

# MRP INTERNATIONAL INSTITUTE

A TRADING NAME OF MRP INTERNATIONAL PTY LTD CRICOS PROVIDER CODE : 03012E NATIONAL PROVIDER CODE: 21248

# **STUDENT**

# **PROSPECTUS**

# **2009**

MRP International Institute is a Division of MRP International Pty. Ltd. RTO. 21248 CRICOS. 03012E

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## General information

### Student Orientation Program

Our orientation program covers the information listed below and will be conducted in the first week of your course. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa or your enjoyment of your stay in Australia.

The purpose of the orientation session is to fully inform new students of most aspects of life at MRP International Institute and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition MRP International Institute staff will be introduced, a tour of MRP International Institute and the local area will take place and an opportunity to ask questions will be given.

- Fees and fee refunds
- English skills and study
- Assessment
- Recognition of prior learning / credit transfer
- College contact people
- Student visa conditions
- Working and your student visa
- Health insurance
- Banking and tax file numbers
- Transport and travel between campuses
- Communication (e.g. internet and mobile phones)
- Complaints and appeals
- Student code of behaviour
- Attendance requirements
- Course progress requirements
- Completion of the course in the normal amount of time
- Keeping address and contact details up-to-date
- Work based training

#### List of Information to be provided at Orientation

- Student Orientation book 2008
- List of College staff and contact details
- Assessment of competencies procedure
- Student complaints and appeals procedure
- Student behaviour procedure

#### Student orientation self assessment

- Checked your enrolment status and make any amendments of information necessary
- Obtained the names and contact details of key administrative personnel in the College
- Acquired course textbooks and any other materials necessary
- Understood the terms "cheating" and "plagiarism" as they pertain to College study
- Familiarised yourself with the key support services of the College
- Know the type of assessment you will receive in your course
- Know the criteria, weighting, and submission dates of the assessments you have been set
- Understood the nature of the feedback you are likely to receive from teachers
- Understood the grading system of assessment tasks at the College
- Appreciated the need for balance between academic and social experiences at the College
- Know the number of contact hours you have per week
- Know the location of toilets in your faculty/faculties
- Familiarised yourself with the public transport timetable
- Established a meeting point and time to catch up with friends
- Understand the College attendance requirements
- Understand the College academic progress requirements
- Understand the work permit requirements

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## Introduction

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

## Qualifications

MRP International Institute offer the following accredited and nationally recognised qualifications to overseas students

21497VIC	Certificate I in ESL (Access)	CRICOS Code 064962J
21498VIC	Certificate II in ESL (Access)	CRICOS Code 064963G
21499VIC	Certificate III in ESL (Access)	CRICOS Code 064964G
21501VIC	Certificate III in ESL (Further Study)	CRICOS Code 064965F
21502VIC	Certificate IV in ESL (Further Study)	CRICOS Code 064966E
SIT30807	Certificate III in Hospitality (Commercial Cookery)	CRICOS Code 064967D
SIT30707	Certificate III in Hospitality (Operations)	CRICOS Code 064968C
SIT 40407	Certificate IV in hospitality (Commercial Cookery)	CRICOS Code 064969B
SIT50307	Diploma of Hospitality Management	CRICOS Code 064969B

## College Contact Details

Street Address	Level 1 Separation Street (Cnr High Street and Separation Street) Northcote VIC 3070 Australia
Postal Address	PO Box 233 Northcote Plaza, NORTHCOTE VIC 3070
Phone	613 9481 2950
Fax	613 9481 2915
Email	<a href="mailto:mrp@mrpinternational.com">mrp@mrpinternational.com</a>
Web	<a href="http://www.mrpinternationalinstitute.com">www.mrpinternationalinstitute.com</a>

## Student Recruitment, Selection and Enrolment Procedure

Applications for admission for students on a student visa are processed by MRP International Institute. When prospective students apply to enter MRP International Institute to study, the following procedures applies:

- MRP International Institute assesses the applicant's previous educational qualifications (either obtained in Australia or overseas) necessary for studying at the required level of the proposed qualification. The applicant is also assessed to determine whether they meet the required entry level competencies for the particular qualification in which the student wants to enroll.
- If the applicant's educational qualifications do not meet MRP International Institute admission requirements, other factors may be considered at the discretion of the college. These other factors may include:
  - Mature age, and or proof of being 18 years or older at the proposed date of commencement
  - Work experience,
  - Attitude and aptitude,
  - Previous academic results,
  - Attendance rate in the previous college,
  - Ability and skills to function in an academic environment,
  - Possibility to succeed in his/her academic endeavours.
- Having arrived at an admission decision, the English language skills (language and literacy) will be assessed.. If the student has a satisfactory IELTS score, (IELTS 5.5) the applicant will be admitted to the chosen course.
- If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enroll in an English (ESL) course at for an appropriate duration until the student achieves an IELTS score of 5.5.
- In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be required to complete an IELTS test or equivalent in Melbourne .

The participants for each program offered by MRP International Institute will be selected in a manner that reflects access and equity principles.

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## Language Literacy and Numeracy for Hospitality (not applicable to ESL students)

Students require language, literacy and numeracy capacity equivalent to the descriptions below

Qualification level	Reading	Writing	Maths	Oral communication
Certificate III and IV	Read and interpret texts that have several ideas which are non-routine, but simple. For example read workplace newsletters or read an agenda for a meeting	Produce and sequence several paragraphs to make meaning. For example fill in an accident report form or write a set of procedures for a new work task for personal reference	Use operations and % and fractions to solve problems  For example calculate and compare costs of similar items/services from two sources or measure items for work tasks using formal units (millilitres, of hair dye, grams of flour etc)	Participate in oral exchanges where listener/speaker is required to vary and/or understand concepts which are simple, but non-routine. For example provide instructions for a new worker on how to perform a simple workplace task. Or listen to, and respond to a routine customer complaint.
Diploma	Read and understand texts with some complex ideas and non-routine vocabulary For example read a workplace report recommending a change or read a memo providing new instructions on workplace health and safety Writing	Write texts which convey ideas beyond everyday concepts  For example write the minutes for a workplace meeting or write a memo to colleagues to inform them of a temporary change to the workplace routine	Use a range of algebraic formulae and calculating tools to solve work based problems  For example apply formulae to measure heights, 2 and 3 dimensional spaces or use memory/square root functions on calculator to solve multi-step problems	Participate in oral exchanges that require control of non-routine language and structures.  For example deliver a presentation about a new workplace practice to a group of colleagues or listen to a complicated customer complaint and be able to summarise the customer's concerns.

## Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria. In line with Government policy students with intellectual and physical disabilities are encouraged to participate in training.

Qualification level	ESL	Hospitality
<u>Certificate I</u>	18 years or older at the time of commencement Applicants must have satisfactorily completed year 10 or equivalent IELTS 3.5	Not applicable
<u>Certificate II</u>	18 years or older at the time of commencement Applicants must have satisfactorily completed year 10 or equivalent IELTS 4.0	Not applicable
<u>Certificate III</u>	18 years or older at the time of commencement Applicants must have satisfactorily completed year 10 or equivalent IELTS 4.5	18 years or older at the time of commencement IELTS 5.5 or higher Satisfactorily completed year 10 or equivalent, or relevant and sufficient work experience
<u>Certificate IV</u>	18 years or older at the time of commencement Applicants must have satisfactorily completed year 11 or equivalent IELTS 5.0	Not applicable
<u>Diploma</u>	Not applicable	18 years or older at the time of commencement IELTS 5.5 or higher Satisfactorily completed year 12 or equivalent, or relevant and sufficient work experience

## Student transfer

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. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Diploma program, the Diploma program is your principal course. If you are considering requesting a transfer before completing 6 months of your principal course of study please contact the College administration for a copy of the transfer procedure and the application form

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Students do not need a letter of release if:

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

See Appendices for full Policy and Procedure and application form

## Student Visa Requirements

According to the Dept of Immigration and Citizenship (DIAC) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on DIMIA Internet site on <http://www.immi.gov.au> and the Study in Australia internet site [http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student\\_visa\\_sub-classes](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes)

## Overseas Student Health Cover

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

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

There are some of registered health funds that offer OSHC and are listed on the above site:

- ahm - [www.ahm.com.au/oshc](http://www.ahm.com.au/oshc)
- Medibank Private – [www.medibank.com.au](http://www.medibank.com.au)
- Lysaght PeopleCare- [www.peoplecare.com.au](http://www.peoplecare.com.au)
- OSHC worldcare- [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- BUPA Australia – [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

## Full Time Study

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12-month period.

Please be aware that if your attendance drops below 80% over any 2-week period MRP International Institute is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DIAC. The report to DIAC will lead to the cancellation of your Visa. If your attendance falls below the 80% attendance requirement and you have unsatisfactory academic progress you will be reported to DIAC which will lead to the cancellation of your visa.

## Satisfactory Progress

If you do not have satisfactory academic progress you will be reported to DIAC which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS legislation as failing more than 50% of units in any two consecutive study periods. If this occurs the College will report you to DIAC. A study period is one term of study.

MRP International will monitor your academic progress, identify students who are "at risk" of breaching this requirement and act to assist student who are "at risk" through meetings and counselling sessions.

Being "at risk" of not meeting satisfactory course progress requirements means:

- Failing more than 50% of units in a study period
- Failing two or more core units in a study period
- Failing key units in a study period

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

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

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

## Key Units

Qualification	Key Units
SIT 30807 Certificate III in Hospitality (Commercial Cookery) SIT40407 Certificate IV in Hospitality (commercial Cookery) SIT50307 Diploma of Hospitality Management	<b>SITXOHS002A</b> Follow workplace hygiene procedures <b>SITHCC002A</b> Organise & Prepare Food <b>SITHCC003A</b> Receive and store Kitchen supplies <b>SITHCCC005A</b> Use Basic Methods of Cookery <b>SITXINV001A</b> Prepare Cook & Serve Food <b>SITHCCC027A</b> Prepare, cook and serve for food service
21497VICCertificate I in ESL (Access) 21498VICCertificate II in ESL (Access) 21499VICCertificate III in ESL (Access) 21501VICCertificate III in ESL (Further Study) 21502VICCertificate IV in ESL (Further Study)	No key units have been identified

## Pathways

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

## Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 20 hours per week during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

## School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

## Student Support Services

The Training Manager, teaching staff and administrative staff of MRP International Institute are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Training Manager or a student contact officer who may refer them to external support services if required. The College will not charge for the referral service however students will be required to pay whatever fees the external support service charges for its services.

Student contact officer details are:

**Name** Maritte Witz  
**Phone** 0430946332,  
(03)94812950  
**eMail** maritte@mrpinternational.com

## Change of Address

Upon arriving in Australia you are required to advise MRP International Institute of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic

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Additional information on student visa issues is available on the DIAC web site at [www.immi.gov.au](http://www.immi.gov.au).

## Use of Personal Information

Information is collected during your enrolment in order to meet MRP International Institute's obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework (AQTF) that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply in writing to the Training Manager if you wish to view your own records.

## Course delivery

A number of approaches to course delivery are used by MRP International Institute staff. Course delivery approaches may include: teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

## Course assessment

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

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

## Work-based Training and Assessment

Work-based training and assessment is a compulsory requirement for completing hospitality qualifications at the College. Work-based assessment involves students working a total of 240 hours in commercial kitchens, located away from the College, to consolidate demonstrate their hospitality and cooking skills and to complete assessment requirements. The College will arrange the commercial kitchens where students will be working. Whilst working in the commercial kitchens students will be supervised by staff from the kitchen and by College staff, required to maintain a log book that records their experience and maintain their attendance at both the commercial kitchen and the College. Students will be paid a minimum of \$5 per day and will be covered by WorkCover insurance for the time they spend on work-based assessment. The log books that students maintain whilst on work-based training from an essential part of the assessment requirements for the hospitality qualifications. Student's log books will be monitored regularly whilst they undertake work-based assessment. In situations where a student's log book does not indicate completion of the required experience in the workplace the assessment requirements will not be completed and students will be directed to undertake additional work-based experience to meet the requirements.

Work-based assessment applies to the following qualifications

- THH31502 Certificate III in Hospitality (Commercial Cookery)
- THH33002: Certificate III in Hospitality (Operations)
- THH51202 Diploma of Hospitality Management

## Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognize previous formal learning overseas, as well as work and life experiences the student may have achieved previously. The RPL process allows students to receive credit under these circumstances and therefore enable them to focus more on the areas they need to achieve competencies in order to gain their qualification. Students who believe they already have some of the competencies in the course may

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apply for Recognition of Prior Learning. RPL. An essential requirement of RPL is that you can prove that you **currently** have the required competencies. Application may only be made after enrolment and payment of fees and must be made using the RPL application form that will be provided during orientation. Student must attach verified copies of all relevant documents to the RPL application form. There is no reduction in tuition fees if RPL is granted. A fee of \$600 per application is charged and must accompany the RPL form before the application will be considered. Assessment will be undertaken by a qualified assessor who will review the evidence against the relevant competencies that have been applied for in the RPL process.

It is recommended that students seek advice prior to preparing the RPL application.

## **Credit transfer**

Credit transfer applies to situations where students have completed units; identical to those they are currently enrolled in, at another TAFE College or Registered Training Organisation. Credit will be granted in accordance with the Credit Transfer Procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is granted. A credit transfer form is attached to the appendices of this booklet. There is no charge for a credit transfer application.

## **Facilities**

The training classrooms for both ESL, Hospitality, and administration of MRP International Institute is located at 1<sup>st</sup> Floor, 3 Separation Street Northcote (Cnr High Street and Separation Street) . This location is on the corner of two main roads about 5 km from the centre of Melbourne. The number 86 tram, which goes from Bundoora to the City, stops outside our front door. There is also a bus service that goes from Fairfield to Moonee Ponds which then connect to the Western Suburbs out the front as well. The Epping train line operates past Northcote station which is approximately 400 metre from our facilities. There is also a shopping plaza that surrounds our premises.

A well equipped local library is 50 metres from our doorstep. It has computer/internet access available as well and other learner resources free to its members. MRP International Institute also has computers available for its students with internet access, and a library available with relevant study material available for loan by our students. Our school is a modern new facility with new equipment, and a spacious common room and student areas. It overlooks a busy street corner, yet it is quiet and a stimulating learning environment. It has a large shopping Centre with several food courts attached as part of our complex.

Northcote is an eclectic area. There are many different types of cuisines and local businesses only a short walk away from our premises including a variety of major banks, a large shopping centre, including food courts, supermarkets and eateries, as well as many local businesses catering to our students needs.

## Hospitality Practical Units

The Regal Ballroom (218 High Street Northcote), Casa D'Abruzzo Restaurant (55 O'Hearns Road, Epping), and Stars Receptions (1C Bell Street Preston) will be providing a Commercial Kitchen for practical units of study, until our own facility is completed. Theory units will still be done at our head office. Students will be advised on transport arrangements to this venue.

These premises are modern, well equipped and functioning commercial kitchens, which will allow our students to learn in a 'real world' environment. Our experienced and well qualified teaching staff will oversee every aspect of your learning in these locations. In addition, we will be able to provide you with work placements as required under your course, under a variety of 'real' operating commercial establishments. Here, you will work under the guidance of their executive chefs, along with other kitchen staff, enabling you to fully optimise the requirements for your course.

Every aspect of your learning experience will at all times,, be under the guidance of our highly professional administration and staff.

## **Dispute resolution procedure**

MRP International Institute has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by MRP International Institute. The independent mediator will be provided by ACPET phone 613 9416 1355.

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# MRP INTERNATIONAL INSTITUTE

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## Relevant legislation

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

Occupational Health & Safety	<a href="http://www.business.channel.vic.gov.au/">http://www.business.channel.vic.gov.au/</a>
Equal opportunity	<a href="http://www.eoc.vic.gov.au/">http://www.eoc.vic.gov.au/</a>
RTO & CRICOS registration	<a href="http://www.vrqa.vic.gov.au/">http://www.vrqa.vic.gov.au/</a>
Educational services for overseas students	<a href="http://aei.dest.gov.au/aei/esos/default.htm">http://aei.dest.gov.au/aei/esos/default.htm</a>
Department of Immigration and Citizenship	<a href="http://www.immi.gov.au/students/index.htm">http://www.immi.gov.au/students/index.htm</a>
Education and Training reform Act	<a href="http://www.dms.dpc.vic.gov.au/">http://www.dms.dpc.vic.gov.au/</a>

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

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

## Access and equity policy

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

## Student code of behaviour

The student code of behaviour requires the following rights to be respected and adhered to at all times by students.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- No cheating or plagiarism is allowed in any work submitted for assessment

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

- A member of the MRP International staff will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where the issue or behaviour continues, students will be invited for a personal interview with the Assistant Director to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should the issue or behaviour continue, the student would be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, should the issue or behaviour still continue, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
- Suspension or cancellation of your enrolment has to be reported to DIAC and may affect the status of your VISA.
- At any stage of this procedure students are able to access the college complaints and appeals procedure to settle any disputes that may arise.

## Visa refusal by the Australian Government

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Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the college

## **Provider default on delivery of qualification**

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by MRP International Institute at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If MRP International Institute is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provided by ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

## **Deferring, Suspending or Cancelling the Student's 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. The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DIAC and may affect the status of a student visa

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# MRP INTERNATIONAL INSTITUTE

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## Helpful Contacts

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24 hour Counselling Services	Phone 131 114
Doctor	Austin Hospital, 145 Studley Road, Heidelberg, VIC 3084 ph 9496 5000 Darebin Health Medical Centre 42 Separation Street Northcote ph 403 1221  Doctors of Northcote 295 High Street Northcote ph 9481 1214
Dentist	Dr Peter Douros 254 High Street Northcote ph 9481 5774
Community health centre	Northcote Community Health, 42 Separation Street Northcote ph 9403 1200
Physiotherapist	Bell and Egan Physiotherapy, 180 Victoria Road Northcote ph 94863066
Religious institutions	Anglican St John's, Heidelberg, 1 Burgundy St, Heidelberg, Victoria, 3084 Catholic St. Joseph's 140 Westbourne Grove Northcote ph 9489 8008 Islamic Prayer Facilities Cnr Lloyd & Elliot St West Heidelberg 3081, ph 9457 4624 9337 3178 Hindu Mosque City Mosque (Islamic Council of Victoria) 31 Nicholson St East Coburg Hindu Hindu Society Of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd Carrum Downs 3201 Buddhists Melbourne Buddhist Centre, 1 Pitt Street Brunswick
Immigration agent / Lawyer	James Au & Associates, Level 2, 417 Collins Street Melbourne Vic 3000 ph 9614 8887
Study in Australia -	<a href="http://studyinaustralia.gov.au/Sia/en/Home.htm">http://studyinaustralia.gov.au/Sia/en/Home.htm</a>
Youth Central -	<a href="http://www.youthcentral.vic.gov.au/">http://www.youthcentral.vic.gov.au/</a>

OSANA - <http://www.osana.com.au/index.php>

Study in Australia - <http://studyinaustralia.gov.au/Sia/en/Home.htm>

Youth Central - <http://www.youthcentral.vic.gov.au/>

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# MRP INTERNATIONAL INSTITUTE

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## **SIT30807 Certificate III in Hospitality (Commercial Cookery) DURATION 52 WEEKS 2 SEMESTERS CRICOS CODE 068053C**

### **Core Units (26 units)**

SITXCOM001A Work with colleagues & customers  
SITXCOM002A Work in a Socially Diverse Environment  
SITXOHS001A Follow health, safety and security procedures  
SITXGLC001A Develop & Update Hospitality Industry Knowledge  
SITXOHS002A Follow Workplace Hygiene Procedures  
SITHCCC001A Organise & Prepare Food  
SITHCCC002A Present Food  
SITHCCC003A Receive & Store Kitchen Supplies  
SITHCCC004A Clean & Maintain Kitchen Premises  
SITHCCC005A Use Basic Methods of Cookery  
SITHCCC027A Prepare Cook & Serve Food for (Holistic Unit)  
SITHCCC006A Prepare Appetisers & Salads  
SITHCCC008A Prepare Stocks, Sauces & Soups  
SITHCCC009A Prepare Vegetables, Fruit, Eggs & Farinaceous Dishes  
SITHCCC010A Prepare & Cook Poultry  
SITHCCC011A Prepare & Cook Seafood  
SITHCCC012A Select, Prepare & Cook Meat  
SITHCCC013A Prepare Hot & Cold Desserts

SITHCCC014A Prepare Pastry, Cakes & Yeast Goods  
SITXFSA001A Implement Food Safety Procedures  
SITHCCC029A Prepare foods according to dietary and cultural needs  
SITHCCC016A Develop Cost Effective Menus  
SITXCOM003A Deal with conflict situations  
SITXHRM001A Coach others in job skills  
SITHCCC028A Prepare, cook and serve food for menus (holistic unit)  
HLTFA301B Apply First Aid

### **Elective Units (3 Units)**

SITXFIN001A Process Financial Transactions  
SITHCCC007A Prepare Sandwiches  
SITXFSA002A Develop and Implement a food Safety Program  
SITHCCC021A Handle and Serve Cheese  
SITXINV002A Receive and Store Stock  
SITXCOM004A Communicate on the Telephone

## **SIT30707: Certificate III in Hospitality DURATION 52 WEEKS 2 SEMESTERS CRICOS CODE 068052D**

### **Core Units (8 units)**

SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
SITXOHS001A Follow health, safety and security procedures  
SITXOHS002A Follow workplace hygiene procedures  
SITXHRM001A Coach others in job skills  
SITXGLC001A Develop and update hospitality industry knowledge  
SITXCCS002A Provide quality Customer Service  
SITHFAB021A Provide and Co-ordinate Food and Beverage Service

### **Elective Units (8 Units from the following)**

SITHFAB012A Prepare and serve Espresso Coffee  
SITHCCC007A Prepare Sandwiches  
SITHFAB004A Provide Food and Beverage Service\*  
SITHFAB003A Serve Food and Beverage to Customers\*  
SITHFAB009A Provide Responsible Service of Alcohol\*

SITHFAB002A Operate a Bar\*  
SITHFAB001A Clean and Tidy a Bar  
SITHFAB014A Provide Specialist advice on wine  
SITHFAB013A Provide Specialist Advice on Food  
SITHFAB015A Prepare and serve cocktails  
SITHFAB010A Prepare and serve non-alcoholic beverages  
SITHCCC001A Organise and Prepare Food  
SITHCCC002A Present Food  
SITHCCC003A Receive and Store Stock  
SITHCCC004A Clean and Maintain Kitchen Premises  
SITHFAB005A Provide table service of alcoholic beverages  
SITXFSA002A Develop and Implement a food Safety Program  
SITHCCC038A Plan the catering for an event or function  
SITXFSA001A Implement Food Safety Procedures  
SITXFIN001A Process Financial Transactions

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## **SIT40407 Certificate IV in Hospitality (Commercial Cookery) DURATION 104 WEEKS (4 SEMESTERS) CRICOS CODE 068054B**

### **Core Units (34 units)**

SITXCOM001A Work with colleagues & customers  
SITXCOM002A Work in a Socially Diverse Environment  
SITXCOM003A Deal with conflict situations  
SITXFIN003A Interpret Financial Information  
SITXFSA001QA Implement Food Safety Procedures  
SITXFSA002A Develop and Implement a Food Safety Program  
SITHRM001A Coach others in Job Skills.  
SITXHRM005A Lead and Manager People  
SITXINV002A Control and Order Stock  
SITXMGT001A Monitor Work Operations  
SITXOHS001A Follow health, safety and security procedures  
SITXOHS002A Follow Workplace Hygiene Procedures  
SITXOHS004A Implement, Monitor and Follow Workplace Health, Safety and Security Procedures  
HLTFA301B Apply First Aid  
SITHCCC001A Organise & Prepare Food  
SITHCCC002A Present Food  
SITHCCC003A Receive & Store Kitchen Supplies  
SITHCCC004A Clean & Maintain Kitchen Premises  
SITHCCC005A Use Basic Methods of Cookery  
SITHCCC006A Prepare Appetisers & Salads  
SITHCCC008A Prepare Stocks, Sauces & Soups  
SITHCCC009A Prepare Vegetables, Fruit, Eggs & Farinaceous Dishes  
SITHCCC010A Prepare & Cook Poultry  
SITHCCC011A Prepare & Cook Seafood  
SITHCCC012A Select, Prepare & Cook Meat  
SITHCCC013A Prepare Hot & Cold Desserts  
SITHCCC014A Prepare Pastry, Cakes & Yeast Goods  
SITHCCC015A Plan & Prepare Food for Buffets

SITHCCC016A Develop Cost Effective Menus  
SITHCCC025A Monitor Catering Revenue Costs  
SITHCCC026A Establish and Maintain Quality Control of Food  
SITHCCC027A Prepare, Cook and serve food for Food Service (holistic unit)  
SITHCCC028A Prepare, cook and serve food for menus (holistic unit)  
SITHCCC029A Prepare foods according to dietary and cultural needs

### **Elective Units (5 Units)**

SITXFIN001A Process Financial Transactions  
SITHCCC007A Prepare Sandwiches  
SITHCCC021A Handle and Serve Cheese  
SITXHRM003A Roster Staff  
SITXGLC001A Develop & Update Hospitality Industry Knowledge  
SITXCOMOO4A Communicate on the telephone

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## SIT50307 Diploma of Hospitality DURATION 104 WEEKS (4 SEMESTERS) CRICOS CODE 068055A

### Core Units (24 units)

SITXCOM001A Work with colleagues and customers  
SITXCOM002A Work in a socially diverse environment  
THHCOR03B Follow health, safety and security procedures  
THHGCS02B Promote products and services to customers  
SITXCOM003A Deal with conflict situations  
THHGCS08B Establish and conduct business relationships  
THHGFA06A Interpret financial information  
SITXCOM004A Communicate on the telephone  
SITXINV001A Receive and store stock  
SITXINV002A Control and order stock  
SITXOHS002A Follow workplace hygiene procedures  
SITXMGT001A Monitor work operations  
THHGLE02B Implement workplace health, safety and security procedures  
SITXMGT002A Develop and implement operational plans  
SITXOHS005A Establish and maintain a OH & S  
SITXHRM003A Roster staff  
SITXHRM005A Lead and manage people  
SITXHRM007A Manage workplace diversity  
SITXCCS003A Manage quality customer service  
SITXFIN004A Manage finances within a budget  
SITXFIN005A Prepare and monitor budgets  
SITXGLC001A Develop and update the legal knowledge required for business compliance

SITXHRM001A Coach others in job skills

### Elective Units (16 units)

SITHIND001A Develop and update hospitality industry knowledge  
SITHCCC001A Organise and prepare food  
SITHCCC002A Present Food  
SITHCC003A Receive and Store Kitchen Supplies  
SITHCCc004A Clean and Maintain Kitchen Premises  
SITHCCC005A Use basic methods of cookery  
SITHCCC006A Prepare Appetisers & Salads  
SITHCCC008A Prepare Stocks, Sauces & Soups  
SITHCCC009A Prepare Vegetables, Fruit, Eggs & Farinaceous Dishes  
SITHCCC010A Prepare & Cook Poultry  
SITXFSA001A Implement food safety Plan  
SITHCCC011A Prepare & Cook Seafood  
SITHCCC012A Select, Prepare & Cook Meat  
SITHCCC013A Prepare Hot & Cold Desserts  
SITHCCC014A Prepare Pastry, Cakes & Yeast Goods  
SITHCCC015A Plan & Prepare Food for Buffets  
SITHCCC021A Handle and Serve Cheese

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# MRP INTERNATIONAL INSTITUTE

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<p><b>21497VIC Certificate I in ESL (Access CRICOS CODE) 064962J</b></p> <p><b>Duration 26 Weeks 1 Semester</b></p> <p><b>Core Units</b></p> <p>VBN462 Listening (Access I) VBN463 Speaking (Access I) VBN464 Reading (Access I) VBN465 Writing (Access I)</p> <p><b>Elective Units</b></p> <p>VBN501 Local Orientation (Access 1) VBN511 Current Affairs (Access 1)</p>	<p><b>21498VIC Certificate II in ESL (Access) CRICOS CODE 064963G</b></p> <p><b>Duration 26 Weeks 1 Semester</b></p> <p><b>Core Units</b></p> <p>VBN466 Listening (Access II) VBN467 Speaking (Access II) VBN468 Reading (Access II) VBN469 Writing (Access II)</p> <p><b>Elective Units</b></p> <p>VBN501 Local Orientation (Access II) VBN511 Current Affairs (Access II)</p>
<p><b>21499VIC- Certificate III in ESL (Access) CRICOS CODE 064964G</b></p> <p><b>Duration 26 Weeks 1 Semester</b></p> <p><b>Core Units</b></p> <p>VBN470 Listening (Access III) VBN471 Speaking (Access III) VBN472 Reading (Access III) VBN473 Writing (Access III)</p> <p><b>Elective Units</b></p> <p>VBN508 Australian Art and Culture (Access III) VBN511 Current Affairs (Access III)</p>	<p><b>21501VIC- Certificate III in ESL (Further Study) CRICOS CODE 064965F</b></p> <p><b>Duration 26 Weeks 1 Semester</b></p> <p><b>Core Units</b></p> <p>VBN474 Listening (Further Study III) VBN475 Speaking (Further Study III) VBN476 Reading (Further Study III) VBN477 Writing (Further Study III)</p> <p><b>Elective Units</b></p> <p>VBN506 Education in Australia (Further Study III) VBN508 Australian Art and Culture (Further Study III)</p>
<p><b>21502VIC- Certificate IV in ESL (Further Study CRICOS CODE 064966E</b></p> <p><b>Duration 26 Weeks 1 Semester</b></p> <p><b>Core Units</b></p> <p>VBN482 Listening (Further Study IV) VBN483 Speaking (Further Study IV) VBN484 Reading (Further Study IV) VBN485 Writing (Further Study IV)</p> <p><b>Elective Units</b></p> <p>VBN508 Australian Art and Culture (Further Study IV) VBN511 Current Affairs (Further Study IV)</p>	

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# MRP INTERNATIONAL INSTITUTE

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## Living in Australia

### Australia

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

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

### Melbourne

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

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

Melbourne, has been voted the world's 'most liveable city', enjoys clean fresh air and beautiful parks and gardens.

Melbourne is considered to be the shopping capital of Australia and offers some of Australia's biggest shopping complexes in the Southern Hemisphere; as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

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

The population is approximately 4 million. Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

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

The city centre features world class

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

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

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

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

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

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## Climate

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

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

Melbourne does not have a specific wet season - it can rain at any time of the year.

Sports and other outdoor activities are possible at all times of the year.

## Daylight Saving

Commences on the First Saturday in October and finishes on the last Saturday in April

## Art

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

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

## Multiculturalism

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

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

## Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

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

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

## Religion

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

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# MRP INTERNATIONAL INSTITUTE

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## **Clean, safe, cosmopolitan**

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

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

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

## **Health care**

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

## **Food**

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

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

## **Electricity**

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

## **Transport**

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

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

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

## **Telephones**

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

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## **Sports and recreation**

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

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

## **Entertainment**

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

## **Travel**

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

## **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 \$400 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 \$285 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.

## **Money and banks**

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

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at

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

## **Normal bank trading hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

## **Credit cards**

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

## **Currency**

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

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

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## Tipping

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

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

## Accommodation

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

1. Full Board (Homestay) A\$150.00 - A\$200.00 per week.
2. Student house A\$80.00 - A\$120.00 per week .
3. Half - Board A\$ 70.00 - A\$ 110.00 per week (plus expenses).
4. Leasing a House/Flat A\$250.00 - A\$400.00 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:

<http://www.s-h-a.com.au/>

<http://www.find-studentaccommodation.com/?gclid=Ci2th4T7iJACFSK9YAoddzqrw>

<http://www.youthcentral.vic.gov.au/ViewPage.action?siteNodId=13&languageId=1&contentId=-1&ref=neo>

<http://studyinaustralia.gov.au/Sia/en/StudyCosts/Accommodation>

## Transport

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

## Overseas Student Health Cover (OSHC)

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

Annual rates are A\$299 for single coverage and A\$598 for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

## A Good Choice for Study

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

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

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## Australia welcomes overseas students

Overseas students are welcomed in Australia because they:

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

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

## Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and rote learning).

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

## Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$18,000 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$2.50	Shoes 1 pair \$70.00
Bread 1 loaf \$3.50	Jeans 1 pair \$80.00
Apples 1 kg \$4.00	Toothpaste 140g \$3.50
Potatoes 1 kg \$5.00	Shampoo 500ml \$5.00
Beefsteak 1 kg \$20.00	T-shirt \$20.00
Eggs 1 dozen \$5.00	Hairdresser \$20.00 to \$40.00
Cereal 1kg \$6.00	Newspaper \$2.00
Fruit Juice 2 litres \$6.00	Cinema ticket \$15.00
Rice 1 kg \$3.00	Public transport city an inner suburbs \$7.00 for a day pass

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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 (ESOS) Act 2000* and the National Code.

## 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.dest.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.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
  - how to use your provider's student support services;
  - who the contact officer or officers are 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;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and

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AEI contact: telephone 1300 363 079 (local call costs), email: [aei@dest.gov.au](mailto:aei@dest.gov.au) or visit the website: [aei.dest.gov.au](http://aei.dest.gov.au).

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- how to use your provider's complaints and appeals process.

## 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 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

Who?	Why?	How?
Your provider	For policies and procedures that affect you	Speak with your provider. Go to your provider's website.
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	<a href="http://www.dest.gov.au/esos">www.dest.gov.au/esos</a> (until 30 June 2007) <a href="http://aei.dest.gov.au/esos">aei.dest.gov.au/esos</a> ESOS Helpline +61 2 6240 5069 Email <a href="mailto:esosmailbox@dest.gov.au">esosmailbox@dest.gov.au</a>
Department of Immigration and Citizenship (DIAC)	For visa matters	<a href="http://www.immi.gov.au">www.immi.gov.au</a> Phone 131 881 in Australia Contact the DIAC office in your country.

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AEI contact: telephone 1300 363 079 (local call costs), email: [aei@dest.gov.au](mailto:aei@dest.gov.au) or visit the website: [aei.dest.gov.au](http://aei.dest.gov.au).

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## Appendix

### Forms

Student Application Form

Organisation chart

Student appeal form

Student complaint form

Student credit transfer application form

Student deferral or suspension form

Student refund application form

Student RPL application form

### Procedures

Course progress and intervention strategy

Student complaints and appeals

Student transfer

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