



**Australasian Lawrence  
Aged Care College<sup>PTY LTD</sup>**

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*Specialist in Aged Care,  
Community and Health Education*

**INTERNATIONAL  
STUDENT PROSPECTUS  
2011**

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# INTERNATIONAL STUDENT PROSPECTUS

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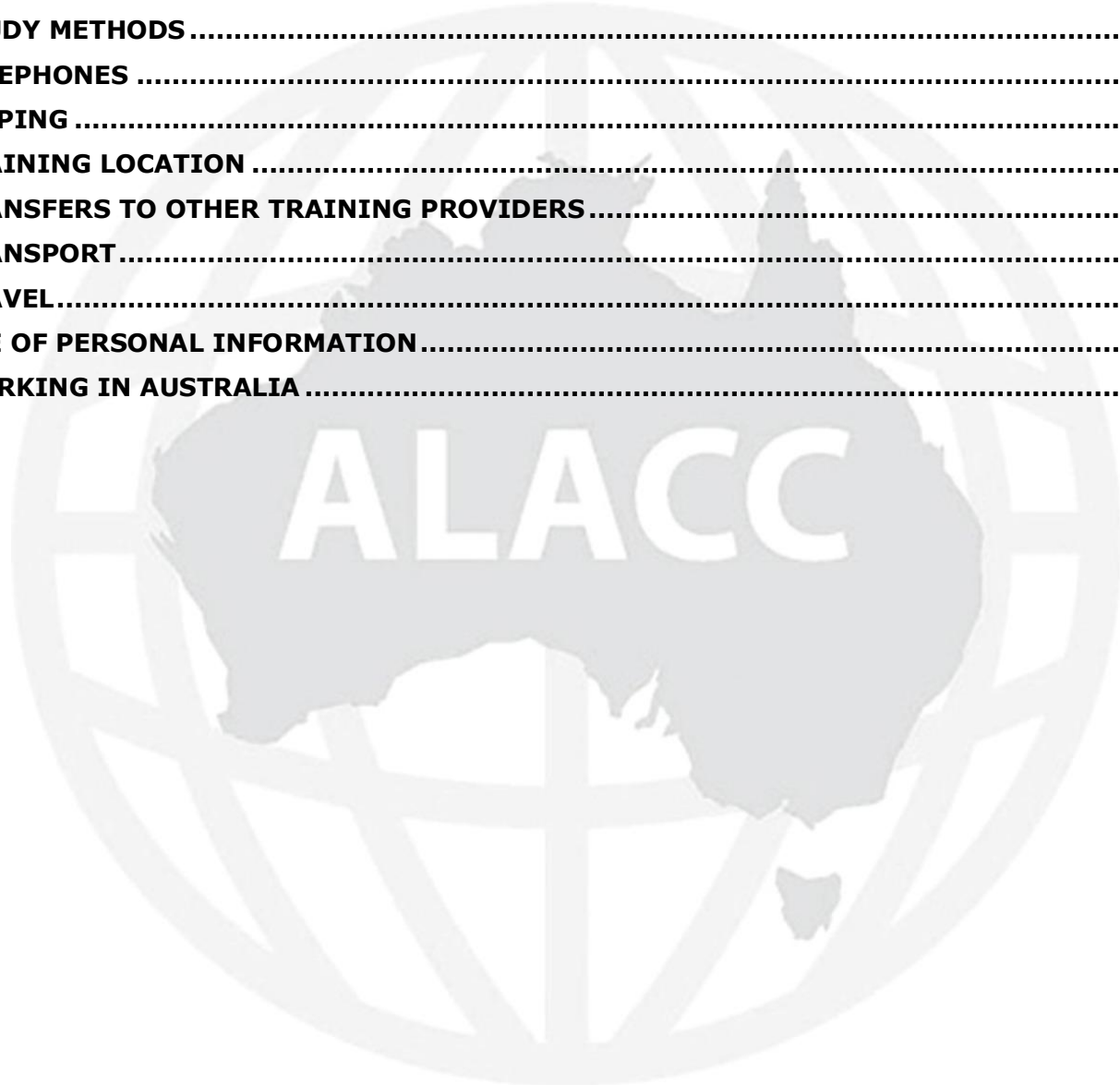
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# INTERNATIONAL STUDENT PROSPECTUS

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## About Australasian Lawrence Aged Care College (ALACC)

Australasian Lawrence Aged Care College's is a private Registered Training Organisation (RTO) that delivers Nationally Recognised Qualifications of the Australian Qualifications Framework (AQF) levels and is also a full member of AIWCW.

We are specialised in aged care, community and health training institution including business education. ALACC is founded by the Director who is well qualified and respected in her field of work in the aged care industry. Several of ALACC students have gone on to undertake courses at the university, mainly course related to nursing.

Our Preston training location is located in close proximity to one of Australia's biggest cities – Melbourne, Our programs are delivered by well qualified and experienced trainers. As a result our programs attract a large number of both local and international students from a variety of professional backgrounds.

## OUR PHILOSOPHY

Australasian Lawrence Aged Care College is committed to providing quality educational programs for nurses, care staff and health care practitioners in a wide range of health care settings such as nursing homes, extended care, aged and community health settings.

## OUR VISION AND MISSION STATEMENT

We approach our mission in an environment where:

- integrity and equality of opportunity is demonstrated in all our activities with all our stakeholders
- openness and accountability along with individual and collective responsibility exists

## OUR AIMS

1. **Educate** – To provide quality education training to international and local students to care for the elderly persons in the residential aged care, home and community.
2. **Profit** - To generate sufficient profit to finance future growth and to provide the resources needed to achieve sustainability for the ongoing objectives of providing education to students both local and international students and employees.

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3. **Growth** - To grow the business at a rate that is both challenging and manageable, leading the market with innovation and adaptability. At the same time, meet the needs of the market in providing services to the aged, disabled and mental health clients.
4. **Recognition** - To be the household name for Nationally Accredited Training throughout Australia, and in the international arena.
5. **Service** - To provide a range of services to raise the standards of care provided in aged care facilities through ongoing education and staff development activities.

## Why Choose Australasian Lawrence Aged Care College?

- Our principle purpose is to provide education. We offer a professional, tailored, fun learning experience to all our learners. Quality training facilities including fully furnished training rooms, computers with Microsoft Software, library, student recreation facilities, complimentary tea, coffee and snacks, lunchroom and amenities.
- ALACC is committed to provide flexible and innovative provision of education and training. At ALACC, we understand that there exist differences between every students experience, aptitude and learning styles. Hence, our staff members work with each student individually, to work out a strategically planned learning program for you.
- ALACC also offers a friendly and multicultural atmosphere. Our staff members are well qualified and take interest in each student on an individual basis.
- With students from many countries, you can be sure to not only get international experience but also be completely confident to venture into your workplace or further studies with developed communication and interpersonal skills.
- ALACC has a training location in Preston (Northern suburbs) where the courses for both local and international students are delivered.
- All resources (books, learning materials) are included in the course fee at no extra cost.
- Maximum of 25 students per class – this means more time for you!
- Service – our trainer/assessors are available after hours to assist you when you need them the most. The appointment can be made via emailing at [trainers@agedcare.net.au](mailto:trainers@agedcare.net.au) or calling at +61 3 9480 4445.
- Established network with Community Service Providers (Aged Care Facilities) for work experience and possible future employment
- Quality – The CEO / Director of Studies – Mrs Janet Lawrence is a Registered Nurse (Div 1) with over 35 years of nursing experience and has been a Fellow of the Royal College of Nursing Australia for the past 23 years. Janet is also currently the Director of Nursing at a 78 bed aged care facility.
- Your goal is our goal! We care about your progression. We work with you to achieve this Nationally Recognised Qualification.

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- We offer English Support workshop for our students free of charge to assist students with academic and non-academic related issues.

## OUR SCOPE

All qualifications delivered by Australasian Lawrence Aged Care College are TAFE Qualifications that are Nationally Recognised. We are pleased to offer the following qualifications to overseas students.

## QUALIFICATIONS

**Students enrolled with ALACC who successfully complete their course will receive a Certificate of Attainment with a Statement of Attainment for one or more of the qualifications listed below.**

- Certificate III in Aged Care (CHC30208)
- Diploma of Community Services Work (CHC50608)



Additional information about each qualification listed above can be found throughout this document.

Please note that in the event that training is conducted that does not correspond with our scope of registration, issued certificates will not hold the Nationally Recognised Training symbol, nor be recognised through the Australian Qualifications Framework. Only Nationally Recognised competencies / qualifications will hold the Nationally Recognised Training symbol.

## 5 EASY STEPS to study at Australasian Lawrence Aged Care College

### 1. APPLY

Complete the Application for Enrolment - International Student form by either downloading it off the ALACC website or collect it from our office at Preston Training location. Complete the Application of Enrolment form and submit it along with certified copies of your Passport, IELTS score card, Evidence of completion of Class 11, Class 12 or any qualification above that, copy of an Australian Visa (if applicable) by mail or in person.

Alternatively, ALACC is also associated with a few Education Agents who can assist you with the application process. A copy of all Immigration or Education Agents associated with ALACC can be downloaded from [www.agedcare.net.au](http://www.agedcare.net.au).



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## 2. ACCEPT YOUR OFFER

If after providing a completed application form with the relevant documentation and your application is successful, the college will issue you a Letter of Offer and a written Agreement. Please complete and return this Agreement to the College to indicate your acceptance or rejection of the offer in your chosen course of study.

## 3. CONFIRM YOUR ENROLMENT

Along with formally accepting your Letter of Offer, it is necessary for you to pay the initial deposit as outlined in Letter of Offer that includes a registration fee of \$200. Payment should be made in Australian dollars to Australasian Lawrence Aged Care College by bank cheque or an International bank draft. When your payment is received, your enrolment at Australasian Lawrence Aged Care will be confirmed in writing.

## 4. RECEIVE YOUR eCOE

Following the receipt of your payment, Australasian Lawrence Aged Care College will issue an electronic Confirmation of Enrolment (eCOE), which is a requisite for your Student, visa application. For more information on Australian Student Visa, please visit [www.immi.gov.au](http://www.immi.gov.au).

## 5. FILE FOR STUDENT VISA

Apply for a Student Visa with The Australian High Commission in your country. Receive your visa, fly to Australia and start the course.

For further details please email us at [int.lo@agedcare.net.au](mailto:int.lo@agedcare.net.au) or [janet@agedcare.net.au](mailto:janet@agedcare.net.au).

## How is my application processed?

Your application is processed only after all the relevant documents are received. Applicants residing in Australia who have satisfied the entry conditions for their chosen course will be invited to attend an informal interview with the CEO/Director of Studies or Delegate, who will determine the suitability of your chosen course. The CEO/Director of Studies or Delegate will assess applicants residing overseas at the time of enrolling for eligibility against the entry requirements through the submission of the enrolment form and supporting documents.

If your education qualifications do not meet the colleges admission requirements, other factors will be considered. These are:

- a. Age
- b. Work experience
- c. Attitude and aptitude
- d. Previous academic results
- e. Attendance rate in the previous college (if applicable)
- f. Ability and skills to function in an academic environment
- g. Possibility to succeed in his/her academic endeavours.



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Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If student has a satisfactory IELTS score applicant will be admitted to his/her 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 will be advised to enrol in an English (ELICOS or ESL) course for an appropriate duration until the student achieves a required IELTS score. This is not included in your student fees and needs to be paid by the student directly to the IELTS provider.

## 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.

## ABOUT MELBOURNE (Our Local Environment)

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



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## Background

There is much to love about Melbourne. Just ask the locals. This sophisticated world city in the south-east corner of mainland Australia inspires a deep passion in those lucky enough to live here. They love its vibrant energy, staggering choice of restaurants, funky boutiques, café-filled laneways, cool bars, unbeatable galleries, luscious parks and village-like inner suburbs, each with its own special character.

Melbourne, a relatively modern city which is less than 200 years old, never sits still. New futuristic designs add to the fascinating mix of architecture and ensure the skyline is constantly changing. Melbourne is very much about lifestyle. It is no huge surprise to residents that their city has been named in an international poll as the world's most liveable city.



Melbournians embrace three things in particular:

- **Sport** (Australian Rules football is almost a religion);
- **Fashion** (the look is chic with a dash of quirky); and
- **Festivals** (the calendar is packed year round).

They even embrace their notoriously changeable weather. A standing joke in Australia is that Melbourne can experience four seasons in a day. But, really, it's just another example of how they have it all!

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse the city's "real" side. While the big attractions can be great fun, often it's the more subtle "insider" experiences that leave you feeling really satisfied.

Here is some inside information to help you discover Australia's second largest city (also the capital of Victoria).

## Location

Focussed around a central business district (CBD), Melbourne's 8,800 sq km of suburbs spread more than 40 km to the south, are hemmed in by the picturesque Dandenong ranges 30 km to the east, extend up to 20 km to the north and sprawl across vast, flat basalt plains to the west.



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## Time zone

Australian Eastern Standard Time is GMT plus 10 hours.

Daylight Savings - last Sunday in October to the first Sunday in March.

## Daylight hours

Winter - 9 hours, 32 minutes (June 21)

Summer - 14 hours, 47 minutes in summer (December 22)

## Climate

Melbourne has a well-deserved reputation for its changing weather. Over the course of a day it can be possible to experience a little something of the four seasons. A tip for any visitor to Melbourne is to be prepared for anything – take an umbrella and wear shorts! Melbourne has a temperate climate of mild temperatures with four distinct seasons free of extremes.

**Summer** (December to February) warm to hot.

Average maximum temp 25°C (77°F)

Average minimum temp 14°C (57°F)

**Winter** (June to August) cool to brisk

Average maximum temp 14°C (57°F)

Average minimum temp 7°C (45°F)

**Autumn** (March to May) mild

Average maximum temp 20°C (68°F)

Average minimum temp 11°C (52°F)

**Spring** (September to November) cool to mild

Average maximum temp 20°C (68°F)

Average minimum temp 10°C (50°F)

## International Student City Ambassador Program

City Ambassador volunteers are trained volunteers who rove the city centre retail core in distinctive red uniforms answering all kinds of queries from Melbourne's diverse community - from people who've come from across the world to those who've come from across town.

Volunteers provide their services without financial payment and offer a friendly and informative welcome to visitors.

The International Student City Ambassador Program encourages international students to get involved and be trained as a City Ambassador for a three-month period.

For more information or to register your interest in the International Student City Ambassador Program contact the City of Melbourne on (03) 9658 9658.

## Useful Websites

<https://www.melbourne.vic.gov.au/CommunityServices/ForYouth/InternationalStudents/Documents/DiscoverMelbourneStudentGuide2010.pdf>

Please visit the above link to gain access to the guide that contains all the information you need to make the most of the city and live like a local – including places to visit, free things to do and



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special insider's tips.

The official travel website for international visitors to Melbourne Australia is <http://www.visitmelbourne.com>. Please visit this site to find out more about destinations, accommodation, festivals and events.

## Cost of living

(All prices are in \$AUD)

Melbourne is one of the cheapest cities in which to live. Compared to other major Australian cities it provides a very high quality of life that is also affordable.

As a general guide, accommodation, food, transport, clothes and expenses could cost between AUD\$9,000 to AUD\$17,000 or more a year, depending on type of accommodation, location in Melbourne and lifestyle. For a married person with a dependent, he/she will need at least another \$4,000 each year. If there are children, the living expenses required are approximately \$3,000 for each child.

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.

### Approximate Costs for Food Personal Effects/Services

Milk 1 litre \$2.50	Shoes 1 pair \$70.00
Bread 1 loaf \$2.50	Jeans 1 pair \$80.00
Apples 1 kg \$2.50	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$2.50
Beefsteak 1 kg \$5.00	T-shirt \$20.00
Eggs 1 dozen \$3.50	Hairdresser \$20.00 to \$40.00
Cereal \$2.00 - \$5.00	Newspaper \$2.00
Fruit Juice 2 litres \$4.00	Cinema ticket \$15.00
Rice 1 kg \$32.00	Public transport city an inner suburbs \$6.80 for a day pass (Zone 1)

## ABOUT PRESTON

ALACC's main training location is located in Preston, a Northern suburb of Melbourne.

Our training location is located close to a wide variety of restaurants including fine dining and fast food as well as shopping that ranges from basic groceries to clothes and accessories. The suburb is serviced by trains and is very well connected by buses and tram.

Preston forms part of the dynamic City of Darebin that stretches from Melbourne's inner northern suburbs of Northcote and Fairfield out to the traditional middle ring suburbs of Reservoir and Bundoora. With over 55,000 properties, including 55,253 residences and 4,727 commercial/industrial properties, Darebin is among the largest, most diverse communities anywhere in the State.

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Bordered by the Darebin and Merri Creeks, the City of Darebin contains a wide range of open spaces, including small, local parks and major regional parklands such as the All Nations Park in Northcote and Bundoora Park in Bundoora. Central Creek Grasslands, the Wildlife reserve at La Trobe University and Leamington Street Wetlands are all areas of natural beauty within the Darebin Community.

## Services Available

Darebin has people from 148 different cultural backgrounds with over 105 different languages being spoken. Because of this there are some excellent Multicultural resources and help available.

ALACC library and reception have a copy of the Darebin Community Information handbook that can be looked at upon request. The booklet can also be obtained free of cost from the Darebin council offices located on Gower Street, Preston.



The website <http://www.darebin.org> has some excellent links to a variety of community resources available in Preston.

## ACADEMIC PROGRESS

### NOTE

The academic progress policy set out below only applies to those students who were enrolled before the 31<sup>st</sup> May 2010 and ceases to apply in respect to all students from the 1<sup>st</sup> July 2010.

A further condition of your student visa is that you maintain satisfactory academic progress. At ALACC, you are considered to be making unsatisfactory progress if you fail two or more units in two consecutive study periods. ALACC will monitor your course progress and implement strategies to assist you in meeting your course progress requirement.

This includes identifying any academic or non-academic issues that hamper your academic performance.

If you fail to maintain satisfactory academic progress, ALACC is required to notify the Secretary of DEEWR. This may result in your visa being cancelled and you will be required to report to a DIAC officer, who will decide whether or not you will be allowed to remain in Australia and to continue your studies. If you are permitted to continue your studies, ALACC will continue to monitor your course progress to assist in meeting your course progress requirements. This will be arranged with the CEO/Director of Studies or her delegate.

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## ACCESS & EQUITY

The following access and equity guidelines are designed to remove barriers and obstacles so that all students have the opportunity to gain skills, knowledge and experience through access to Vocational Education & Training (VET) subjects. Access and equity guidelines will be implemented through the following strategies:

- Access to VET programs will be available to all eligible participants regardless of gender or race.
- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants within the capacity of the organisation's resources to provide such support and/or external assistance will be accessed as required.

Australasian Lawrence Aged Care College actively encourages the participation of a cross section of the community. This is achieved through the establishment of non-discriminatory selection procedures, encouraging access for all members of the community.

In the first instance, the Trainer will assess literacy, language and numeracy concerns. When indicated, the Course Manager will make available to the Trainer such materials or training processes to assist with learning.

If you require support for any reason at all whilst enrolled with Australasian Lawrence Aged Care College, please contact CEO / DOS or any member of ALACC Student Support services team. We will endeavour to assist you to our fullest capacity, or where appropriate, direct you to a suitable professional agency. This service is of no charge (Support can include interpreters, trauma, disability, harassment, welfare etc.).

## ADMISSION REQUIREMENTS – By Country

COUNTRY	DIPLOMA	CERTIFICATES
Australia	Completion of VCE or Pre-requisite Certificate qualifications	Year 11/12 or previous certificate qualification
Brunei	2 Passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher.
China	National Senior High School Graduation Examination	Matriculation Examination
Europe	Equivalent to Australian Year 12	Equivalent to Australian Year 10/11



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Hong Kong	Form 6 or equivalent	Form 5 or equivalent
India	10+2 minimum of 50% average	10+1 minimum of 50% average
Indonesia	SMU 3	SMU 2
Japan	Kotogakko/Upper Secondary School Certificate/Junior College/5 years Technical College	Chugakko/Lower Secondary School Certificate
Kenya	KCSE 'C' average or 'A' levels	KCSE pass or 'O' levels
Malaysia	2 passes in STPM	4 SPM 'D' grade or higher
Mauritius	2 passes in GCE 'A' levels	\$ GCE 'O' levels 'D' grade or higher
Myanmar	Minimum completed 2 years at Professional College or Senior Technical College	Basic Education High School Matriculation 45% or higher
Philippines		High School Diploma
Pakistan	Completion of Senior School Certification average 50% or more	Completion of School Certification average of 55% or more
Singapore	2 passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
South America	Equivalent to Australian Year 12	Equivalent to Australian Year 10/11
South Korea	High School Leaving Certificate or 12 years of school	High School Leaving Certificate or 11 years of school
Sri Lanka	2 passes in GCE 'A' levels	4 GCE 'O' levels 'D' grade or higher
Taiwan	Senior High School or Senior Vocational School or Junior College	Senior High School 2 <sup>nd</sup> Year
Thailand	Matayom 6 or Certificate in Vocational Education	Matayom 5
Vietnam	Year 12	Year 11



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## APPLYING FOR A STUDENT VISA

Once you have accepted your offer of a place at Australasian Lawrence Aged Care College, you can apply for a student visa from an Australian Diplomatic Mission in your home country. To apply for a visa, you will require:

- a Letter of Offer from ALACC
- an electronic Confirmation of Enrolment (eCOE) from ALACC
- a medical check-up, as required by legislation
- Proof of financial support, as required by legislation

After your visa has been granted, you are required to provide ALACC with copies of the relevant documents like visa.

For more information on student visa, please refer to [www.immi.gov.au](http://www.immi.gov.au)

## 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.

## ASSESSMENT ANXIETY

International students enrolled in ALACC have access to AC Psycho-solutions for any professional counselling or training related issues that may be causing concern. These services are available anytime and Anna can be contacted on 0413082507.

## ATTENDANCE

A roll is kept of each student's attendance. It is expected that all students will maintain a higher than 80% attendance rate for each study semester. If any problems arise that would affect your attendance please contact your trainer / lecturer to discuss your attendance issues.

As an overseas student, it is a condition of your visa that you attend a minimum of 80% of your scheduled course contact hours. Your attendance will be recorded at the beginning of each class,

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which will create a profile of your attendance across the Course. Both your actual and projected hours will be monitored. ALACC will monitor your attendance and implement strategies to assist you in meeting the 80% attendance requirement. If you are absent from classes to the point that you will no longer be able to satisfy the minimum attendance requirement, ALACC is required to notify the Secretary of Department of Education, Employment and Workplace relations (DEEWR) via PRISMS. This may result in your student visa being cancelled and you will be required to report to a DIAC officer, who will decide whether or not you will be allowed to remain in Australia and to continue your studies.

## NOTE

On the 31st May 2010 ALACC implemented the DEEWR-DIAC Course Progress Policy. As a result, from the study period (which is 11 weeks) beginning the 1st July 2010, ALACC is no longer required to notify DEEWR if a student has not, or cannot, met the 80% attendance requirement. However, students are still required to meet an 80% attendance level for each study period. Failure to do so amounts to misbehaviour and gives ALACC the right to temporarily suspend or cancel the enrolment of a student.

## 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.

## CHANGE OF ADDRESS

Upon arriving in Australia you are required to advise Australasian Lawrence Aged Care College of your residential address and telephone number and of any subsequent changes to your residential address. This is important because under Section 20 of the Education Services for Overseas Students (ESOS) Act 2007 Australasian Lawrence Aged Care College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance.

It is your responsibility to ensure that you always update your address details at Australasian Lawrence Aged Care College to ensure you receive important information about your course, fees and possible breaches of your student visa within 14 days.



# INTERNATIONAL STUDENT PROSPECTUS

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This form can be downloaded from [www.agedcare.net.au](http://www.agedcare.net.au); alternatively, you can contact ALACC staff to get a copy of the form. This form has to be submitted to International Student Liaison Officer either in person or by emailing at [int.lo@agedcare.net.au](mailto:int.lo@agedcare.net.au). Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) internet site on <http://www.immi.gov.au>

## CHEATING

Work submitted for assessment is accepted on the basis that it is a student's own work. In any case, if the work submitted is identical/ similar to another student's work, an assumption of cheating may arise. Cheating is most likely to lead to failure in the unit concerned and additional penalties may apply.

## CHEATING & PLAGIARISM

We do not tolerate any form of plagiarism or cheating in our training organisation.

### Plagiarism Definition

We define plagiarism as "a piece of writing that has been copied from someone else and is presented as being your own work".

### Cheating Definition

We define cheating "as someone being deceptive or lying to gain a personal advantage that is false". This may include sharing another student's work, cheating when taking a test or assessment or having another person do an assessment on your behalf.

There are severe consequences for plagiarism or cheating including direct supervision, suspension from studies which may result in termination of student from their studies. If you are an overseas student this will impact on your visa status.

## CODE OF PRACTICE

### Administration and management

We will meet the following minimum administrative and management standards.

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the ALACC.
- Maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.



# INTERNATIONAL STUDENT PROSPECTUS

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- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

## Course delivery

We will

- Provide, prior to course commencement, an orientation program containing information about the courses, program of study and availability of learning resources.
- Ensure that a current copy of the course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the recognised qualification.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

## Staff

Trainers and Assessors of The Registered Training Organisation will have:

- Demonstrated competencies at least to the level of those being delivered.
- For Trainers, demonstrated achievement of at least Certificate IV in Training and Assessment Competency Standards or their equivalent.
- For Assessors, demonstrated achievement of at least the three assessor competencies from the Certificate IV in Training and Assessment Competency Standards or their equivalent.
- Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

## Training environment

- We will meet the following minimum training environment standards.
- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
- Ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.



# INTERNATIONAL STUDENT PROSPECTUS

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## Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- name and registered number of the provider as shown on the Certificate of Registration
- name of the person receiving the qualification
- name of the course or units as shown on the Scope of Registration
- a certificate number
- the Nationally Recognised Training Logo
- the appropriate Australian Qualifications Framework statement
- identification of the recognition authority
- date issued
- authorised signatory of the Registered Training Organisation

We will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

We will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

## Marketing and recruitment

We will

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

## Student information

We will advise prospective students of:

- Scope of Registration
- Application processes and selection criteria
- Fees and costs involved in undertaking training
- Fee refund policy
- Qualifications to be issued on completion or partial completion of courses
- Competencies to be achieved during training
- Assessment procedures including recognition of prior learning
- Literacy and numeracy requirements
- "Complaints and Appeals" policy and procedure
- Grounds for suspending or cancelling the enrolment of a student.
- Staff responsibilities
- Facilities and equipment

# INTERNATIONAL STUDENT PROSPECTUS

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- Student support services
- Melbourne's cost of living

## Access and Equity Operating Principles

We will:

- Aim to ensure that access to employment and training is available, regardless of gender, socio-economic background, disability, ethnic origin, age or race.
- Ensure our Training and Assessment services are delivered in a non-discriminatory, open and respectful manner.
- Ensure our staff members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of students with special needs.
- Ensure our facilities are updated to provide reasonable access to students of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourage the participation of students from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that assists students in meeting personal training goals.
- Be accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Ensure that our staff and students are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the CEO / Director of Studies.

## Student Code of Behaviour

Students have the following rights whilst studying with Australasian Lawrance Aged Care College:

- 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 Australasian Lawrance Aged Care Colleges' 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 with courtesy at all times.

# INTERNATIONAL STUDENT PROSPECTUS

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## Feedback

At Australasian Lawrence Aged Care College we believe in quality continuous improvement. This can only be achieved with the help of our students. As such, throughout your course you will receive a feedback form from us. The purpose of this form is to obtain your opinion on your training so far. This gives you, and Australasian Lawrence Aged Care College, an opportunity to fine tune the course to ensure all needs and requests are being met.

On completion of your course, you will receive a completion feedback form to rate various aspects of the training, assessing and customer service provided to you throughout your course.

On the odd occasion, you may also receive a random telephone call by a staff member of Australasian Lawrence Aged Care College, to ask you a few quality related questions regarding your last training session.

We encourage people to be as honest as possible during all feedback forums so that we can make your training experience first-rate.

## Workplace Health & Safety

Australasian Lawrence Aged Care College has a responsibility to provide a safe and healthy environment for their employees, customers and visitors.

Under the Occupational Health and Safety Act 2000, course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Follow instructions provided for safety
- Not putting themselves or anyone else at risk
- Reporting an injury / illness or "near miss" to an appropriate person

## Equal Opportunity / Discrimination

Australasian Lawrence Aged Care College is an Equal Opportunity company, and does not discriminate against any person for any reason, nor do we condone workplace harassment of any sort. We operate in accordance with the

- Anti-Discrimination Act 1991.
- Human Rights and Equal Opportunity Commissions Act 1986.
- Harassment Act 1997.

## Disciplinary Procedures

Disciplinary action will be taken against students who engage in plagiarism and collusion as outlined in ALACC policy. This may include the cancellation or suspension of enrolment, being assessed as Not Yet Competent in the unit(s) or disqualification upon graduation. Additionally, proven involvement in plagiarism or collusion may be recorded on your academic file.

If the student admits dishonesty, then Australasian Lawrence Aged Care Colleges' Management will decide on whether they will only issue the qualification/statement of attainment for competencies that have not been subject to the above wrongdoing.

# INTERNATIONAL STUDENT PROSPECTUS

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If the student does not acknowledge misconduct, the Trainer/staff member shall report the incident to the CEO / Director of Studies, who will gather all relevant evidence from both the student and trainer (and other knowledgeable parties), review the allegations, determine whether there was cheating or plagiarism, and if so determine the appropriate disciplinary action. The CEO / Director of Studies will then advise the student of that disciplinary action.

If the student does not appeal the action (unless the disciplinary action is either suspension or cancellation in which case the period is 20 working days) to Australasian Lawrence Aged Care College management within one week, Australasian Lawrence Aged Care College shall implement the disciplinary action.

If an appeal is lodged, notwithstanding that the appeal is not upheld, the legal representative who heard the appeal may decide not to suspend or cancel the enrolment and determine that a lesser penalty should be imposed.

## COLLUSION AND COLLABORATION

Collusion is the presentation by a student of an assignment as his or her own which, in fact, is 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.

To facilitate better understanding, ALACC encourages students to discuss and assist each other with problems associated with their studies. However, it is imperative to note that the student must undertake all assigned work independently, and you must not work in groups unless specifically requested by the lecturer.

## COMPLAINTS

At ALACC, we believe in communication. So, if you feel you have any reason to lodge a complaint against any of our services, we request that you follow steps outlined below:

Student complaints are to be taken seriously by all staff, and the process to be commenced within 10 days of receipt. We will act upon the subject of any complaint found to be substantiated. Appeals must be lodged within 5 working days of the student being notified of the assessment decision, and are to be re-validated by the CEO / Director of Studies.

In the event that a student is concerned about the conduct of ALACC in any way, they may contact the State Registration Authority (VRQA) Chief Executive direct on the numbers below. The Chief Executive may, under part 2, division 2 of the Act, suspend or cancel the registration of a provider or course.



# INTERNATIONAL STUDENT PROSPECTUS

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Director  
Victorian Registrations & Qualifications Authority  
Level 6, 35 Spring Street  
MELBOURNE VIC 3000  
GPO Box 2317  
Melbourne Vic 3001  
Telephone (03) 9637 2806

Nothing in this procedure restricts a student's right to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:

- Contact a solicitor  
or
- Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, Tel 03 9602 5000 for a referral to a solicitor.

This policy also applies to both current and prospective students.

## COMPLAINTS AND APPEALS PROCEDURE

The purpose of this procedure is to define the system available to students for dealing with student complaints and appeals

### Responsibility

The CEO / Director of Studies is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

### Requirements

- Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.
- The procedure will be implemented at no cost to the student.
- The procedure will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information.
- All prospective students will be provided with information about the complaints and appeals procedure before making an agreement to enrol.
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- Students will be provided with details of external authorities they may approach, if required
- At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

# INTERNATIONAL STUDENT PROSPECTUS

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## Internal complaints and appeals:

- The student will have an opportunity to formally present their case, in writing or in person at no cost to the student.
- The student may be accompanied and assisted by a support person at any relevant meetings. In respect to internal appeals, a lawyer appointed by ALACC will conduct the appeal.
- At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Secretary in order to be considered by ALACC.
  - Deferral of commencement, suspension or cancelling a student enrolment (unless done at the request of the student)
  - Cancellation because of unsatisfactory course progress
  - Cancellation because of unsatisfactory course attendance.
- A student's enrolment must be maintained whilst a complaint OR internal appeal is in progress, and the outcome has not been determined. Whether the student's enrolment is maintained throughout an external process depends on the type of appeal.
- In cases where the provider is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment the provider only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment unless extenuating circumstances relating to the student's welfare apply.
- Extenuating circumstances relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
  - having medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
  - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - being at risk of committing a criminal offence
- ALACC encourages the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by ALACC.
- Where applicable, student may access and receive the outcome of only one external appeal process before ALACC may report the student. However this does not stop student from accessing multiple external appeals processes. If a student wishes to access another appeals process after being reported, the student will need to discuss this with DIAC.
- If there is any matter arising from a student complaint or appeal that is a systemic issue that requires improvement action this will be reported to ALACC management meeting as part of the continuous improvement process.

# INTERNATIONAL STUDENT PROSPECTUS

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- Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:
  - Contact a solicitor; or-
  - Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 03 9602 5000 for a referral to a solicitor.
  - If the internal or any external complaint handling or appeal process results in a decision that supports the student, the Australasian Lawrence Aged Care College must immediately implement any decision and/or corrective and preventative actions required and advise the student of the outcome.

## Informal Complaint Procedure

- Any student with a question or complaint may raise the matter with staff of the ALACC and attempt an informal resolution of the question or complaint.
- Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported, unless the ALACC staff member involved determines that the issue question or complaint was relevant to the wider operation of ALACC or if no resolution can be achieved through informal process.
- Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

## Formal Complaint Procedure

- Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint and appeal form available at the reception / the student notice board /ALACC website and arrange for a meeting with the CEO/ Director of Studies or delegate by expressing the interest of the same at the reception. At this meeting the complaint can be raised and a resolution is attempted.
- At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the CEO/ Director of Studies or delegate. The complaint may be recorded in writing either by completing the student complaint and appeal form prior to the meeting but should be duly signed by both parties at the meeting.
- The CEO/ Director of Studies or delegate will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing.
- A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time.
- At the end of the resolution phase the CEO/ Director of Studies or delegate will report the ALACC's decision to the student in writing. The decision and reasons supporting the decision will be documented by the CEO/ Director of Studies or delegate and placed in the students file. A copy of this document will be provided to the student.
- Following the resolution phase ALACC will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint.
- If a student is dissatisfied with the outcome of the formal complaint process then they may institute an internal appeals process by completing the complaint and appeals form.

# INTERNATIONAL STUDENT PROSPECTUS

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## Internal Appeal Procedure

- Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to DEEWR and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by ALACC.
- A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
- The appeals process is initiated by a student completing the student Complaint and Appeals form and lodging the completed form with the CEO/ Director of Studies or delegate.
- The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.
- A maximum time of 20 working days from the commencement of the appeal resolution phase is allowed for the appeal resolution unless all parties agree in writing to extend this time.
- After a student makes an internal appeal, Australasian Lawrence Aged Care College shall appoint a legal practitioner to hear the appeal and propose a final resolution.
- A different assessor selected by ALACC will give student appealing an assessment or Recognition of Prior Learning outcome the opportunity for reassessment. Costs of reassessment will be met by ALACC. The recorded outcome of the assessment appeal will be the most favorable result for the student from either the original assessment or the reassessment.
- The outcome of the internal appeal and reasons for the outcome are recorded in writing and signed and dated by the student and the CEO / Director or delegate and are placed in the student file. A copy of this document is provided to the student.
- Following the internal appeals phase ALACC immediately implements the decision as conveyed to the student and undertakes any actions for improvement that arise from the complaint.
- There are no further avenues within ALACC for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

## External Appeal Procedure

- The purpose of the external appeals process is to consider whether ALACC has followed its student complaint and appeals procedure, not to make a decision in place of ALACC. For example, if a student appeals against his or her subject results and goes through ALACC's internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.
- For external appeals the independent mediator is the Australian Council of Private Education and Training phone (03) 94161355. ALACC bears the costs of mediation.
- The independent mediator will determine the external appeals procedure.
- Following the receipt of the outcome of the external appeal ALACC immediately implements the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

# INTERNATIONAL STUDENT PROSPECTUS

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- If an appeal is against ALACC's decision to report the student for unsatisfactory course progress or unsatisfactory attendance, ALACC maintains the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the ALACC's decision to report.
- If an appeal is against ALACC's decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment ALACC only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DEEWR through PRISMS of the change to the student's enrolment.
- The student can contact DEEWR through the ESOS mailbox [esosmailbox@deewr.gov.au](mailto:esosmailbox@deewr.gov.au) or through the ESOS helpline (02) 6240 5069 at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process.

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

## COURSE DELIVERY AND ASSESSMENT

Australasian Lawrence Aged Care College is committed to only using Trainers of the highest calibre with appropriate qualifications and industry experience. Apart from the training and assessing aspect, your Trainer will assist you in any way possible to ensure your learning experience is memorable and insightful.

ALACC has a wide network of employers who are ready to take our students for workplace experience. Whilst this may not be a formal part of your studies, we encourage all our students to take on relative work experience outside their study hours. It is invaluable in helping you gain employment when you graduate.

Training may be delivered in both classroom and onsite in both real and simulated situations. You may be taught in small groups and/or one-on-one. Activities may also include projects, team work, research, case studies, presentations, group discussions, and many more methods to allow for flexibility in assessment.

Assessments include written examinations, assignments, questions and answers, reports and practical activities and observation onsite and in the workplace.

### Flexible learning and assessment procedures

Our training and assessment procedures are flexible and are designed to take into account your needs.

We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

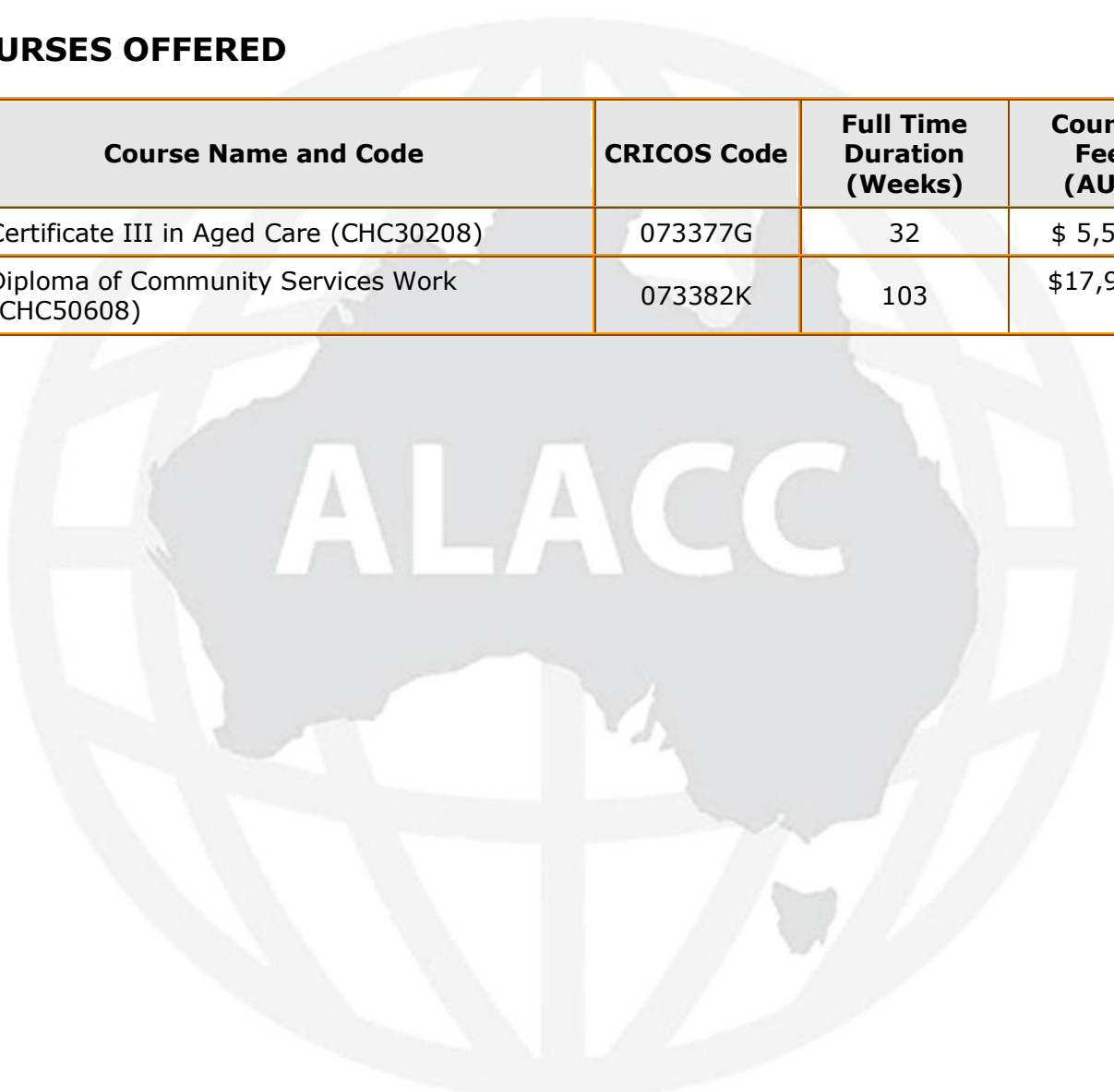
# INTERNATIONAL STUDENT PROSPECTUS

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This means that the training and assessment you receive from us is done in accordance of the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

## COURSES OFFERED

Course Name and Code	CRICOS Code	Full Time Duration (Weeks)	Course Fee (AUD)
Certificate III in Aged Care (CHC30208)	073377G	32	\$ 5,500
Diploma of Community Services Work (CHC50608)	073382K	103	\$17,950





# INTERNATIONAL STUDENT PROSPECTUS

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## CERTIFICATE III IN AGED CARE (CHC30208)

**Duration:** This course is delivered over a period of 32 Weeks comprising 27 weeks of training and 5 weeks of holiday breaks.

**Format:** Classroom based training followed by supervised practical placement. The college will assist students in finding suitable aged care facilities for the practical placement. The study mode is fulltime and Students are required to attend the College for 20 hours per week.

**Location:** Level 1/169 Plenty Road, Preston, VIC 3072 and Practical Placement location as negotiated.

**Purpose:** This certificate course provides you with a holistic approach to caring for Elderly People within our community. It is designed to equip you with the knowledge & skills to provide physical and social support to elderly individuals and people in hostels, Aged Care facilities and community settings.

### Who May

**Attend:** This course is available to **International Students** with valid study rights. They may

- Be seeking experience in an aged care industry
- Have no formal qualifications in aged care
- Wish to review/update knowledge and practical experience
- Be seeking a new career

### Pre-

**Requisites:** The minimum age for eligible applicants is 18 years. Applicants must have successfully completed the equivalent of Year 11 according to the Australian Qualifications Framework. A proficiency in English equivalent to IELTS 5.5 is required for all International applicants.

**Recognition:** Students may be able to shorten the length of their studies through the recognition of past experience and/ or qualifications gained elsewhere. Applications can be made for Recognition of Prior Learning (RPL) and Credit Transfer. These will be assessed according to the college's policy & procedures to determine if/how much advanced standing will be granted. This course holds National Recognition.

**Assessment:** Assessments will be conducted to determine the achievement of competency-based learning outcomes. Assessments may include written assignments, projects, practical skill demonstration, participation in role play, written reports, tests/exams or on-the-job observations

**Pathway:** Successful completion of this course will enable you to progress to Certificate IV in Aged Care, or to gain employment within an Aged Care Facility or in the Community Services Sector. Occupational titles may include Personal Care Assistant, Nursing Assistant, Personal Care Giver or Care Worker.



Australasian Lawrence  
Aged Care College  
Specialist in Aged Care,  
Community and Health Education

# INTERNATIONAL STUDENT PROSPECTUS

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Australasian Lawrence Aged Care College Pty. Ltd.  
Level 1/169 Plenty Road, Preston, VIC 3072

**t** (03) 94804445 / 94804522 **f** (03) 94800753 **m** 0404 000 993 [www.agedcare.net.au](http://www.agedcare.net.au)  
ABN: 49 122 509 602 CRICOS NO: 02933E RTO 21872 AIWCW Approved



# INTERNATIONAL STUDENT PROSPECTUS

Certificate III in Aged Care Work requires the successful completion of Fourteen (14) units consisting of:

- Ten (10) Core Units and four (4) Elective Units

Nominal Hours for this Qualification is 540 as per the Implementation/Purchasing Guide for the Training Package CHC08

Unit Code	CORE UNITS
CHCAC317A	Support older people to maintain their independence
CHCAC318A	Work effectively with older people
CHCAC319A	Provide support to people living with dementia
CHCCS411A	Work effectively in the community sector
CHCICS301A	Provide support to meet personal care needs
CHCICS302A	Participate in the implementation of individualized plans
CHCICS303A	Support individual health and emotional wellbeing
CHCOHS312A	Follow safety procedures for direct care work
CHCPA301B	Deliver care services using a palliative approach
HLTAP301A	Recognize healthy body systems in a health care context
Unit Code	ELECTIVE UNITS (Choose 4)
HLTHIR403B	Work effectively with culturally diverse clients and co-workers
HLTIN301A	Comply with infection Control policies and procedures in health work
CHCAC417A	Implement interventions with older people at risk of falls
CHCCS305A	Assist clients with medication(Note pre-requisite HLTAP301A)
CHCAC316B	Provide food services
HLTFA301B	Apply first aid

If you require any further information our Course Manager will be happy to assist or you can visit our website at [www.agedcare.net.au](http://www.agedcare.net.au)

This qualification is Nationally Recognised through the Australian Qualifications Framework



Australasian Lawrence Aged Care College Pty. Ltd.  
Level 1/169 Plenty Road, Preston, VIC 3072

t (03) 94804445 / 94804522 f (03) 94800753 m 0404 000 993 [www.agedcare.net.au](http://www.agedcare.net.au)

ABN: 49 122 509 602 CRICOS NO: 02933E RTO 21872 AIWCW Approved



# INTERNATIONAL STUDENT PROSPECTUS

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## DIPLOMA OF COMMUNITY SERVICES WORK (CHC50608)

**Duration:** This course is delivered over a period of 103 weeks comprising 5 terms with holiday Breaks between terms.

**Format:** Classroom based training and 400 hours of supervised practical placement in a Community Sector Setting. The study is fulltime and Students are required to attend the College for 20 hours per week

**Location:** Level 1/169 Plenty Road, Preston, VIC 3072 and Practical Placement location as negotiated.

**Purpose:** This Diploma course provides you with a holistic approach to working in the Community Services Industry. It is designed to equip you with the knowledge & skills required for service delivery for direct client care, health promotion or Community Development Projects. Students will also develop the skills & knowledge required to work with clients from Multicultural backgrounds

**Who May Attend:**

This course is available to International Students with valid Study rights, who is working in or interested in working in the Community Services Sector specialising in service delivery, client work, community education and development projects.

**Pre-**

**Requisites:** The minimum age for eligible applicants is 18 years. Applicants must have the equivalent year 11 according to the Australian Qualifications Framework and an IELTS score of 6.0. Applicants may be asked to undertake a Language, Literacy & Numeracy test. NOTE an IELTS score of 7.0 may be required by Professional Associations.

The successful completion of the following 2 units of competencies is required to study this qualification

**CHCCS411A Work effectively in the community sector**

**HLTHIR403B Work effectively with culturally diverse clients and co-workers**

**Recognition:** Students may be able to shorten the length of their studies through the recognition of past experience and/or qualifications gained elsewhere. Applications can be made for Recognition of Prior Learning (RPL) and Credit Transfer. These will be assessed according to the college's policy & procedures to determine if/how much advanced standing will be granted. This course holds National Recognition.

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# INTERNATIONAL STUDENT PROSPECTUS

**Assessment:** Assessments will be conducted to determine the achievement of competency-based learning outcomes. Assessments may include written assignments, projects, practical skill demonstration, participation in role play, written reports, tests/exams or on-the-job observations.

**Pathway:** Successful completion of this course will enable you to progress to Advanced Diploma of Community Service Work, or to gain employment within the Community Services Sector in the following occupational titles which may include:

- Assessor • Early Intervention worker
- Case Co-ordinator
- Case worker or manager • Client Service Assessor • Program Manager
- Co-ordinator Family Services • Program/Service Coordinator
- Co-ordinator • Support Facilitator
- Welfare Worker • Community Worker • Pastoral care manager
- Social Welfare Worker • Pastoral care counsellor
- Program Manager
- Family support worker • Community services Worker
- Co-ordinator • Senior youth officer/chaplain
- Welfare Worker • Community Worker

The Diploma of Community Welfare Work requires the successful completion of 19 units. These include: 13 Core Units, 5 Elective Units.

Nominal hours for this qualification are 1360 hours as per the Implementation/Purchasing guide for the Training Package CHC08.

An integral component of this course is the 400 Hours Practical Placement

Unit Code	Core Units
CHCCD514A	Implement community developmental strategies
CHCCM503C	Develop, facilitate and monitor all aspects of case management
CHCCOM504A	Develop, implement and promote effective workplace communication
CHCCS500A	Conduct complex assessment and referral
CHCCW503A	Work intensively with clients
CHCGROUP403D	Plan and conduct group activities
CHCLD415A	Confirm client developmental status
CHCLD514A	Analyse impacts of sociological factors on clients in community work and services



# INTERNATIONAL STUDENT PROSPECTUS

This qualification is Nationally Recognised through the Australian  
Qualifications Framework

CHCORG428A	Reflect on and improve own professional practice
CHCCAD504A	Provide advocacy and representation services
CHCCSL501A	Work within a structured counselling framework
HLTOHS300A	Contribute to OHS processes
CHCCSL508A	Apply legal and ethical responsibilities in counseling practice
Unit Code	Elective Units
CHCDIS302A	Maintain an environment to empower people with disabilities
CHCPOL403B	Undertake research activities
CHCPOL501A	Access evidence and apply in practice
CHCCD505D	Develop community resources
CHCCSL507A	Support clients in decision-making processes

If you require any further information our Course Manager will be happy to assist or you can visit our website at [www.agedcare.net.au](http://www.agedcare.net.au)

This qualification is Nationally Recognised through the Australian  
Qualifications Framework



# INTERNATIONAL STUDENT PROSPECTUS

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## CREDIT CARDS

Credit Cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Diners International, MasterCard, Visa and their affiliates. 3% surcharge will be applied on all payments made by using credit cards.

## CREDIT TRANSFER

If you have successfully completed any of the units from your course with another training provider, we will recognise these units for the same training package by giving you direct credit transfer, and you will not be required to repeat them. If you have successfully completed units from the same training package, even though those units are not part of the Course delivered at ALACC, we will recognise those units and give you exemptions from units that are taught at ALACC. An application for credit transfer should be on the CREDIT APPLICATION FORM which is available on the ALACC website.

The Department of Immigration and Citizenship (DIAC) requires that applications for Transfer of Credit and/or Recognition of Prior Learning be evaluated at the time of your application for Admission to ALACC in order that any credit and/or exemptions you are granted are taken into consideration when the length of time you need to complete your course is determined.

These evaluation processes include the development of a personal Training Plan, which you are required to follow so that you finish your course within the proposed length of time. DEEWR is notified of your proposed course completion date in your electronic Confirmation of Enrolment.

If a student does not apply for a Transfer of Credit and/or Recognition of Prior Learning at the time of his or her application; then, an application should be made as soon as possible after enrolment. This may result in a reduction in the course duration and /or the course fees.

## CRITICAL INCIDENT

### Purpose

The purpose of this procedure is to recognise the duty of care owed by the College to its students and to document the process for managing critical incidents if and when they occur.

### Responsibility

The CEO/ Director of Studies in consultation with International Student Liaison Officer and Student Support Officer are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Critical incidents are not limited to, but could include:

# INTERNATIONAL STUDENT PROSPECTUS

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- missing students and staff;
- 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.

The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify DEEWR and DIAC as soon as practical after the incident and in the case of a student's death or other absence affecting the student's participation, the incident will need to be reported via the Provider Registration and International Student Management System (PRISMS).

When an international student dies or sustains serious injury, the College may be required to assist the student's family. This may include:

- hiring interpreters
- making arrangements for hospital/funeral/memorial service/repatriation
- obtaining a death certificate
- assisting with personal items and affairs including insurance issues
- assisting with visa issues

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

## Procedure – for Students:

In the event of critical incident please contact CEO / Director of Studies on +61 404 0009 93. In her absence, please contact International Student Liaison Officer or Student Support Officer on +61 3 9480 4445.

## 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 the ability to recycle set an example for the world to follow.

## DEEWR-DIAC Course Progress Policy

As explained under the heading "Academic Progress", on the 31<sup>ST</sup> may 2010 ALACC implemented the DEEWR-DIAC Course Progress Policy. This means that, commencing from the study period beginning the 1<sup>st</sup> July 2010, ALACC will not be required to report students who do not meet the

# INTERNATIONAL STUDENT PROSPECTUS

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attendance requirements, but is still required to report a student who does not have satisfactory course progress.

Unsatisfactory course progress is where a student has not, or is unable to, achieve competency in at least 50% of the units required to be undertaken in a study period. A study period is defined as 11 weeks. Counselling and support will be available to assist a student with unsatisfactory course progress.

However, if students who have unsatisfactory course progress in two consecutive study periods will be reported to DIAC, via PRISMS. A student will be notified of the intention to report the student to DIAC for unsatisfactory course progress and the student will have 20 working days to access the Complaints and Appeals Process of the College.

The Course Progress Policy, including the changes that have occurred, as a result of the implementation of the DEEWR-DIAC Policy is set out in the Policies and Procedures Manual. This policy is currently available on the Website.

## DEFAULT OF PAYMENT – COURSE FEES

In the event of non-payment of fees payable, the student will agree that any costs or charges associated with the collection of outstanding monies are payable by the student and will be added to the principal debt amount. For example, debt collection fees, commission, legal costs, and interest. All overdue accounts will incur a \$20 per month bookkeeping fee. ALACC reserves the right to report a student's delinquent account to a credit reporting agency should payment remain outstanding for more than 30 days. In addition ALACC may refer the outstanding account for debt collection or issue legal proceedings to recover any outstanding invoices. Should an account be referred for debt collection, the collection costs payable by ALACC will be added to the principal debt amount. The total amount payable by students that have outstanding accounts that are referred to debt collection will be defined as the 'Aggregate Sum'. The Aggregate Sum is calculated as such:  $\text{Aggregate Sum} = \text{Outstanding Balance} / (1 - \text{Commission Rate})$ . The Aggregate Sum will be applicable and owing on the day that ALACC refers a student's outstanding account to a debt collection agency.

## DEFERMENT, CANCELLATION AND SUSPENSION

The ALACC policy in respect to deferment, cancellation and suspension is set out in the Policies and Procedures Manual (The policy and procedure manual is available upon request at the Preston Training location. Some of the policies are also available on [www.agedcare.net.au](http://www.agedcare.net.au)). This Policy covers the grounds upon which ALACC can defer, suspend and cancel a student's enrolment.

Students should be aware that ALACC has the right to temporarily suspend or cancel the enrolment of a student for misbehaviour.

# INTERNATIONAL STUDENT PROSPECTUS

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Misbehaviour includes,

1. Where a student has not, or is unable to meet, an 80% attendance level in a study period. A study period is 11 weeks
2. Where a student has found to be cheating within the meaning of the Plagiarism policy as set out in the Policies and Procedures Manual.
3. Where fees, in excess of \$500, are due and payable by a student for more than 14 days.
4. Swearing, fighting, aggressive behaviour and abusive language, whether to other students, staff members, or any other person at the ALACC premises.
5. Conduct that is discriminatory and/or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the ALACC premises.

Unless the matter involves the misbehaviour of a student, ALACC will only defer, suspend or cancel a student's enrolment if requested to do so by the student or because ALACC is required to do so under the ESOS ACT and/or the National Code 2007.

## 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.

## ENTERTAINMENT

Preston offers spacious surroundings suitable for social, sporting and other outdoor activities. We are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities including cinema, local theatre, sporting venues, arts centres and much more. There are plenty of opportunities for international students to have an enjoyable time with friends.

## 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 and who meet the entry criteria are encouraged to participate in training.

- Applicants must be at least 18 years old and have satisfactorily completed year 11 or equivalent for Certificate III courses.
- Applicants must be at least 18 years old and have satisfactorily completed year 12 or equivalent (year 12 or equivalent for Certificate IV and Diploma), or

# INTERNATIONAL STUDENT PROSPECTUS

- Applicants who have no formal qualifications but can provide evidence of relevant and sufficient work experience may also be considered.
- Applicants should have a Current Overseas Student Health Cover
- A proficiency in English equivalent to IELTS as mentioned in each course outline  
**-or-**
- Applicants that successfully completed more than half of a course at the Australian Qualifications Framework (AQF) Certificate IV level or higher  
**-or-**
- Applicants that have passed the entry English requirement

**Other specific admission requirements will be outlined in the course information section of this prospectus**

## FEES AND CHARGES

The following list covers all fees and charges that may be payable to Australasian Lawrence Aged Care College.

Fee / Charges	Amount	Due
Registration Fee	\$200	On acceptance of Letter of Offer
Course Fees	Varies per course – refer next page for details	Various payment options available
RCC / RPL Fee	\$250 per unit of competency	When undertaking RPL / RCC Process
Overseas Student Health Cover	Varies with the duration	On acceptance of Letter of Offer
Credit Transfer	Nil	Not Applicable
Credit Card Surcharge	3% of the amount transaction	At the time of payment

The CEO / Director of Studies has the authority to waive or modify any fees / charges imposed by Australasian Lawrence Aged Care College.

Please also note Students of ALACC who are the guardian of any school aged dependants attending either private or public schools are responsible for all costs associated with that dependant.



# INTERNATIONAL STUDENT PROSPECTUS

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## 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'.

## FULL TIME STUDY

The National Code 2007 now allows students to enrol in less than a full time load in a study period. However, ALACC encourages students to enrol in a full time load in each study period to ensure they complete their course within the expected duration as specified in the CoE.

## FURTHER STUDY

All graduates from Australian TAFE Institutes and other registered training organisations may seek credits to relevant degree programs in Australian Universities. There is no guaranteed entry into University programs, however, as a general rule, students who excel in their studies will have the best chance of being accepted by a University.

## 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. See the information on overseas student health cover on page 1 of this prospectus.



# INTERNATIONAL STUDENT PROSPECTUS

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## 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.

## LANGUAGE, LITERACY AND NUMERACY REQUIREMENTS

The purpose is to ascertain the learning needs of students in a systemic manner and to identify further support a student may require during their study at ALACC. All students will be required to demonstrate their Language, Literacy & Numeracy level on enrolling into a course. This can be undertaken at an initial interview at the time of admission and/or at orientation/induction (prior to the commencement of any course).

The English Language proficiency and numeracy skills on enrolment are expected to meet the following **criteria**:

### **Basic criteria for all applicants:**

- The ability to read and understand instructions in the student prospectus and student orientation kit, the course outline and course schedule.
- The ability to write – complete the enrolment forms and other relevant documentation.
- The ability to listen and communicate effectively with the assessor or course co-ordinator at the time of assessment.
- The ability to demonstrate numeracy skills and simple calculations.

### **Criteria for Certificate III and IV level courses**

#### • **Reading**

An Applicant should be able to 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.



# INTERNATIONAL STUDENT PROSPECTUS

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- **Writing**

An Applicant should be able to 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.

- **Oral communication**

An Applicant should be able to 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 and respond to a routine customer complaint.

- **Maths/Calculations**

An Applicant should be able to 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 (milliliters of hair dye, grams of flour etc).

## Criteria for the Diploma level courses

- **Reading**

An Applicant should be able to 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**

An Applicant should be able to 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.

- **Oral communication**

An Applicant should be able to 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.

- **Maths/Calculations**

Applicant should be able to 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. Other Registered Providers may make assistance available if Language, Literacy or Numeracy help is required. Please talk to the CEO\ Director of Studies for more information.

## **LIBRARY**

The College library has a good selection of resources available to students for use in the library. Trainers can access these resources for students at anytime during class times.

Students may make requests to library staff for assistance with research or resources at any time via email [library@agedcare.net.au](mailto:library@agedcare.net.au).

Our nearest Public library is part of the Darebin Library Service, located in Cramer Street, Preston <http://www.darebin-libraries.vic.gov.au/>.



# INTERNATIONAL STUDENT PROSPECTUS

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Victoria has an extensive network of Free Public Libraries that hold a range of materials from DVD's to technical texts as well as Internet & Computer facilities. To become a Member you will need to provide some form of Identification with your current Name & Address. To find your nearest public, academic or specialist library visit <http://www.libraries.vic.gov.au>.

## LIST OF LEGAL / COMMUNITY CONTACTS

### Community Agencies

Financial and Consumer Rights Council	(03) 9663 2000
Council on the Ageing (Vic)	(03) 9654 4443
Victoria Legal Aid	(03) 9269 0234 or 1800 677 402
Fitzroy Legal Service	(03) 9419 3744
Geelong Community Legal Service	(03) 5221 4744
North Melbourne Legal Service	(03) 9328 1885
Victorian Welfare Rights Unit	(03) 9416 1111
Consumer Law Centre	(03) 9629 6300

### Community Legal Centres

#### **Darebin Community Legal Centre Inc**

265 High Street, Preston, 3072

Tel: (03) 94847753

Fax: (03) 9484 9442

[Darebin\\_VIC@clc.net.au](mailto:Darebin_VIC@clc.net.au)

#### **The Federation of Community Legal Centres (Vic) Inc**

Suite 11, 1st Floor, 54 Victoria St, Carlton South  
Vic 3053

Tel: (03) 9652 1500

Fax: (03) 9654 5204

[administration@fclc.org.au](mailto:administration@fclc.org.au)

#### **Brimbank Melton Community Legal Centre**

Suite 6, 3 Alexandra Street, Melton, 3337

Tel: (03) 9971 1800

Fax: (03) 9746 8924

[valeriec@communitywest.org.au](mailto:valeriec@communitywest.org.au)

#### **Casey Cardinia Community Legal Service Inc**

42 Claredale Road, Dandenong, 3175

Tel: (03) 9793 1993

Fax: (03) 9794 9521

[caseyclc@vicnet.net.au](mailto:caseyclc@vicnet.net.au)

#### **Fitzroy Legal Service Inc**

PO Box 297, Fitzroy, 3065

124 Johnston Street, Fitzroy, 3065

Tel: (03) 9419 3744

Fax: (03) 9416 1124

[enquiries@fitzroy-legal.org.au](mailto:enquiries@fitzroy-legal.org.au)

#### **Youth Law**

Free, confidential legal advice for young people.

Address: 19 King Street, Melbourne

Phone: (03) 9611 2412



# INTERNATIONAL STUDENT PROSPECTUS

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## Emergency Assistance

- Brotherhood of St Laurence (03) 9483 1183
- Utility Relief Grant Scheme (03) 9616 7839
- Stop Over (03) 9347 0636
- The Salvation Army (03) 9650 4851
- The Smith Family (03) 9419 8500 or 1800 808 915
- Victorian Relief Committee (03) 9329 5599
- Domestic Violence Crisis Service (Vic) (03) 9373 0123 or 1800 015 188

## Centrelink

- Retirement (Age Pension) 13 2300
- Disability, Sickness & Carers 13 2717
- Employment Services (Newstart) 13 2850
- Youth & Students 13 2490
- Abstudy Student Services 13 2317
- Family & Parenting Payments 13 1305
- Languages other than English 13 1202
- Appointments 13 1021
- Customer Relations 1800 050 004
- Website [www.centrelink.gov.au](http://www.centrelink.gov.au) (external link)

## Victorian Eye Care Service

(03) 9349 7434

## Victorian Eye and Ear Hospital

(03) 9929 8666

## COMMUNITY DENTAL CLINICS

### Name of Agency - Suburb - Phone No

Moreland Community Health Service - BRUNSWICK - 9387 6711  
Darebin Community Health Service - EAST RESERVOIR - 9478 5711  
Eltham Community Health Centre - ELTHAM - 9431 1333  
Plenty Valley Community Health Centre - EPPING - 9408 6066  
North Yarra Community Health - FITZROY - 9411 3555  
Darebin Community Health Service - NORTHCOTE - 9489 1388  
Banyule Community Health Centre - WEST HEIDELBERG - 9459 8833

# INTERNATIONAL STUDENT PROSPECTUS

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## 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.

### 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

## MONEY AND FINANCES (GENERAL)

### Currency

Australia uses a dollars and cents system of decimal currency with 100cents 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.

### Banking

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.



# INTERNATIONAL STUDENT PROSPECTUS

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Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. Be aware most banks usually charge a fee –anywhere from \$1 to \$3 - if you use an ATM from another bank.

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, Diners International, MasterCard, Visa and their affiliates.

To report a card lost or stolen, call your bank or credit card provider. Check [www.creditcards.com.au/articles/credit-card-company-phone-contact-list-for-stolen-lost-credit-cards/](http://www.creditcards.com.au/articles/credit-card-company-phone-contact-list-for-stolen-lost-credit-cards/) for phone numbers you can call both in and outside Australia if your card is lost or stolen.

## Personal Bank Loans

International students studying in different universities in Australia need money for financing their tuition and living expenses. There are a number of banks and financial institutions extending personal loans to international students. These loans are typically secured loans backed with a guarantor but you could also be eligible for some short-term unsecured loan without any guarantor. Not all banks and lending companies would be extending this kind of personal loan and you may have to look around to find the one that does that.

# INTERNATIONAL STUDENT PROSPECTUS

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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.

## Goods and Services Tax (GST)

The Goods and Services Tax (GST) is a 10% tax on the supply of most goods and services in Australia. The GST does not apply to fresh food, your education, or international airfares.

By law, an advertised price must include GST.

Under the Tourist Refund Scheme, if you purchase new or second-hand goods with a total minimum value of \$300 from one shop, no more than 30 days before you leave Australia, you are entitled to a GST refund. It excludes beer, spirits and tobacco, which can be bought duty-free.

For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or you can visit [www.customs.gov.au](http://www.customs.gov.au).

## Budgeting

Living on a student income is challenging - especially if this is the first time you have lived away from home. Think carefully about how you will support yourself while you're here, and your expenses. The following website provides information on how to budget in Australia: [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au). The Commonwealth Bank has a useful Student Budget Calculator.

## Trouble managing?

Debt can be a serious problem for some students. Make sure you talk to someone who can help.

Consumer Affairs Victoria can refer you to a financial counsellor who can negotiate on your behalf with your creditors. Call 1300 55 81 81 or check [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)

## Leaving the country?

Before leaving Australia make sure any Debts/Bills you have incurred are PAID IN FULL, failure to do so could affect your re-entry to 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.

# INTERNATIONAL STUDENT PROSPECTUS

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Australians value the wealth of cultural diversity and social sophistication that international students bring to our training locations 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.

## MUTUAL RECOGNITION

We recognise and accept the credentials issued by another registered training organisation based in any State/Territory of Australia. This can include a Statement of Attainment for specific modules or units of competency, or it may be a complete qualification such as certificate or diploma. As part of this recognition we verify the issuing organisation's registration status on the National Training Information Service (NTIS) database.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

The Australian Government requires overseas students and their dependants to obtain health insurance for the duration of their visas. You will need evidence that you have OSHC before you can obtain your Australian student visa. Membership of a health insurance scheme in your home country does not exempt you from paying OSHC. Only Swedish students covered by CSN International (the Swedish National Board of Student Aid) and Norwegian students covered by the Norwegian National Insurance Scheme are exempt from paying the Australian Overseas Health Cover as a result of special intergovernmental arrangements.

It is a requirement that all international students studying at ALACC have OSHC for at the time of admission. The total fee for OSHC will be quoted in your Letter of Offer and this amount must be paid with the initial deposit, unless you have, or will, arrange your own OSHC prior to admission. When your OSHC payment is received, Australasian Lawrence Aged Care College will pay the OSHC on your behalf for your selected policy and indicate on your eCOE that you have paid the OSHC for the purpose of your student visa application. You will receive your OSHC membership card when it arrives.

OSHC covers up to 100% of the scheduled fee for most medical services and 100% of the scheduled fees in hospitals. Scheduled fees are those recommended by the Australian Government, but doctors and private hospitals often charge more than the recommended schedule fee, called a 'gap' amount, which must be paid by the patient. Whenever possible, inquire with the doctor or hospital providing the treatment. If a gap payment is required, then you may claim this to your medical insurer. Always check your benefit entitlement with the insurer before going to a private hospital. OSHC also covers up to 85% of the government scheduled fees for private doctors, pathology and x-rays. Students must make up the remainder of those costs. Please note that OSHC will not cover pre-existing conditions (treatment for medical conditions or disabilities in existence before you came to Australia).

# INTERNATIONAL STUDENT PROSPECTUS

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There are several providers of OSHC in Australia. AHM is Australasian Lawrance Aged Care College OSHC provider of choice. When you insure with AHM OSHC through Australasian Lawrance Aged Care College will disclose your relevant personal details to AHM. Visit <http://www.ahm.com.au/oshc> or call 134-246 for more information about OSHC.

## PENALTIES FOR PLAGIARISM

Disciplinary action will be taken against students who engage in plagiarism and collusion as outlined in the college policy, which is available upon request as well as viewable on the college website.

## PLAGIARISM

Plagiarism is the act of representing another person's work or idea as his or her own original work, without appropriate acknowledgment of the author or source. Simply put, failing to acknowledge ideas that have been borrowed from another source like internet, published books or periodicals, among others, is considered plagiarism.

ALACC has a Plagiarism policy that is strictly enforced. Members of the teaching staff are required to report the matter to the CEO/ Director of studies if they have reasonable grounds to believe that cheating has occurred.

## PRACTICAL PLACEMENT

In order to assist students to find suitable practical placements Australasian Lawrance Aged Care College has a directory of some of Melbourne's Aged Care Facilities. ALACC also has arrangements with two facilities for students who are studying Diploma Courses or have difficulty finding placements.

Please note that this information was current at time of publication. ALACC does not guarantee work or placement opportunities at these facilities. Students should also visit the following websites for more comprehensive listings.

[www.agedcareguide.com.au](http://www.agedcareguide.com.au)  
[www.healthdirectory.com.au](http://www.healthdirectory.com.au)

## PRIVACY

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Victorian Government who is the registering authority. The requirements of the registering authority may

# INTERNATIONAL STUDENT PROSPECTUS

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mean the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government Departments and Agencies and the Fund Manager of the ESOS assurance agency. It is a requirement of the Australian Quality Training Framework that students can access personal information held by ALACC and may request corrections to information that is incorrect or out of date. Apply to the CEO/ Director of Studies who is also the Privacy officer if you wish to view your own records.

## RECOGNITION OF PRIOR LEARNING

You may also be eligible to gain exemption from units of your course or parts of units under Recognition of Prior Learning provisions. Recognition of prior learning involves the determination of the competencies you have obtained through previous formal training, work experiences and/or life experiences, and the advanced standing to which you are entitled as a result of these competencies.

It is your responsibility to make application for Transfer of Credit and/or Recognition of Prior Learning. While ALACC staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

The Recognition of Prior Learning Process may incur a fee, which is outlined in our fees payable section.

## REFUNDS

Australasian Lawrence Aged Care College will refund full amounts owed to the student within 4 weeks.

- In the event that student's enrolled course is cancelled or rescheduled by Australian Lawrence Aged Care College –ALACC will refund your Registration and Course fees in full
- In the circumstances below (a, b, c) ALACC will refund the relevant amount minus the registration fee
  - a) In the event that Student Visa is refused, or if student withdraws from the course 10 weeks prior to your course or semester commencement - ALACC will refund student's Course fees in full
  - b) In the event that student withdraw from the course between 4 to 10 weeks prior to the course or semester commencement – ALACC will refund **70%** of Course fees
  - c) In the event that you withdraw from the course less than 4 weeks prior to your course or semester commencement – ALACC will refund **50%** of your Course fees.

In the event that student withdraws from the course after the course or semester commences, or student's enrolment is terminated for misbehaviour, or unsatisfactory course progress, all fees for the current semester are payable and non-refundable. The course fees for the next semester may also apply.



# INTERNATIONAL STUDENT PROSPECTUS

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For the refund of Overseas Student Health Cover - Refer to OSHC provider [www.ahm.org.au](http://www.ahm.org.au)  
This Refund Policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.

In order to apply for a refund, for any reason, you need to lodge a Refund Application Form, available from the college or from ALACC's website [www.agedcare.net.au](http://www.agedcare.net.au). This form asks why you are requesting a refund and requests evidence of your reason where applicable.

All approved refunds will be made within 28 days from application. If you are unhappy with the refund decision or amount for any reason at all, please refer to our Complaints and Appeals process.

In the unlikely event that the ALACC is unable to deliver your course in full, you will be offered a refund of all the course fees, including the registration fee, you have paid to date. The refund will be paid to you within 28 days on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ALACC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course.

If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the ALACC is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot 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.

## 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 training location.

## SAFE, CLEAN, COSMOPOLITAIN

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.



# INTERNATIONAL STUDENT PROSPECTUS

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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.

## SATISFACTORY COURSE PROGRESS

Satisfactory progress of your course will require each student to be assessed to a level expected in the workplace. This is achieved through

- Studying and practicing your course subject
- Talking with your trainers if you have any questions or concerns
- Maintaining 80% minimum attendance
- Handing your assessments in on time

You may be assessed in your course through a mixture of different assessment methods including submission of projects, essays, observations, written tests, role-plays, portfolio of evidence, and even your previous experience.

Details of each unit including the requirements for achieving satisfactory course progress are available on the National Training Information System website: [www.ntis.gov.au](http://www.ntis.gov.au). This information is free to access, and covers every Nationally Recognised qualification and unit available.

At any stage, you may request a report that outlines your progress through your course. This report will be made available at no charge to you.

## SCHOOL-AGED DEPENDANTS

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.

## 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 2000 Olympic Games in Sydney, the 2006 Commonwealth Games in Melbourne, the Australian Open Tennis Championship and the Grand Prix Motor Race highlights Australia as a leading destination for international events.

# INTERNATIONAL STUDENT PROSPECTUS

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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.

## Student Accommodation

### Student Accommodation

There are various types of student accommodation available off-campus and located close to ALACC.

### Share and rental accommodation

In share houses, each person usually has their own bedroom and shares the kitchen, bathroom and living areas. Rental costs range from AU\$140–AU\$220 per person per week, depending on location and facilities.

Real estate agents offer a variety of rental accommodation, including houses and apartments. The average weekly rent ranges from AU\$200–AU\$300 for a one bedroom flat, and AU\$250–AU\$400 for a two bedroom flat. Additional expenses for both share and rental accommodation include: food, gas, electricity, transport and telephone.

### Private student hostel accommodation

There are many private hostels close to ALACC, offering a furnished bedroom, shared bathroom, living and leisure areas. Some hostels provide meals, while others provide kitchen facilities. Computer facilities may also be available. Weekly prices range from AU\$220–AU\$350. Extra costs may include payment of a bond. A bond is a security deposit that is held until your tenancy has finished. It will usually be refunded fully if you have no rental arrears or you have not caused any damage to the premises.

### Rented House or Flat

This option gives students the chance to live with fellow students or on their own. However, there are several issues to consider. In many cases, students need to sign a 12 month lease and provide a bond and references. While this type of accommodation allows students to be independent, they need to buy their own food, prepare meals and complete other household tasks such as cleaning. Costs to rent a house are about \$180.00 per week for a 3 bedroom home in the suburbs. A 2 bedroom flat is approximately \$120.00 per week. These prices do vary, however, depending upon location.

The above costs are generally for unfurnished accommodation and costs would be higher for furnished accommodation. Please note that all prices quoted are in Australian dollars and are just an indication for you to plan your stay in Australia and maybe subject to change.



# INTERNATIONAL STUDENT PROSPECTUS

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## Student Accommodation Sites

The following sites provide more information on student accommodation; however, ALACC does not endorse them. Note that this list is not exhaustive.

Le Student 8	College Square
205 Bell Street, Melbourne VIC 3072	800 Swanston Street, Melbourne VIC 3072
Telephone: +61 3 9485 0200	Telephone: +61 3 9485 0200
Fax: +61 3 9485 0180	Fax: +61 3 9485 0180
Toll Free: 1800 006 493	Toll Free: 1800 006 493

## Vacancy Seeker

Search for and submit accommodation vacancies for a number of different accommodation types, including emergency, transitional, supported and respite.

Tenants Union of Victoria  
Provides advice and assistance regarding accommodation and tenancy rights  
Address: 55 Johnston Street, FITZROY VIC 3065  
Phone: (03) 9416 2577

Alternatively, you can also contact the International Student Liaison Officer for assistance with finding the right accommodation for you, when you first arrive in Australia. Please note that we will need a minimum of 28 days notification in order to secure your accommodation.

## STUDENT FACILITIES

### Computer and Internet Access

With fast paced globalisation, it's undeniable that computers are the future for everything. With internet becoming the data source for any information, it is becoming increasingly necessary even for health professionals to be computer savvy.

Keeping this in mind we have designed an open computer lab at ALACC where students can enjoy unlimited access to a computer and Internet from 8.30 am to 8.30pm. Students are advised to use facilities for academic and other genuine purposes only.

### Library

At ALACC, we believe in providing our students a holistic learning experience. In addition to receiving all materials free of cost relevant to your lectures, as a student of ALACC, you will have access to our vast collection of extra resource material ranging from books, video cassettes and CD's. The materials cover a wide array of subjects including personal skills development.

# INTERNATIONAL STUDENT PROSPECTUS

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## Well Equipped Classrooms

Both of ALACC's training locations have modern style classrooms. They are equipped with comfortable individual seating, audio-visual aids, adequate lighting, a computer, whiteboard and projectors. Additionally, to enable practical experience, a practical demonstration room with beds, wheelchairs, other resources used in aged care facilities and community set up for provision of care service to the aged, disabled and community caring like environment within a classroom.

## Student Recreational Areas

"All work and no play makes Jack a dull boy." ALACC's Preston training location has areas where a student can relax or take a break. Situated behind the computer library is the "Student Study Area", a place where students often hang around in groups, studying or simply catching up with each other. Another popular student hang out is the dining area, which also includes Kitchen facilities. Students also get complimentary tea, coffee, milk and snacks in between classes.

## Job Assistance Program

ALACC offers programs and services to assist you with your preparation for entering or re-entering the workforce. Assistance is provided to international students to wise up for working in Australia. Guidance is given over a range of activities including resume writing skills, time management, dress code, job searching, networking and facing an interview.

## Student Practical Placements

As a part of the course requirements, students enrolled in some of the courses may be required to gain practical experience during their education to demonstrate competency. ALACC assists international students in securing these placements.

Australasian Lawrence Aged Care College has a directory of some of Melbourne's' Aged Care Facilities. ALACC also has arrangements with some facilities for students who are studying Certificate / Diploma Courses.

ALACC does not guarantee work post practical placement.

Students should also visit the following websites for more comprehensive listings.

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

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

## STUDENT ORIENTATION

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at Australasian Lawrence Aged Care College and provide an

# INTERNATIONAL STUDENT PROSPECTUS

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introduction to studying, Melbourne's costs of living, transportation, facilities and accommodation. In addition, Australasian Lawrence Aged Care College staff will be introduced and advice on facilities in the local area. The orientation is conducted in a relaxed atmosphere, providing you with the opportunity to ask any questions you may have.

## STUDENT SUPPORT SERVICES

Our Student Support Services team are available if you have problems with training or anything else that may be causing you concern. This includes welfare assistance and guidance. They include:

- ⇒ International Student Liaison Officer / Student Support Officer – Mr. Priyank Gupta
  - Liaises with students and agents on enrolment. He is also the Student Contact person
- ⇒ Student Support Officer – Mr. Siby Cherian.  
He assists with Student support services and welfare related services.
- ⇒ CEO/Director of Studies – Janet Lawrence
  - Coordinate and approve services required for students.
- = Legal Assistance- Baker & Armstrong
  - ALACC has an arrangement with Baker & Armstrong, solicitors, whereby initial legal assistance is provided at no cost to the student. However, if the student wishes to engage that firm to act on his or her behalf, then, legal costs will be payable.

Should you require professional counselling, you will be referred to a qualified Counsellor who provides a confidential counselling service. In the event that you require this service, Australasian Lawrence Aged Care College will cover all fees charged. This applies to both on-shore and off-shore students.

Students requiring special or intensive assistance must contact the CEO\Director of Studies who may refer them to appropriate support or counselling services. The CEO \ Director of Studies can be contacted on 9480 4445 during office hours, or 0404 000 993 after hours.

At Australasian Lawrence Aged Care College, we care about our students and seek to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one.

The information can be sought from the website [www.agedcare.net.au](http://www.agedcare.net.au).

Student Support services booklet is available in the library. Alternatively, you can contact Student Support Services Team for a copy.

# INTERNATIONAL STUDENT PROSPECTUS

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## STUDY METHODS

ALACC encourages students to undertake private (individual) study to enhance their learning experience.

ALACC's Student Induction Manual includes study hints, tips and guidelines to assist students in their transition to the Victorian Educational System. Our trainers have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and will be able to help you develop new skills. Please contact your Course Managers if you require any assistance.

<http://www.studymelbourne.vic.gov.au/> is Victoria's official website for international students in Melbourne and regional cities.

<http://www.study-in-australia.org>, this link provides you with valuable information on studying and living in Australia & information on Australian visa requirements.

## 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. Our trainers 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.

## 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 purchased at a large number of retail outlets in denominations of A\$5, A\$10, A\$20 and A\$50. 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.

# INTERNATIONAL STUDENT PROSPECTUS

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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.

## TRAINING LOCATION

Training Premises – Level 1 / 169 Plenty Road Street, Preston, Victoria 3072

If Australasian Lawrence Aged Care College Pty Ltd purchases or leases new facilities, students will be advised at least 20 days prior to any intended re-location of training premises.

Should Australasian Lawrence Aged Care College Pty Ltd undertake any change in its registration license, or any changes in its directorship, students will be advised at least 21 days prior to this change occurring (where possible).

## TRANSFERS TO OTHER TRAINING PROVIDERS

Under the ESOS Framework, the ALACC 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 months 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.

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



## TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public

ged Care College Pty. Ltd.  
oad, Preston, VIC 3072

m 0404 000 993 [www.agedcare.net.au](http://www.agedcare.net.au)

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# INTERNATIONAL STUDENT PROSPECTUS

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

## Ticket System

Melbourne's new stored-value Myki (Pronounced my-key) ticketing system is now in full operation on trains, trams and buses. For the first six months of Myki's operation, Metcard tickets can be used to ride on any of Melbourne's metropolitan trains, trams or buses.

Metcards can be purchased at train stations, on board trams and buses, at retail outlets such as newsagents and convenience stores displaying the blue Metcard sign. A valid Metcard allows you to travel on all Melbourne's trains, trams and buses.

## Tickets

The transport network is divided into two zones, representing inner (zone 1) and outer (zone 2) Melbourne. Tickets can be bought for two hours, a full day, a week, a month or a year. You may make as many trips as you like within the zone and time period you've paid for – for instance, a zone-1 two-hour ticket, or a zones 1 & 2 weekly ticket.

Buying tickets in packs of five can save you money. This option is available at train stations, and selected newsagents and convenience stores. You can buy a ticket on board a tram, but these machines take coins only. There are no ticket machines on board buses or trains.

Wherever you travel, make sure you validate your ticket every time you use a new facility, ex: the machines on the train platform or on board your bus or tram. Failure to do so may attract heavy fines, if caught. Most services end around midnight.

## Timetable Information

The College is accessible by

	<b>Train/Tram/Bus Line</b>	<b>Getting Off</b>	<b>Walking Distance from ALACC</b>
<b>Train</b>	Epping Line	Bell Station	10 minutes
<b>Tram</b>	No. 86, 83 or 11, 112	Stop 44 or 45	2 minutes
<b>Bus</b>	Route 513	Plenty Rd./Bell St.	5 minutes

Pocket train timetables can be obtained from railway stations.



# INTERNATIONAL STUDENT PROSPECTUS

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Tram Tracker lets you know when the next 3 trams are due for your stop. Call 1300MYTRAM or SMS your Stop ID to 199YARRA.

Bus timetables & route maps are accessible from [http://www.buslines.com.au/bbc/be\\_513.shtml](http://www.buslines.com.au/bbc/be_513.shtml) or call 131638

The Metlink website will show you how Melbourne's transport system operates and has timetables. <http://www.metlinkmelbourne.com.au>

## NightRider

NightRider is a bus service that provides safe, easy and inexpensive way to travel after midnight on weekends. All you need is a valid Metcard. Buses run every 30 minutes 1.30am - 4.30am on Saturday mornings and 1.30am to 5.30am on Sunday mornings.

## Taxicabs

Metered taxicabs operate within Victorian 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.

Between 10pm and 5am, taxis require prepayment for journeys. Drivers are entitled to charge extra fees or surcharges for flagfall, toll roads, airport pickups, late nights and so on.

If you not satisfied with your service, note your driver's identification number, displayed on the dashboard, and the taxi registration number (licence plate) and report to the taxi company.

Mentioned below are contact numbers of some of the taxi companies in Melbourne. Please note that this is provided for your information only and ALACC does not endorse any of their services.

Northern Suburban Taxis	131 119
Yellow Cabs	132 227
Silver Top	131008
West Suburban	9689 1144

## Driving

In Australia, drivers must drive on the left side of a road. It is your responsibility to keep yourself informed of Victoria's road rules.

VIC Roads is the state authority that issues Victorian driver permits and licences. They can also tell you whether your overseas licence or permit is valid in Victoria and for how long.

Visit <http://vicroads.vic.gov.au/> for information regarding driving permits, licences, road rules and your responsibilities if you are involved in an accident.

# INTERNATIONAL STUDENT PROSPECTUS

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## Drugs and alcohol

You can expect to be stopped at any time for a random roadside test by Victoria Police. If your blood alcohol level is more than .05 or you have any illicit drugs in your system, you can expect heavy fines, suspension of your licence, and even risk jail.

## Speeding

The government and the police enforce strict speed limits to protect Victorians from road crashes through the use of police Patrol cars, speed cameras and radar.

Exceeding the speed limit in a vehicle other than a large vehicle by less than 10km/h is \$146.02 and one demerit point.

Failing to obey traffic lights (red-light or arrow) incurs a penalty of \$292.05 and three demerit points. You can find more information at <http://www.justice.vic.gov.au/>.

## Toll roads

Melbourne has several toll roads. You can either purchase an e-tag, or pay within 24 hours of your journey at selected newsagents or online. Further information is available at [www.citylink.com.au](http://www.citylink.com.au) and [www.eastlink.com.au](http://www.eastlink.com.au).

If you need assistance in finding your way around the city and suburbs please ask the reception or library Staff who have access to a Melways greater Melbourne Street Directory.

Alternatively, there are some excellent websites available, [www.whereis.com.au](http://www.whereis.com.au) being one of the best available.

## TRAVEL

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

## USE OF PERSONAL INFORMATION

Information provided by students may be made available to Commonwealth and State Agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act and the National Code. Australasian Lawrence Aged Care College is required, under s19 of the ESOS Act, to tell the Department about: changes to student's enrolment; and any breach by students of student visa conditions relating to attendance or satisfactory academic performance.



# INTERNATIONAL STUDENT PROSPECTUS

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## WORKING IN AUSTRALIA

Holders of an Australian student visa are normally eligible to work in Australia - up to 20 hours a week during semester, and full-time during holidays. If you are on a scholarship, you'll need to make sure the conditions allow you to work. However, some colleges and universities warn against working at all, because it can undermine your studies and prevent you from socialising and getting the most out of your stay. However, work is not easy to find and under no circumstances should students rely on income earned in Australia to pay COURSE fees. Students are not permitted to work if it interferes with their study. For more information on work rights, please visit [www.immi.gov.au](http://www.immi.gov.au)



# INTERNATIONAL STUDENT PROSPECTUS



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



# INTERNATIONAL STUDENT PROSPECTUS

- 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.

