### Currency

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

### Working in Australia

Students can currently work 20 hours per week during the College study time and full-time during term breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the College for further details. International students tend to secure jobs in the service based industries although there are no limits to the industry in which you can gain employment. Department of Home and Affairs website <https://www.homeaffairs.gov.au/trav/work>

### Tax File Number

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

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

### How to resolve workplace issues

Dealing with workplace issues can be time consuming and frustrating, but its important to access concerns as soon as they arise to stop them from becoming more serious. Handling workplace issues promptly can also help you to build better relationships with your employees. please visit the website:

<https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-resolving-workplace-issues>  
<file:///C:/Users/Ying/Downloads/an-employers-guide-to-resolving-workplace-issues.pdf>

### Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

The DHA provide the following guidance to international students (as at 01/02/2018) - Cost of living per student - \$20,290 per year, plus school tuition fees. If bringing children 5-18 year's old- cost of living per year \$\$3,040 per year and cost of living is bringing a partner - \$7100 per year.

For further information refer to: <http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living> and <https://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>

## Accommodation

### Student Apartments

Living in a student apartment combines the independence you get from living alone with the social aspect of living with fellow international students. Apartment buildings will house students from all nationalities, some of whom may be your class mates, or studying at a school close to you. Apartments will frequently hold social activities encouraging interaction between tenants.

#### Uni Lodge

238 Flinders Street  
Melbourne Vic 3000  
Tel: +61 03 9224 1500  
Email: [unilodge.flinders@unilodge.com.au](mailto:unilodge.flinders@unilodge.com.au)  
Website: [www.unilodge.com.au/Melbourne](http://www.unilodge.com.au/Melbourne)

#### Student Housing Australia

6 High Street  
North Melbourne Vic 3051  
Tel: +61 03 9663 1188  
Email: [info@s-h-a.com.au](mailto:info@s-h-a.com.au)  
Website: <https://sha.com.au/>

### Homestay

Homestay accommodation involves living with an Australian family and adapting to their ways of life. It is a fantastic opportunity for students who wish to immerse themselves in the Australian culture and improve their English. The minimum stay for Homestay accommodation is four weeks and it can be used as either a long term accommodation option or as a short term option while you settle in the Australian life.

### Temporary Accommodation:

#### Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

#### Backpackers

Generally designed for travellers staying short term, backpacker accommodation can be a great short term (1-2 weeks prior to course commencement) way to familiarise yourself with Melbourne while deciding what longer term accommodation you may like to have. Backpacker hostels generally provide you with a room with a bed. Bathrooms and kitchens are shared amongst all tenants. This creates a highly social environment amongst people from all nationalities.

#### The Friendly Backpacker

197 King Street  
Melbourne Vic 3000  
Tel: +61 03 9760 1111  
Website: [www.friendlygroup.com.au](http://www.friendlygroup.com.au)

#### Hotel Bakpak

167 Franklin Street  
Melbourne Vic 3000  
Tel: 1800 645 200  
Web: [www.bakpakgroup.com](http://www.bakpakgroup.com)

The College is able to assist you in finding short term accommodation prior to arrival. JLC will assist students by helping them access the accommodation agencies/ sources listed below. Please contact the College at [info@jlc.edu.au](mailto:info@jlc.edu.au) for further details.

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

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

All students are encouraged to organise accommodation prior to arrival in Australia.

The following types of accommodation are available for International students:

1. Full Board (Home stay) AU\$250 - AU\$370 per week
2. Student house AU\$200 - AU\$250 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

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

Some useful internet sites for housing are:

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

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

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

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

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

[www.realestate.com.au](http://www.realestate.com.au)

[www.gumtree.com.au](http://www.gumtree.com.au)

[www.flatmatefinders.com.au](http://www.flatmatefinders.com.au)

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

Newspaper classifieds: Herald Sun, The Age

### **Transport**

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

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

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

Melbourne has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns.

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

At the moment international students cannot access concession rates of travel on the public transport system. To travel, you are required to have the validated ticket. Myki is the smart card ticketing system, it



validates for travel on V/Line trains, buses and trams between major regional towns and Melbourne. Find out more information and costs please go to [www.myki.com.au](http://www.myki.com.au)

The City of Melbourne and the metropolitan area is split into travel zones and fares are charged depending which zones you are travelling between.

### Examples of travel costs on public transport

#### Two hour of travel fair table

	Zone 1	Zone 2	Zone 1+2
Full Fare	\$4.30	\$2.94	\$4.30

#### All day travel fare table

	Zone 1	Zone 2	Zone 1+2
Full Fare	\$8.60	\$5.88	\$8.60

For further information refer to:

MetroLink at <https://www.ptv.vic.gov.au/> or by phone on 131938

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

### Road Maps and directions

Web: [www.street-directory.com.au](http://www.street-directory.com.au)

### Melbourne Airport

Dial: 03 9297 1600

Web: [www.melbourneairport.com.au](http://www.melbourneairport.com.au)

### Melbourne Airport Bus

Skybus operates between Melbourne Airport and the city centre:

Web: [www.skybus.com.au](http://www.skybus.com.au)

### Taxi services

Dial: 132 227

Web: [www.victaxi.com.au/taxi-customers/hiring-a-taxi.aspx](http://www.victaxi.com.au/taxi-customers/hiring-a-taxi.aspx)

### Public transport – in Melbourne

MetroLink

Dial: 131 638

Web: [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

### Public transport – around Victoria

VLine

Dial: 136 196

Web: [www.vline.com.au](http://www.vline.com.au)

### Food

Due the diverse nature of Melbourne's population international students have a wealth of cuisines to choose from when eating out and supermarkets buy ethnic food when cooking at home. Main meals in cheaper restaurants cost approximately \$10.00-14.00.

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

### Some other indicative costs

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Joan Lawman College is the Registered Business Name of  
Joan Lawman School of Beauty Pty Ltd  
RTO No.40697 CRICOS No.03634G

Mezzanine, 58 Franklin Street  
Melbourne, Victoria 3000 Australia  
ABN 15 161 234 313

T +61 3 8669 1438  
info@jlc.edu.au  
www.jlc.edu.au

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Listed below are prices of some items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Shoes 1 pair \$75.00, Jeans 1 pair \$85.00, Toothpaste 140g \$3.00, Shampoo 500ml \$3.50  
T-shirt \$25.00, Hairdresser \$25.00 to \$45.00, Newspaper \$2.50, Cinema ticket \$20.00

To review prices of every prices and, clothing/ household good refer to the following websites:

[www.coles.com.au](http://www.coles.com.au)

[www.woolworths.com.au](http://www.woolworths.com.au)

[www.aldi.com.au](http://www.aldi.com.au)

[www.target.com.au](http://www.target.com.au)

[www.kmart.com.au](http://www.kmart.com.au)

## Student safety information

### Occupational Health and Safety

Joan Lawman College conducts regular Health & Safety reviews covering all Joan Lawman College operations to ensure our facilities, equipment, materials and practices comply with all OHS legislation. Our staff will deliver training and assessment activities in a manner that removes or controls any hazard/ risk.

Students must also act in manner that safeguards their own health and safety and that of their fellow classmates. When Joan Lawman College staff are providing OHS information it is important that this is understood and instructions followed. If a student spots a potential hazard please report this to a member of staff and they will take the appropriate action.

Further information on OHS can be found at the following websites:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety>

<https://www.safeworkaustralia.gov.au/system/files/documents/1702/workers-guide-workplace-bullying.pdf>

### Student Safety

We are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety.

### When attending Joan Lawman College:

- Joan Lawman College will be staffed at all times during day and evening classes and all entrants may be asked for identification
- Students will be asked to display identification at all times when entering the premises
- Visitors are not permitted into the training facilities without express permission from the CEO
- Please contact the nearest member of staff if you:
  - feel threatened or unsafe at any time
  - have concerns about someone else's behaviour
  - are worried about someone harming themselves or someone else
  - receive unwanted attention or communications
- Please do not approach another person who is concerning you with their behaviour. Contact the nearest member of staff.

### Attending evening or weekend classes

- When travelling to evening or weekend classes be vigilant as the area can be quieter during the evening and weekends.
- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows upon leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car - if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students)
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of Joan Lawman College and the Police.
- A mobile telephone may help you feel more secure.
- Create a buddy system for walking to parking lots

For further information on public safety and advice on how to make your time at Joan Lawman College as enjoyable and safe as possible please refer to Victorian Police Community safety website:

[http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media\\_ID=57109](http://www.police.vic.gov.au/content.asp?a=internetBridgingPage&Media_ID=57109)

In an emergency you can contact the Police, Fire Brigade and Ambulance by dialing 000. The operator will ask for your name and address and other details of the emergency situation. This call is free of charge but should be used only in an emergency.

If you feel unsafe or threatened at any time, have anything stolen, or are assaulted, you can contact the Police for help and to report the incident.

If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

## Legislation that impacts International students

### Legislative Frameworks

The following information provides an overview of the regulatory frameworks relevant to studying at Joan Lawman College.

#### The National Vocational Education and Training Regulator Act 2011

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. The main part of the Act that guides Joan Lawman College in its activities is the National VET Regulators Standards for Registered Training Organisations 2011. There are another 3 main parts of the act that impact and guide Joan Lawman College practice. This sets out the standards and provides guidance on Joan Lawman College practice. Joan Lawman College policies and procedures and operating practices are in compliance with this regulatory framework. The Framework and relevant Joan Lawman College policies and procedures will be explained to you during orientation so that you are aware of your role and Joan Lawman College obligations.

#### VET Quality Framework

The Vocational Education and Training sector is heavily regulated because the provision of quality training significantly impacts the economy in general, industry and individuals lives. Joan Lawman College operates in several sectors and therefore must operate in compliance with several regulatory frameworks and pieces of legislation including:

- The National Vocational Education and Training Regulator Act 2011

VET Quality Framework

- Standards for Registered Training Organisations 2015
- Data Provision Requirements 2012
- Fit & Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Australian Qualifications Framework.

#### Standards for Registered Training Organisations 2015

<http://www.comlaw.gov.au/Details/F2014L01377>

#### The VET Sector (Vocational Education and Training)

The VET accredited courses being delivered by Joan Lawman College require Joan Lawman College to also adhere strictly to the Federal and State bodies which develop and oversee the delivery of the national curriculum. The VET sector is characterised by the use of Competency Based Training – being competent in this context means having the skills, knowledge and attitudes to be able to perform tasks to pre-established industry standards.

#### ESOS Act 2000

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular ESOS provides tuition protection for international students.

*The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

<https://www.legislation.gov.au/Series/C2004A00757>

### **The National Code of Practice 2018**

The National Code is established under the Education Services for Overseas Students (ESOS) Act 2000. To become CRICOS-registered, a provider must demonstrate that it complies with the requirements of the National Code. The National Code is a legislative instrument. It is legally enforceable and breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration. This includes conditions on registration, suspension or cancellation of registration.

The National Code complements existing national quality assurance frameworks in education and training including the Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).

The National Code complements existing national quality assurance frameworks in education and training including the Standards for RTO's 2015 (for registered vocational education and training providers offering these courses).

<https://www.legislation.gov.au/Details/F2017L01182>

### **ELICOS Standards 2018**

The National standards for ELICOS providers and courses (ELICOS Standards) are guidelines for regulatory authorities to make recommendations for acceptance of providers to be registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) under the ESOS legislative framework.

ELICOS (English Language Intensive Courses for Overseas Students) applies to students studying in Australia on student visas. 'Intensive' denotes full-time study comprising a minimum of 20 scheduled course contact hours per week of face-to-face classes of English language instruction.

ELICOS forms a significant part of Australia's international education sector. Students come from overseas to study the English language for a variety of reasons. Some need to improve their English for work or career purposes, some have a personal interest in becoming fluent in English, and some intend to travel. Others may want to continue their education in English, either in Australia or elsewhere, and need to develop the language skills to undertake further study. Consequently, the ELICOS Standards enhance Australia's reputation as a provider of quality education to international education markets and assist in attracting high quality international students to Australia.

<https://www.legislation.gov.au/Details/F2017L01349>

### **The ESOS Framework Student rights and responsibilities**

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

#### **Protection for overseas students**

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

#### **Your rights**

The ESOS framework protects your rights, including:

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

under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

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

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

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

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

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

### Your responsibilities

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

- satisfy your student visa conditions
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- meet the terms of the written agreement with your education provider
- inform your provider if you change your address
- maintain satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy, and
- if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

### Contact details

For policies and procedures that affect you:

- Speak with JLC
- Go to your provider's website
- Department of Education and Training
- For your ESOS rights and responsibilities  
<https://internationaleducation.gov.au/Pages/default.aspx>

- Further information on the ESOS Framework is provided in the following link:  
<https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/ESOSEasyGuide/Pages/ESOSEasyGuide.aspx>

### ESOS Enquiries

General enquiries:	Phone: 1300 615 262
Online:	<a href="https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx">https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx</a>
Visa enquiries:	Department of Home Affairs. Phone: 131 881 (within Australia)
Online:	Department of Home Affairs <a href="http://www.homeaffairs.gov.au">http://www.homeaffairs.gov.au</a>
PRISMS Help Desk:	Phone: 02 6102240 7647
Email:	<a href="mailto:prisms@education.gov.au">prisms@education.gov.au</a>
ARC Hotline:	Phone: 1300 793 993 Email: <a href="mailto:esosarcmailbox@education.gov.au">esosarcmailbox@education.gov.au</a>

For further information on Australian Legislation and how it affects International Students visit:  
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

### VISA Information

<https://www.homeaffairs.gov.au/>  
<https://www.homeaffairs.gov.au/trav/visa-1/500->



# Joan Lawman College Code of Conduct

Joan Lawman College practices are directed by our Code of conduct. The code of conduct is guide to ensure we consistently provide the highest possible quality services to all our stakeholders and ensure we act in manner that respects their rights.

## Access & Equity

Joan Lawman College ensures that:

- all students and staff are treated in a fair and equitable manner regardless of age, race, religion, gender, sexuality, disability or origin
- we employ a systematic, fair and equitable approach to enrolling students
- all staff will perform their duties in a fair, equitable and respectful manner
- all training and assessment staff employ language that facilitates learning and achievement and does not exclude sections of studentele
- all staff are aware of their responsibilities with respect to equity and access
- staff activities are evaluated for continuous improvement purposes
- staff are culturally aware and sensitive to differing norms, beliefs and values
- systems are employed to receive feedback on its application of this policy
- staff and students are required to comply with access and equity requirements at all times.

## Management

Joan Lawman College ensures that:

- the provision of high quality training and assessment is its principal purpose
- all decisions will be informed by appropriate stakeholders to ensure that high quality training & assessment is consistently provided
- we adopt appropriate governance arrangements to guide the implementation of its strategic and business plans
- appropriate financial management and student fee protection arrangements are consistently implemented
- suitably qualified staff contribute to informed decision making in management, academic and support services
- all staff are aware of their responsibilities to Joan Lawman College and the studentele
- it employs a fair and equitable systematic approach to recruitment, induction and professional development of its staff
- a safe learning environment is provided both on and off site to facilitate student learning
- it maintains appropriate insurances
- it will inform the National VET Regulator any significant changes to the control, senior management and scope of registration.
- it provides the National VET Regulator with the required data in soft and hard copy when requested. (free of charge).
- it will fully cooperate with all National VET Regulator during audits
- courses delivered are current and in accordance with training package requirements
- it will implement new training packages/ accredited courses within 12 months of their introduction
- it communicates all appropriate information relating to academic and support services to students in a timely manner

## Administration management

Joan Lawman College ensures that:

- AVETMISS & academic results records are stored electronically for a period of 30 years
- original copies of assessments for students are stored for a period of 6 months from the date the student completes their course
- enrolment and administrative documents relating to the student undertaking their course are stored for a period of one year from the date a student completes their course

- records relating to the delivery of training to students are stored for at least 6 months post course completion
- all non-participation records relating to the delivery of training to are stored for a period of 7 years from the date the student ceased their studies.
- personal records are treated as confidential and stored on and off site
- it maintains appropriate systems to record and store student details relating to attainment, attendance AVETMISS details and related correspondence
- it adopts an AVETMISS compliant student management system
- staff and students are to be able to access their own records at no cost.
- statements of attainment and certificates are awarded to students who successfully complete courses
- statements of attainment and certificates are provided in a timely manner
- statements of attainment and certificates contain the required information
- it employs unique student identifiers where required

### **Training & assessment**

Joan Lawman College ensures that:

- all learning and assessment materials are their own or permission obtained from publishers for use
- courses are delivered in accordance with AQF training package requirements or those prescribed for non-accredited courses.
- learning and assessment strategies are employed for each course in accordance with regulatory requirements
- suitable learning and support resources are employed to guide staff and students
- the opportunity for recognition of prior learning and credit transfer are provided to students
- all accredited courses provided are in accordance with its scope of registration
- appropriate academic and personal support services are provided to students
- language, literacy and numeracy needs are assessed and accommodated where appropriate
- course delivery is no longer than 8 hours per day
- all course learning and assessment material is systematically validated internally and externally
- all learning and assessment strategies are systematically validated internally and externally
- course and Joan Lawman College information is provided to students pre enrolment and at orientation
- appropriate learning and assessment facilities are provided to facilitate achievement
- learning and assessment facilities comply with appropriate legislation

### **Staff**

Joan Lawman College ensures that training and assessment staff:

- possess relevant current vocational experience for the course/s they deliver
- hold appropriate vocational qualifications
- possess a TAE40110 Certificate IV in Training and Assessment or equivalent
- engage in professional development activities relevant to their teaching
- follow Joan Lawman College policies and procedures when training and assessing
- treat all students in a fair and equitable manner
- treat students in a non-discriminatory manner
- are fully informed of their roles and responsibilities

### **Marketing & enrolment**

Joan Lawman College ensures that it:

- provides appropriate pre enrolment information to students to enable them to make an informed choice of course
- does not provide false or misleading information about Joan Lawman College or its courses
- performs marketing activities with integrity and accuracy
- identifies all AQF accredited and non-accredited courses in all its materials
- identifies Joan Lawman College name and Joan Lawman College number on all its materials
- only places students in courses appropriate to their needs

- systematically reviews its marketing materials to ensure currency and accuracy
- employs a systematic, fair and equitable approach to enrolling students

### **Student support services**

Joan Lawman College ensures that:

All students will be supplied information pre enrolment on the following:

- course information
- enrolment process/ requirements
- course fees
- assessment arrangements
- recognition of prior learning/ credit transfer
- qualifications issued
- academic support
- personal support
- literacy and numeracy requirements
- staff contacts
- facilities and equipment
- course withdrawal/ cancellation fees and terms
- complaints and appeals policy and procedure

In addition students will be provided access to appropriate academic and personal support services during their course

### **Student Code of Conduct**

**All students have the:**

- right to be treated in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- right to learn in an environment free from intimidation and interference from others
- right to access all services and facilities as identified in pre enrolment information
- right to suitably qualified and experienced trainers
- right to seek academic advice and support from their trainers
- right to learn in a safe and clean environment that facilitates achievement
- right to access the Complaints and Appeals policy to resolve disputes/ complaints

**All students are expected to:**

- approach learning and assessment activities in an ethical manner
- not engage in cheating, plagiarism or collusion
- submit work when required.
- comply with the terms and conditions of enrolment and Written agreement between the College and the student
- attend all classes and/ or participate as per delivery schedule
- participate in course learning and assessment activities
- follow all staff instructions during learning and assessment activities
- maintain satisfactory course progress
- comply with the JLC policies and procedures that apply to students
- treat other students and staff in a fair, equitable and respectful manner regardless of age, race, gender, religion, sexuality, disability or origin
- pay the full amount of fees owed to Joan Lawman College when requested
- not use of illegal drugs, or consume alcohol, or have in their possession dangerous articles at any when on college property
- respond to college communications within the period of time indicated in the communication
- attend meetings with college staff at the arranged time and date

- be genuine/bona fide student. A genuine/ bona fide student attends classes, completes work as per schedule and demonstrates a commitment to the course.

### **Behaviour expectations**

- Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
- Students must follow the directions of their trainer/trainer at all times
- Students are required to wear appropriate safety clothing and use equipment safely
- Students must not use inappropriate or offensive language, signs or gestures
- Violent behaviour will not be tolerated.
- Weapons cannot be carried onto the College premise
- Racist behaviour will not be tolerated
- Sexual harassment will not be tolerated
- English is to be spoken during class at all times
- Fees must be paid as per the due date on the agreement/invoice
- An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Joan Lawman College accepts no responsibility for personal property lost or stolen
- Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
- No aggressive physical contact or verbal abuse is to occur between any persons at any time.
- Smoking is not permitted inside training facilities, Australian Law must be followed
- Drinking alcohol is not permitted inside training facilities.
- Eating or drinking is not permitted in any space other than the designated areas.
- Clothing and behaviour should be appropriate and not cause offence to anyone.

Students are encouraged to contact the Training Manager for clarification if they are unsure of the meaning of any aspect of the Code of conduct. Students who breach this Code of conduct may have their enrolment suspended or cancelled.

## Joan Lawman College policies and procedures

The information in this section is an outline of some of the main policies and procedures that impact international students when studying at JLC. It is important for students to read this information and access the hyperlinks to the full versions of each policy and procedure and review the content so to understand how they impact students.

Access to a full JLC policy and procedure manual is available on request by contacting the Training Manager via e-mail at [info@jlc.edu.au](mailto:info@jlc.edu.au). Students are encouraged to contact JLC with any questions.

### NC Standard 3 - Refund terms, conditions and claims process

#### Definitions

Tuition fees:	Fees paid by the student (or third party) to JLC for training and assessment services provided by JLC. Tuition fees do not include any other fees e.g. OSHC, enrolment fee etc.
Course fees:	Course fee is the tuition fee paid plus the enrolment fee paid.
Enrolment fee:	Fee paid by the student (or third party) to JLC for the costs of processing a student enrolment application.
Reassessment fee:	Students are permitted three attempts for each assessment task. The re-assessment fee is applied after the student has failed to demonstrate competence in an assessment task after three attempts.
Re attempt unit fee:	Students who are judged Not Yet Competent in a unit may have to undertake all training and assessment activities again. This re- attempt unit fee will be applied in this situation.
Material fee:	This includes the cost of course texts, kitchen uniform and knife kits. Material fee is non-refundable except in cases of provider default prior to course commencement.
Change of course fee:	This fee is applied if the student wishes to change their course after the issuance of a Confirmation of Enrolment.
Course variation fee:	This fee is applied if a student wishes to change the start date after issuance of the Confirmation of enrolment or if the student wishes to suspend their studies for a period of time.
Provider default	<p>In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the unused tuition fees paid to date. The refund will be paid within 2 weeks of the day on which the course ceased being provided.</p> <p>Alternatively, you may be offered enrolment in a suitable alternative course by the College at no extra cost to you. Students have the right to choose whether they prefer a full refund of course fees, or to accept a place in another course.</p> <p>If you choose placement in another suitable course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course our Tuition Protection Service (TPS) is provided.</p>
Student default	If a student withdraws from a course or has their enrolment cancelled by the college (e.g. for not maintaining satisfactory course progress, breaching the JLC Code of conduct, not paying fees).

## Refund conditions:

### Student default

Student withdraws from the course after fees have been paid but before the course commences due to visa refusal	95% refund of course fees paid
Student withdraws after course commencement due to visa refusal	Refund unused tuition fees paid
Student withdraws from the course more than 10 weeks before course commencement (non-visa refusal)	90% of tuition fees paid refunded
Student withdraws from the course less than 10 weeks, but 4 weeks before course commencement (non-visa refusal)	60% of the tuition fees paid refunded
Student withdraws from the course less than 4 weeks, but 2 weeks or more before course commencement (non-visa refusal)	35% of the tuition fees paid refunded
Student withdraws from the course less than 2 weeks before course commencement. (non-visa refusal)	No refund of tuition fees paid
Student withdraws from the course on or after the course commencement date.	No refund of tuition fees paid
Student in breach of visa conditions, and suspension or cancellation of enrolment by the College	No refund of current term tuition fees paid.
Provider default - the provider is unable to offer the course in full	% of unused tuition fees paid refunded or enrolment in another suitable course at JLC or TPS

The Enrolment fee is non-refundable in all circumstances except student withdrawal from the course before course commencement date due to visa refusal.

The refund terms and conditions identified above apply regardless of whether the student has paid any monies directly to the college or via a college approved Education agent who has collected the money on behalf of the college.

## Refund process

1. JLC provides applicants a 7 day cooling off period. This means that if a student accepts an offer of a place and pays JLC relevant course fees before the course start date, and then changes their mind (for any reason), a full refund of course fees paid to date (minus the \$350 enrolment fee) will be provided. Students must notify JLC in writing within 7 days of paying JLC any fees.
2. Refund applications must be made in writing to the College. The student refund application form is available from the College, must be used as the written application.
3. Students must contact the college and request a copy of the Student refund application form. This will be sent to the students e-mail address or given to them personally.
4. Refunds will be processed within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.
5. Refunds are made in the same manner fees were paid. e.g. If a student paid fees through credit card, the refund amount will be credited to the credit card; and the same for other methods of payments.

6. Students may nominate a person or organisation who can receive receipt of any fee refund paid to the student by Joan Lawman College.
7. Any refunded amount will have an amount deducted for any applicable transaction fees, bank charges and currency exchange fees. Transaction fees, bank charges and currency exchange rates will be applied at the rate charged to JLC

### Calculation of refunds

Refunds will be calculated as follows:

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

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

Total course fee divided by number of weeks in the course. e.g. Total tuition fee \$1,250/ 10 weeks duration = \$125 per week.

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

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

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

e.g. Course fee of \$125 per week x 4 weeks unused course = \$500 refund paid to the student.

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

### Tuition Protection Service

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

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

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

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

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

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

Please refer to the Fees & refund policy and procedure on the JLC website [www.jlc.edu.au](http://www.jlc.edu.au) for further details.

### **NC Standard 3 - Enrolment policy and procedure**

Students applying for a course at JLC will have their application treated fairly and in accordance with the entry requirements for the intended courses of study.

All ELICOS students regardless if an English language certificate has been provided to FIC must undertake a JLC English Test prior to course commencement. This applies to students enrolled both on and offshore.

Students applying for VET courses must provide the college evidence that demonstrates their English language proficiency. This is normally a certificate e.g. an IELTS certificate with an overall band of 5.5.

This College English Test may be used where a VET student cannot provide evidence of English language proficiency or if the student's level of English indicated on the certificate/ evidence is in doubt or if the authenticity of the evidence is in doubt.

Students applying for VET courses may also choose to have their English language proficiency assessed by the College. The result of this test will be used to decide if a students' English language proficiency satisfies a vocational course English language entry requirement. Applicants numeracy ability is also tested during this process.

If the result of the College English Test differs from that indicated on any English language certificate provided to the College by a VET student as proof of English language ability, then the College English Test result will be used to identify if the student English language proficiency satisfies course entry requirements. There are no exceptions to this policy.

### **NC Standard 5 - Under 18's policy**

Joan Lawman College does not enrol students who are under 18 years of age.

### **NC Standard 6- Summary of Critical Incident Policy/Procedure & Emergency evacuation procedure**

#### **Critical incidents**

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury'.

Examples of critical incidents are:

- missing students;
- severe verbal or psychological aggression;
- death, serious injury or any threat of these;
- natural disaster; and
- issues such as domestic violence, sexual assault, drug or alcohol abuse.
- other non life threatening incidents may still qualify as critical incidents.

Staff members and/ or students are to contact the CEO immediately if they believe an incident to be deemed a 'critical incident'.

If the CEO is unavailable contact the Academic Director. If staff/ students believe it is appropriate to contact emergency services (if a person is injured or the situation requires immediate police intervention or a fire exists or other) do so immediately and then inform CEO.

The CEO will access and initiate the Critical incident procedure.

The CEO will form a Critical Incident Team consisting the CEO and appropriate College staff to manage the incident.

Please refer to the Critical incident policy and procedure on the JLC website [www.jlc.edu.au](http://www.jlc.edu.au) for further details.

#### **Emergency evacuation**

In the event of an emergency that requires the evacuation of the college premises students are to closely listen to and adhere all instructions given by JLC staff. During orientation and each term students will be



participate in emergency evacuation drills. Information will be provided to all students via, meetings, notice boards and written documentation to aid this process.

### **NC Standard 7 - Transfer policy and procedure**

Under the ESOS Framework, the College cannot enrol students seeking to transfer from another college before that student has completed 6 months of their principal course of study except in some circumstances. If you want to transfer before completing 6 months of your principal course, you need to ask the College for a letter of release. The six months is calculated as six calendar month from the first day of your principal course. Please refer to the Transfer between providers' policy and procedure on the JLC website for further details.

Approval to transfer to another Australian provider will normally be granted within 5 working days of JLC receiving the application, in the following situations:

- Joan Lawman College is unable to continue to provide the course in which you are enrolled; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at Joan Lawman College and can demonstrate clearly how this will be alleviated through a transfer; or
- The student is experiencing academic issues that impact your ability to attend classes and/ or study at present and/ or remain studying the course in which you are enrolled
- The student is unable to achieve satisfactory course progress at the level they are studying, even after committing to an intervention strategy to assist them achieve satisfactory course progress and will be reported
- The current course of study is clearly inconsistent with documented course requested for in the student's Enrolment application or
- In exceptional circumstances beyond the student's control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student's circumstances that makes continued enrolment inappropriate or
- There is evidence of other compassionate or compelling circumstances
- There is evidence that the overseas student's reasonable expectations about their current course are not being met
- The student can demonstrate that Joan Lawman College has breached the terms of the Written agreement or
- The student can provide evidence that they were provided inaccurate or incomplete or misleading information by Joan Lawman College or its Education Agent prior to enrolling in the course.
- An appeal (internal or external) on another matter results in a decision or recommendation to approve the transfer for the student.

Students must refer to the Joan Lawman College website to review the full version of the student transfer policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

### **NC Standard 8 – VET Course Progress Policy and Procedure**

It is a requirement of your student visa to maintain/ achieve satisfactory course progress. If you do not maintain/ achieve satisfactory course progress over two consecutive study periods, you will be reported to DHA which may lead to cancellation of your visa. Unsatisfactory course progress is defined in the ESOS legislation as failing/ deemed Not Yet Competent in 50% or more of the units in the course in which a student is enrolled over two consecutive study periods. If this occurs the College will report you to DHA.

A study period for Vocational Education and Training (VET) courses is defined as one semester – two terms. Refer to the table below for further details on individual course study periods.

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Joan Lawman College is the Registered Business Name of  
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RTO No.40697 CRICOS No.03634G

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T +61 3 8669 1438  
info@jlc.edu.au  
www.jlc.edu.au

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Being “at risk” of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed Not Yet Competent in the number of units of competence indicated in the table below, either during or at the end of a study period (refer to each course in the table for further details relevant to your course)
- is unable to successfully complete a course within the expected duration
- is assessed as unsatisfactory in one assessment in a pre-requisite unit
- is assessed as Not Yet Competent (NYC) in a pre-requisite unit
- is identified by a trainer as at risk or at high risk of not achieving satisfactory course progress

Being ‘at high risk’ of not achieving satisfactory course progress occurs when a student:

- is assessed as having failed/ deemed NYC in 50% or more of the units in one study period and NYC in the number of units indicate in the table below in the following study period. (refer to each course in the table below for further details relevant to your course)
- unable to successfully complete a course within the expected duration
- is identified by a trainer as at high risk of not achieving satisfactory course progress

Course Name	Course Duration (weeks)	Total study weeks	Term duration/ study Periods	At risk of not achieving satisfactory course progress	At high risk of not achieving satisfactory course progress
Certificate III in Business 12 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods.	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Certificate IV in Business 10 units of Competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in two or more units of competence during or at the end of a study period	Student has failed/deemed NYC in 50% or more of the units in one study period and two or more units in the following study period
Diploma of Business 8 units of competence in total	52 Weeks	4 x 10 week terms = 40 Weeks	Term duration - 10 weeks. Duration of study period - 20 weeks. 2 study periods	Student has failed/deemed NYC in one or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and one or more units in the following study period.
Diploma of hospitality management 28 units of competence in total	76 Weeks	6 x 11 week terms = 66 Weeks	Term duration - 11 weeks. Duration of study period - 22 weeks. 3 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.
Certificate III in Commercial Cookery	52 Weeks	4x12week=48 weeks	Term duration - 12 weeks. Duration of study period - 22 weeks. 2 study periods	Student has failed/deemed NYC in four or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and four or more units in the following study period.
Certificate IV in Commercial Cookery	78 Weeks	6X12week=72 weeks	Term duration - 12 weeks. Duration of study period - 22 weeks. 3 study periods	Student has failed/deemed NYC in five or more units of competence during or at the end of a study period	Student has failed/ deemed NYC in 50% or more of the units in one study period and five or more units in the following study period.

Students identified as ‘at risk’ and ‘at high risk’ of not achieving satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress.

Access to academic, personal/ welfare and English language supports services is provided to assist students to successfully complete their course within the scheduled duration. Joan Lawman College may refer students to external sources if they are unable to sufficiently provide support for students learning needs. Joan Lawman College may refer students to external organisations if they are experiencing personal/ welfare issues that are affecting their course progress.

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

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers and
- Make an appointment with the Student support officer if you are having any difficulties with your studies

Students must refer to the Joan Lawman College website to review the full version of the VET student course progress policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

### **NC Standard 8 – ELICOS Course Progress Policy and Procedure**

It is an ELICOS student visa requirement for students to maintain satisfactory course progress. JLC implements a ELICOS Course progress policy and procedure to support students to achieve satisfactory course progress and complete their course within the expected duration.

The College will make all reasonable efforts to support students meet student visa requirements, and successfully complete their course.

Students performance during summative assessment is recorded and monitored. A criteria is applied to identify students who are at risk or at high risk of failing to achieve satisfactory course progress.

Definitions:

- The course progress of each student is monitored during and at the end of each course level.
- The General English course includes three levels. Pre-intermediate, Intermediate and Upper intermediate.
- The IELTS Foundation course has one level.
- The IELTS Foundation course includes three summative tests, at weeks 4, 8 and 12.
- Each level within the General English course includes three summative tests, at weeks 4, 8 and 12.
- The results of the summative tests are used to monitor and record student course progress.
- In accordance with the requirements of the Training and assessment policy and procedure, students are permitted three opportunities to demonstrate performance in each summative test.
  
- To pass the IELTS Foundation course and each level within the General English course, a student must achieve an average grade of at least 60% for each skill component in three consecutive summative tests. Skill components are reading, writing, speaking and listening.
  
- Students who achieve a score of at least 60% for each skill component in a summative test are deemed to be achieving satisfactory course progress.
  
- Students who fail to achieve a score of at least 60% for each skill component in a summative test for a course/ level are identified as 'at risk' of failing to achieve satisfactory course progress. Intervention strategies are implemented for students who fall into this category in accordance with this policy and procedure.
  
- Students who fail to achieve an average score of at least 60% for each skill component in two consecutive summative tests for a course/ level are identified as 'at high risk' of failing to achieve satisfactory course progress. Intervention strategies are implemented for students who fall into this category in accordance with this policy and procedure.
  
- Students who fail to achieve an average score of at least 60% for each skill component in three consecutive summative assessment tests in a course level will be deemed as having failed to achieve satisfactory course progress. If students in this circumstance are enrolled in a pathway to

higher level ELICOS course level at the Joan Lawman College, they will receive an intention to report letter.

- Students who fail to achieve an average score of at least 40% for each skill component in two consecutive summative assessment tests at this level will be deemed as having failed to achieve satisfactory course progress. Students in this circumstance will receive an intention to report letter.

ELICOS students identified as 'at risk' and/ or 'at high risk' of failing to achieve satisfactory course progress will be placed on an intervention strategy to help them achieve satisfactory course progress and successfully complete their course within the scheduled duration.

JLC monitors all student course progress and provides assistance if the student is experiencing difficulties and not progressing through their course as per the course schedule.

Access to academic, personal/ welfare and English language supports services is provided to assist students to maintain satisfactory course progress. Joan Lawman College may refer students to external sources if they are unable to sufficiently provide support for students learning/ personal needs.

Students who fail to achieve satisfactory course progress will be reported to the DHA/ DoE in accordance with the requirements of this policy and procedure.

Students must refer to the Joan Lawman College website to review the full version of the ELICOS student course progress policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

### **NC Standard 8 – ELICOS Attendance Policy and Procedure**

It is an ELICOS student visa requirement for students to maintain satisfactory attendance. If students do not maintain satisfactory attendance, JLC is obliged to report such students to DHA which may lead to cancellation of their student visa.

JLC records attendance for all courses and monitors student's attendance to ensure early intervention if an issue arises. JLC implements an intervention strategy to support ELICOS students with attendance issues.

If an international student is absent from a scheduled class, it is his or her responsibility to:

- inform Joan Lawman College of the absence in advance if known
- present evidence to support the reason for the absence if requested
- follow-up on work missed as a result of being absent
- obtain assessment information presented in sessions in his/her absence
- inform his/her employer (if undertaking workplace delivery or work placement) of the absence

ELICOS students who fail to achieve 80% attendance at scheduled classes are reported to Department of Home Affairs (DHA) unless the following applies:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply;
- the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

ELICOS students who fail to achieve 70% attendance at scheduled classes are reported to DHA.

ELICOS students identified as 'at risk' and/ or 'at high risk' of failing to achieve satisfactory attendance will be placed on an intervention strategy to help them achieve satisfactory attendance and successfully complete their course within the scheduled duration.

JLC monitors all student attendance and provides assistance if the student is experiencing difficulties attendance classes.

Access to academic, personal/ welfare and English language supports services is provided to assist students to maintain satisfactory attendance. Joan Lawman College may refer students to external sources if they are unable to sufficiently provide support for students learning/ personal needs.

Students must refer to the Joan Lawman College website to review the full version of the ELICOS attendance policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

## **NC Standard 9 – Defer, Suspend or Cancel Enrolment Policy and Procedure**

### **Student initiated deferral or suspension of enrolment**

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

If approved, the College will report your deferral of commencement or suspension of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881. Students are advised to contact DHA to identify the impact on their visa prior to submitting an application to defer or cancel their enrolment.

### **Student cancellation of enrolment**

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

The College will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881. Students are advised to contact DHA to identify the impact on their visa prior to submitting an application to cancel their enrolment.

### **College initiated suspension or cancellation of enrolment**

The College may decide to suspend or cancel a student's enrolment as a response to a student breaching the College Code of conduct or for unsatisfactory course progress or unsatisfactory attendance (ELICOS students only). Before the College initiates any suspension or cancellation of enrolment it will notify the student in writing and provide support services to assist the student address the breach or achieve satisfactory course progress (unless in serious circumstances where the breach of the Code of conduct possess a threat to the student or others). If the breach or course progress is satisfactorily addressed no further action is taken by the College.

If after the steps described above the College intends to suspend or cancel a student's enrolment an Intention to report letter will be sent to the student's currently address and the student will have 22 working days from the date of the Intention to report letter to appeal against the College's intention to suspend or cancel their enrolment. A student's enrolment is maintained during the appeals process.

If following receipt of this Intention to report letter a student chooses not to submit an appeal within 22 working days of issue of the Intention to report letter, or if their appeal is unsuccessful, or if they withdraw from the appeals process, they will be reported DHA for Breaching the Code of conduct or unsatisfactory course progress. This may result in DHA cancelling the student's visa.

If you require more information as to how this action may affect your visa status contact your local DHA office or phone the DHA helpline 131 881.

### **College deferral of commencement**

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

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

Students must refer to the Joan Lawman College website to review the full version of the Defer, suspend or cancel enrolment policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

### **Change of address**

Upon arriving in Australia, you are required to advise the College of your residential address and telephone number, email address and of any subsequent changes to your residential address within 7 days of the change taking place.

It is a requirement of your student visa to comply with this requirement at all times.

### **NC Standard10 - Complaints and Appeals Policy**

If student's have an issue with any aspect of their training course they should bring this to the attention of their trainer or another Joan Lawman College staff member. Students can lodge a complaint against any third-party providing services on JLC's behalf, its trainers, assessors, fellow students or others. Joan Lawman College staff will attempt to resolve this in an informal manner to the student's satisfaction.

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

Students have the right to appeal the outcome of a complaint or the outcome of assessment decisions if they are dissatisfied and feel they have been dealt with unfairly. This can be done by completing the complaints and appeals form. The appeal will be dealt with in accordance with the complaints and appeals policy and procedure. Students can lodge an appeal against any decision made by a third-party providing services on JLC's behalf, its trainers, assessors, fellow students or others.

If submitting a formal complaint or appeal form students must provide reasons and supporting evidence justifying their grounds for the complaint or appeal.

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

An external party to Joan Lawman College will review the case to identify if Joan Lawman College has followed the correct process as stated in the complaints and appeals policy in handling the complaint or appeal. The external party does not review the outcome of the complaint or appeal.

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

The availability of the JLC Complaints and appeals process does not remove students right to protection under Australia's consumer protection laws.

Students must refer to the Joan Lawman College website to review the full version of the Complaints and appeals policy and procedure [www.jlc.edu.au](http://www.jlc.edu.au). Students are encouraged to contact JLC with any questions.

# Complaints and Appeals Form

RTO CRICOS Code: 03634G RTO No. 40697

Clients who wish to submit a complaint or appeal can do so by completing this form. Outline the reasons for the complaint or appeal and attach any supporting evidence. Students can access the Joan Lawman College Complaints and Appeals Policy and procedure ([info@jlc.edu.au](mailto:info@jlc.edu.au)) prior to submitting this form.

## Student details

Student Full Name:

Student ID:

Address:

E-mail address

Contact Number:

Student Current Course  
Code & Title&

Course Start Date

Please indicate whether you are lodging a: **Complaint**  **Appeal**  **Date:**

Provide an explanation of the reasons why you are complaining/ appealing (please provide as much detail as possible including staff/ clients involved, places, timings, assessment/ course details and other relevant details if appropriate).

**Note.** Please attach all supporting evidence and submit this form to the Training Manager Joan Lawman College, Mezzanine, 58 Franklin Street, Melbourne Vic 3000 Australia. Or e-mail [info@jlc.edu.au](mailto:info@jlc.edu.au)

**Signed:**

Joan Lawman College is the Registered Business Name of  
Joan Lawman School of Beauty Pty Ltd  
RTO No.40697 CRICOS No.03634G

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V3.0