



MELBOURNE Metro College

Learn. Grow. Become | RTO NO.: 52791 | Cricos Code: 03831C



International Student Prospectus 2023

Melbourne Metro College

ABN 56 610 041 775 | RTO 52791 | CRICOS 03831C

Level 5, 440 Elizabeth Street

Melbourne VIC 3000 Australia

www.melbournemetrocollege.edu.au

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Welcome to Melbourne Metro College

Thank you for your interest in studying at Melbourne Metro College. Melbourne Metro College is a registered training provider that meets quality standards for providing training to students as set by the regulatory authorities in Australia. All course delivered by Melbourne Metro College are nationally recognised qualification under the Australian Qualifications Framework.

This Student Prospectus has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at Melbourne Metro College and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at Melbourne Metro College.

It is imperative that you read all the information carefully. Rest assured that the Melbourne Metro College and its friendly staff are here to support you in order for you to. We are committed to ensure that you make a right choice selecting your course of study and that you have the best learning experience possible.

If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

Address: Level 5, 440 Elizabeth St, Melbourne VIC 3000 Australia

Phone: (+61) 3 9999 7401

Email: info@melbournemetrocollege.edu.au

Website: www.melbournemetrocollege.edu.au

We look forward to seeing you at Melbourne Metro College.



Course Information

CHC30121 Certificate III in Early Childhood Education and Care

National Code: CHC30121

CRICOS CODE: 108578E

Tuition Fees: \$12,000

Material Fee: \$100

Enrollment Fee: \$200

Course Description

This qualification reflects the role of educators in early childhood education and care who work in regulated children's education and care services in Australia. They support children's wellbeing, and development in the context of an approved learning framework. Educators use a range of welldeveloped skills and knowledge using discretion and judgment when carrying out their work in the context of established policies and procedures. They may work independently or under the guidance of others, though in some contexts that guidance may not be on-site.

Early childhood educators work in long day care centres, family day care, pre-schools or kindergartens.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

The course duration is 52 weeks which includes 44 weeks of scheduled delivery (including 120 hours of work placement) and up to 8 weeks of holidays and study breaks.

Course Structure

The students enrolled in this course are required to complete 17 units of competency to attain a qualification.

Core Units

HLTWHS001 Participate in workplace health and safety

CHCECE034 Use an approved learning framework to guide practice

HLTAID012 Provide First Aid in an education and care setting

CHCECE055 Meet legal and ethical obligations in children's education and care

CHCPRT001 Identify and respond to children and young people at risk

CHCECE035 Support the holistic learning and development of children

CHCECE036 Provide experiences to support children's play and learning CHCECE033

Develop positive and respectful relationships with children

CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures

CHCECE037 Support children to connect with the natural environment

CHCECE032 Nurture babies and toddlers

CHCECE038 Observe children to inform practice

CHCECE031 Support children's health, safety and wellbeing CHCECE030

Support inclusion and diversity

CHCECE056 Work effectively in children's education and care

Elective unit

BSBTR401 Promote innovation in team environments.

CHCPRP003 Reflect on and improve own professional practice

Delivery Approach

The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Students are also required to undertake a self-paced study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:

The students are required to undertake at least **160 hours of work placement** in a regulated education and care service to complete the requirements of this qualification. Melbourne Metro College will arrange work placement for students at an approved childcare centre and location suitable for students. Students are required to complete assessment tasks and maintain a logbook throughout the placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

CHC50121 Diploma of Early Childhood Education and Care

National Code: CHC50121

CRICOS CODE: 108579D

Tuition Fees: \$12,000

Material Fee: \$500

Enrollment Fee: \$200

Course Description

This course provides comprehensive training for early childhood education and care services that is applicable in a broad range of work environments. This course will prepare you for a role within childcare education. They may have responsibility for supervision of volunteers or other staff.

You'll develop skills in providing activities and care to children, with an emphasis on play-based learning. You'll learn to facilitate learning and play in order to enable children to achieve developmental outcomes.

This qualification will prepare you for the roles such as Children's Services Co-ordinator, Family Day Care Co-ordinator and Early Childhood Teacher.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This course is delivered over a total of 52 weeks that includes 46 weeks of scheduled face to face delivery (including 280 hours of work placement) and up to 6 weeks of public holidays and terms breaks in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure

The students enrolled in this course are required to complete 15 units of competency to attain a qualification.

Core Units

CHCECE041 Maintain a safe and healthy environment for children

CHCECE047 Analyse information to inform children's learning

CHCECE050 Work in partnership with children's families

CHCECE045 Foster positive and respectful interactions and behaviour in children

CHCECE042 Foster holistic early childhood learning, development and wellbeing

CHCECE048 Plan and implement children's education and care curriculum

CHCECE044 Facilitate compliance in a children's education and care service

CHCECE049 Embed environmental responsibility in service operations

CHCECE043 Nurture creativity in children

CHCECE046 Implement strategies for the inclusion of all children

CHCPRP003 Reflect on and improve own professional practice

BSBTWK502 Manage team effectiveness

Elective units

CHCPOL003 Research and apply evidence to practice ECEC

BSBOPS502 Manage business operational plans

BSBPEF502 Develop and use emotional intelligence

Delivery Approach

The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Students are also required to undertake a self-paced study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:

The students are required to undertake at least **280 hours of work placement** in a regulated education and care service to complete the requirements of this qualification. Work placement for students at an approved childcare centre and location suitable for students. Students are required to complete assessment tasks and maintain a logbook throughout the placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC33015 Certificate III of Individual Support

National Code: CHC33015

CRICOS CODE: 102383J

Tuition Fees: \$12,300

Material Fee: \$100

Enrollment Fee: \$200

Course Description

Prepare for a truly fulfilling career within an ever-growing Aged Care sector – where there is an increasing demand for qualified professionals in an environment where people-centred support is critical. This **Melbourne Metro College** course of study will prepare graduates for the delivery of:

- Holistic Care
- Emotional and Social support
- Physical and Psychosocial well-being
- Palliative care

Support for those with Dementia or other illnesses

In addition to an active classroom learning environment, students will consolidate their learning within industry facility placement settings, putting their theoretical knowledge into 'rewarding' practice – prior to securing permanent employment in Aged or Home Care settings.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 44 weeks of training and assessment spread over 4 terms of 10 weeks each and 8 weeks of holidays. A work placement of 120 hours is also required which will be completed in week 11 of each term.

Course Structure

The students enrolled in this course are required to complete 13 units of competency to attain a qualification.

Core Units

CHCCCS015 Provide individualised support

CHCCCS023 Support independence and wellbeing

CHCCOM005 Communicate and work in health or community services

CHCDIV001 Work with diverse people

CHCLEG001 Work legally and ethically

HLTAAP001 Recognise healthy body systems

HLTWHS002 Follow safe work practices for direct client care

Elective units

CHCAGE001 Facilitate the empowerment of older people

CHCCCS011 Meet personal support needs

CHCAGE005 Provide support to people living with dementia

CHCAGE002 Implement falls prevention strategies

HLTINF001 Comply with infection prevention and control policies and procedures CHCCCS025
Support relationships with carers and families

Delivery Approach

The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Students are also required to undertake a self-paced study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:

Students will be required to complete 120 hours of work placement. This is to be completed during Week 11 of each term at a time to suit the student and their work placement provider. Students must complete 30 hours of work placement during this time.

Work placement providers will be provided with a list of activities that students are to complete in the workplace to develop their skills. Assessment will also be conducted in the workplace by Melbourne Metro College trainer and assessor.

Students must undergo a working with children check prior to placement which will be at the student's own cost.

Melbourne Metro College will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed.

Trainers/assessor will visit students on their work placement at least 4 times to provide on the job training, as well as to conduct observations for assessment purposes

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC43015 Certificate IV in Ageing Support

National Code: CHC43015

CRICOS CODE: 102384H

Tuition Fees: \$12,300

Material Fee: \$100

Enrollment Fee: \$200

Course Description

The Certificate IV in Aged Care will combine classroom training with on the job training by our highly qualified training staff. Students will be able to put into practice the skills that they have learnt in the classroom through placement at a registered aged care facility. Resources and equipment used to train students are to industry standards. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions. You will also be able to take advantage of work placement with leading Aged Care providers.

Your newly-developed skills will enable graduates to not only work independently, but take responsibility for the planning, facilitation and quality delivery of client-centric services – including:

- Managing compliance for Legal and Ethical requirements
- Client intervention strategy
- Leadership in Service Delivery
- Provision of Holistic and Personal care

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 44 weeks of training and assessment spread over 4 terms of 10 weeks each and 8 weeks of holidays. A work placement of 120 hours is also required which will be completed in week 11 of each term.

Course Structure

The students enrolled in this course are required to complete 18 units of competency to attain a qualification.

Core Units

CHCADV001 Facilitate the interests and rights of clients

CHCAGE001 Facilitate the empowerment of older people

CHCAGE003 Coordinate services for older people

CHCAGE004 Implement interventions with older people at risk

CHCAGE005 Provide support to people living with dementia

CHCCCS006 Facilitate individual service planning and delivery

CHCCCS011 Meet personal support needs

CHCCCS023 Support independence and wellbeing

CHCCCS025 Support relationships with carers and families

CHCDIV001 Work with diverse people

CHCLEG003 Manage legal and ethical compliance

CHCPAL001 Deliver care services using a palliative approach
CHCPRP001 Develop and maintain networks and collaborative partnerships
HLTAAP001 Recognise healthy body systems
HLTWHS002 Follow safe work practices for direct client care

Elective units

CHCAGE002 Implement falls prevention strategies
BSBLDR402 Lead effective workplace relationships
CHCCCS017 Provide loss and grief support

Delivery Approach

The course is delivered face to face, 20 hours per week in a classroom and in a simulated workplace environment and will include training presentations, tutorials, demonstrations and practice tasks and activities. Students will be provided with a class timetable at the time of an enrolment.

Students are also required to undertake a self-paced study to enhance learning from the units. The extent of self-paced learning is determined by each individual student and is communicated through the trainer.

Work placement:

Students will be required to complete 120 hours of work placement. This is to be completed during Week 11 of each term at a time to suit the student and their work placement provider. Students must complete 30 hours of work placement during this time.

Work placement providers will be provided with a list of activities that students are to complete in the workplace to develop their skills. Assessment will also be conducted in the workplace by Melbourne Metro College trainer and assessor. Students must undergo a working with children check prior to placement which will be at the student's own cost. Melbourne Metro College will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed.

Trainers/assessor will visit students on their work placement at least 4 times to provide on the job training, as well as to conduct observations for assessment purposes.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC43115 Certificate IV in Disability

National Code: CHC43115

CRICOS CODE: 105539C

Tuition Fees: \$12,000

Material Fee: \$100

Enrollment Fee: \$200

Course Description

This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 44 weeks of training and assessment spread over 4 terms of 10 weeks each and 8 weeks of holidays. A work placement of 120 hours is also required which will be completed in week 11 of each term.

Course Structure

The students enrolled in this course are required to complete 14 units of competency to attain a qualification.

Core Units

CHCCCS015 Provide individualised support

CHCDIS002 Follow established person-centred behaviour supports

CHCDIS005 Develop and provide person-centred service responses

CHCDIS007 Facilitate the empowerment of people with disability

CHCDIS008 Facilitate community participation and social inclusion

CHCDIS009 Facilitate ongoing skills development using a person-centred approach

CHCDIS010 Provide person-centred services to people with disability with complex needs

CHCDIV001 Work with diverse people

CHCLEG003 Manage legal and ethical compliance

HLTAAP001 Recognise healthy body systems

HLTWHS002 Follow safe work practices for direct client care

Elective units

BSBLDR402 Lead effective workplace relationships

BSBMGT401 Show leadership in the workplace

BSBWOR204 Use business technology

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

- 4 terms of 11 weeks each (44 weeks total).
- Holiday breaks amounting to 8 weeks (as specified in the timetable)

Students are required to attend 16 hours of classroom training per week and complete structured self-study of 4 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 396 hours and for structured self-study is 160 hours. Time scheduled for assessment in class is 244 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

A work placement of 120 hours is also required which students will complete during Week 11 of each term.

Work placement:

Students will be required to complete 120 hours of work placement. This is to be completed during Week 11 of each term at a time to suit the student and their work placement provider. Students must complete 30 hours of work placement during this time.

Work placement providers will be provided with a list of activities that students are to complete in the workplace to develop their skills. Assessment will also be conducted in the workplace by Melbourne Metro College trainer and assessor.

Students must undergo a police check prior to placement which will be at the student's own cost.

Melbourne Metro College will assist all students to obtain work placements. However, students may also find their own work placement. Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed.

Trainers/assessor will visit students on their work placement at least 4 times. The purpose of these visits will be to meet with students to discuss any issues concerning the placement or questions the student has, as well as to conduct observations for assessment purposes.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

CHC52015 Diploma of Community Services

National Code: CHC52015

CRICOS CODE: 105540K

Tuition Fees: \$24,000

Material Fee: \$100

Enrollment Fee: \$200

Course Description

This qualification reflects the roles of community services, case management and social housing workers involved in the managing, co-ordinating and/or delivering of person-centred services to individuals, groups and communities.

At this level, workers have specialised skills in community services and work autonomously under broad directions from senior management. Workers are usually providing direct support to individuals or groups of individuals. Workers may also have responsibility for the supervision of other workers and volunteers and/or case management, program coordination or the development of new business opportunities.

The qualification requires that candidates must have completed at least 100 hours of work as detailed in the Assessment Requirements of the units of competency.

As students who complete this qualification with us will have the ability to register with the Australian Community Workers Association (ACWA), they will need to complete total work placement hours of 420 hours.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 104 weeks, including 80 weeks of training and assessment spread over 8 terms and 24 weeks of holidays.

The qualification requires that a work placement of 100 hours will be completed.

Course Structure

The students enrolled in this course are required to complete 16 units of competency to attain a qualification.

Core Units

CHCCCS007 Develop and implement service programs

CHCCOM003 Develop workplace communication strategies

CHCDEV002 Analyse impacts of sociological factors on clients in community work and services

CHCDIV003 Manage and promote diversity

CHCLEG003 Manage legal and ethical compliance

CHCMGT005 Facilitate workplace debriefing and support processes

CHCPRP003 Reflect on and improve own professional practice

HLTWHS004 Manage work health and safety

Elective units

CHCDEV001 Confirm client developmental status

CHCCSM005 Develop, facilitate and review all aspects of case management

CHCCCS004 Assess co-existing needs

CHCADV002 Provide advocacy and representation services

CHCCDE011 Implement community development strategies

CHCCSL002 Apply specialist interpersonal and counselling interview skills

CHCPRP001 Develop and maintain networks and collaborative partnerships

CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issue

Delivery Approach

The qualification is delivered over 104 weeks comprising of:

- 8 terms of 10 weeks each (80 weeks total).
- Holiday breaks amounting to 24 weeks (as specified in the timetable)

Students are required to attend 16 hours of classroom training per week and complete structured self-study of 4 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 888 hours and for structured self-study is 320 hours. Time scheduled for assessment in class is 392 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

A work placement of 100 hours is also required.

Total delivery and assessment hours therefore amount to 1,600 hours and the volume of learning (i.e., including unsupervised learning of homework) is 2,000 hours. A detail breakdown of hours is provided in the Training and Assessment Schedule.

Work placement:

Students will be required to complete 100 hours of work placement which they will complete during the term breaks at a time to suit themselves and the work placement provider. Each block will be 12.5 hours.

Work placement agreements will be signed with participating organisations and a facilities check will take place prior to the agreement being signed. Work placement providers will be provided information about clear expectations for the work placement. Melbourne Metro College will also ensure that agency supervisors are suitably qualified as documented in our Work placement guidelines.

Assessment will also be conducted in the workplace by the Melbourne Metro College trainer and assessor. Students must undergo a police check prior to placement which will be at the student's own cost.

Trainer/assessors visit students during each work placement block. The purpose of these liaisons will be for assessment and to discuss, facilitate and evaluate the educational progress of the student and to resolve any problems which may have arisen during a placement.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB40520 Certificate IV in Leadership and Management

National Code: BSB40520

CRICOS CODE: 104015F

Tuition Fees: \$8,800

Material Fee: \$100

Enrollment Fee: \$200

Course Description

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 12 units of competency to attain a qualification.

Core Units

BSBLDR411 Demonstrate leadership in the workplace

BSBLDR413 Lead effective workplace relationships

BSBOPS402 Coordinate business operational plans

BSBXCM401 Apply communication strategies in the workplace

BSBXTW401 Lead and facilitate a team

Elective units

BSBSTR401 Promote innovation in team environments

BSBWHS411 Implement and monitor WHS policies, procedures and programs

BSBPEF402 Develop personal work priorities

BSBOPS403 Apply business risk management processes

BSBOPS405 Organise business meetings

BSBCRT412 Articulate, present and debate ideas

BSBOPS404 Implement customer service strategies

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

- 4 terms of 10 weeks each (40 weeks total).
- Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided for structured classroom sessions is 460 hours. Time scheduled for assessment in class is 340 hours. Additional study which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

Total delivery and assessment hours therefore amount to 800 hours and the volume of learning (i.e. including unsupervised learning of homework) is 1000 hours. A detail breakdown of hours is provided in the Training and Assessment Schedule.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB50420 Diploma of Leadership and Management

National Code: BSB50420

CRICOS CODE: 104411E

Tuition Fees: \$8,800

Material Fee: \$100

Enrollment Fee: \$200

Course Description

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

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

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

Entry Requirement

Please refer to page 30 for entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 12 units of competency to attain a qualification.

Core Units

BSBCMM511 Communicate with influence

BSBCRT511 Develop critical thinking in others

BSBLDR523 Lead and manage effective workplace relationships

BSBOPS502 Manage business operational plans

BSBPEF502 Develop and use emotional intelligence

BSBTWK502 Manage team effectiveness

Elective units

BSBXCM501 Lead communication in the workplace

BSBLDR522 Manage people performance

BSBOPS504 Manage business risk

BSBPEF501 Manage personal and professional development

BSBTWK503 Manage meetings

BSBWHS521 Ensure a safe workplace for a work area

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

- 4 terms of 10 weeks each (40 weeks total).
- Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided for structured classroom sessions is 480 hours. Time scheduled for assessment in class is 320 hours. Additional study which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

BSB60420 Advanced Diploma of Leadership and Management

National Code: BSB60420

CRICOS CODE: 105541J

Tuition Fees: \$8,800

Material Fee: \$100

Enrollment Fee: \$200

Course Description

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

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

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

Entry Requirement

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions). or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Please refer to page 11 for other entry requirement.

Course Duration:

This qualification will be delivered over 52 weeks, including 40 weeks of training and assessment spread over 4 terms of 10 weeks each and 12 weeks of holidays.

Course Structure

The students enrolled in this course are required to complete 10 units of competency to attain a qualification.

Core Units

BSBCRT611 Apply critical thinking for complex problem solving

BSBLDR601 Lead and manage organisational change

BSBLDR602 Provide leadership across the organisation

BSBOPS601 Develop and implement business plans

BSBSTR601 Manage innovation and continuous improvement

Elective units

BSBHRM614 Contribute to strategic workforce planning

BSBSTR602 Develop organisational strategies

BSBTEC601 Review organisational digital strategy

BSBFIN601 Manage organisational finances

BSBINS601 Manage knowledge and information

Delivery Approach

The qualification is delivered over 52 weeks comprising of:

- Four (4) terms of 10 weeks each (40 weeks total)
- Holiday breaks amounting to 12 weeks (as specified in the timetable)

Students are required to attend 13.5 hours of classroom training per week and complete structured self-study of 6.5 hours per week.

Homework is expected to be approximately 5 hours a week.

The training and assessment schedule shows the weeks during which training is delivered and assessment conducted for each unit.

The total amount of training provided being structured classroom sessions is 350 hours and for structured self-study is 240 hours. Time scheduled for assessment in class is 210 hours. Homework which is unsupervised and may include research for assessments and general reading is expected to be on average 5 hours a week.

Total delivery and assessment hours therefore amount to 800 hours and the volume of learning (i.e.including unsupervised learning of homework) is 1,000 hours. A detailed breakdown of hours is provided in the Training and Assessment Schedule.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC)

SIT40521 Certificate IV in Kitchen Management

National Code: SIT40521

CRICOS CODE: 109579G

Tuition Fees: \$24,500

Material Fee: \$1000

Enrollment Fee: \$200

Course Description

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

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration:

This course is delivered over a total of **78 weeks** that includes:

- **60 weeks** of scheduled structured face to face delivery (6 terms of 10 weeks each) including **48 Weeks** training and assessment
 - **12 weeks** of work placement (192 hours) which will be completed in Term 5 & 6.
- Up to **18 weeks** of terms breaks and public holidays in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure

The students enrolled in this course are required to complete 33 units of competency to attain a qualification.

Core Units

SITHCCC023* Use food preparation equipment
SITHCCC027* Prepare dishes using basic methods of cookery
SITHCCC028* Prepare appetisers and salads
SITHCCC029* Prepare stocks, sauces and soups
SITHCCC030* Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC031* Prepare vegetarian and vegan dishes
SITHCCC035* Prepare poultry dishes
SITHCCC036* Prepare meat dishes
SITHCCC037* Prepare seafood dishes
SITHCCC041* Produce cakes, pastries and breads
SITHCCC042* Prepare food to meet special dietary requirements
SITHCCC043* Work effectively as a cook
SITHKOP010 Plan and cost recipes
SITHKOP012* Develop recipes for special dietary requirements
SITHKOP013* Plan cooking operations
SITHKOP015* Design and cost menus
SITHPAT016* Produce desserts
SITXCOM010 Manage conflict
SITXFIN009 Manage finances within a budget
SITXFSA005 Use hygienic practices for food safety
SITXFSA006 Participate in safe food handling practices
SITXFSA008* Develop and implement a food safety program
SITXHRM008 Roster staff
SITXHRM009 Lead and manage people
SITXINV006 Receive, store and maintain stock
SITXMGT004 Monitor work operations
SITXWHS007 Implement and monitor work health and safety practices

Elective units

BSBTWK401 Build and maintain business relationships
SITHCCC038* Produce and serve food for buffets
SITHCCC040 Prepare and serve cheese
SITHCCC044* Prepare specialised food items

SITXCCS014 Provide service to customers

SITXFIN010 Prepare and monitor budgets

Delivery Approach

Students are required to attend campus for 20 hours per week spread across 3 days as timetabled and allow time for additional independent study (guided self- study) for approximately 10 hours per week. Student will be provided with a Self- Study guide to assist them in organising their self-study duration.

Simulated training kitchen

The simulated training environment is achieved by using equipment, tools, technology, workplace conditions, legislation, quality standards and approaches to work that match those currently employed in industry. Melbourne Metro College College has an training kitchen facility room for practical training and skills demonstration for hospitality courses. The commercial kitchen environment replicates the realistic operational kitchen facility and full equipped to provide hands-on learning environment where students can see theory applied in a realistic, simulated setting.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

SIT50422 Diploma of Hospitality Management

National Code: SIT50422

CRICOS CODE: 111654E

Tuition Fees: \$24,500

Material Fee: \$1000

Enrollment Fee: \$200

Course Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

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

Possible job titles include:

- banquet or function manager
- bar manager
- cafe manager
- chef de cuisine

- chef patissier
- club manager
- executive housekeeper
- front office manager
- gaming manager
- kitchen manager
- motel manager
- restaurant manager
- sous chef
- unit manager catering operations.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirement

Please refer to page 9 for entry requirement.

Course Duration:

This course is delivered over a total of **104 weeks** that includes:

- **80 weeks** of scheduled structured face to face delivery (6 terms of 10 weeks each) including – **68 Weeks** training and assessment – **12 weeks** of work placement (192 hours)
- Up to **24 weeks** of terms breaks and public holidays in between. Holiday weeks and breaks may vary depending upon the intake date but the volume of learning will remain the same.

Course Structure

The students enrolled in this course are required to complete 28 units of competency to attain a qualification.

Core Units

SITXCCS015 Enhance customer service experiences
 SITXCCS016 Develop and manage quality customer service practices
 SITXCOM010 Manage conflict
 SITXFIN009 Manage finances within a budget
 SITXFIN010 Prepare and monitor budgets
 SITXGLC002 Identify and manage legal risks and comply with law
 SITXHRM008 Roster staff
 SITXHRM009 Lead and manage people
 SITXMGT004 Monitor work operations
 SITXMGT005 Establish and conduct business relationships
 SITXWHS007 Implement and monitor work health and safety practices

Elective units

BSBCMM411 Make a presentation
 BSBOPS502 Manage business operational plans
 BSBSUS511 Develop workplace policies and procedures for sustainability
 BSBTEC301 Design and produce business documents

BSBTWK401	Build and maintain business relationships
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC035*	Prepare poultry dishes
SITHCCC036*	Prepare meat dishes
SITHCCC037*	Prepare seafood dishes
SITHCCC040	Prepare and serve cheese
SITHCCC041*	Produce cakes, pastries and breads
SITHCCC043*	Work effectively as a cook
SITHKOP013*	Plan cooking operations
SITHKOP015*	Design and cost menus
SITHPAT016*	Produce desserts
SITXFSA005	Use hygienic practices for food safety
SITXFSA008*	Develop and implement a food safety program

Delivery Approach

The qualification is delivered over 104 weeks comprising of:

- 8 terms of 10 weeks each (80 weeks total) • Work placement block completed during term 8.
- Holiday breaks amounting to 24 weeks (as specified in the timetable)

Terms are divided into blocks.

Students are required to attend 20 hours (i.e. two and a half days or 4 days with 5 hrs each) of classroom training per week except in term 6 where training and assessment will also be completed in the commercial kitchen, as well as through a work placement. Melbourne Metro College has a contract with a training kitchen and books time in the training kitchen according to the number of students and time required.

Assessments

A range of assessment methods will be used to assess required skills and knowledge for each unit of competency. These may include but not limited to may be case studies, projects, questioning and practical demonstration. Students will be notified in advance of the time and form of an assessment. As this is a competency based training, outcome of the student assessment will be deemed Competent (C) or Not Yet Competent (NYC).

Entry Requirements

Student must meet following entry requirements to study at Melbourne Metro College.

Age requirement

Melbourne Metro College will only enrol students who are over 18 years of age at commencement of their course.

Academic requirement

To enter this qualification, applicants should have successfully completed an equivalent of Australian year 12 or secondary studies in applicant's home country.

English language requirement:

International students must demonstrate English language proficiency with minimum score of:

- IELTS overall band of 5.5 (Academic), or
- TOEFL (paper based) 527, or
- TOEFL iBT (internet-based) 46, or
- PTE (Pearson Test of English) 42; or equivalent.

The test must have been taken no more than two years before you apply for Melbourne Metro College Courses.

Alternatively, students can provide an evidence that:

- a. they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States, or
- b. within two years of their application, they have successfully completed a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher-level qualification from the Australian Qualifications Framework in Australia.

Language, Literacy and Numeracy test (LLN)

Student undertaking courses at Melbourne Metro College must possess sound Literacy and Numeracy skills to successfully complete the courses at Melbourne Metro College.

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF conducted by Melbourne Metro College. The ACSF level required for each course is as below:

- CHC30113 Certificate III in Early Childhood Education and Care ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3	3	3	3	2/3

- CHC50113 Diploma of Early Childhood Education and care ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3	3

If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs.

Pre-training Review

All student must undertake pre-training review prior to the enrolment which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by Melbourne Metro College enrolment officer. Interview also aims to identify possible CT/RPL opportunities, confirm oral communication skills. Through pre-training review, student will demonstrate that they have necessary skills to successfully complete the course.

Additional Requirement for Early Childhood Education and Care

Student enrolled in Early Childhood Education and Care are required to undertake Work base training (WBT) as part of their course. Prior to the start of Work-Based Training components student must be able to obtain:

- a. A satisfactory and valid National Police clearance
- b. A satisfactory and valid Working with Children Check

Materials and Equipment Requirement

Although Melbourne Metro College will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office application such as Microsoft Word, and an email platform.

Training and Assessment

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Both on the job and off the job training and assessment aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students, students or students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

Mode of Study and Delivery Approach

All courses at Melbourne Metro College are delivered face to face in a classroom or a simulated environment for 20 hours a week over three days.

Melbourne Metro College used a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes: Classroom lectures, use of simulated environment, workshops, presentations and learning management system, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Course Assessment

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role plays, written tests and exams.

Students will be notified in advance of the time and form of assessment. Students will be given an opportunity for reassessment for any competencies not achieved on the first attempt. To view the Assessment Policy and Procedure, please visit www.melbournmetrocollege.edu.au/policies

Re-assessment

Students will be given 2 additional attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a repeat unit fee.

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

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

To view the Assessment Policy and Procedure, please visit www.melbournmetrocollege.edu.au/policies

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student submission will be marked Satisfactory (S) or Unsatisfactory (U). After each assessment verbal and written feedback provided. Final unit results are recorded as **Competent (C)** and **Not Yet Competent (NYC)**.

Qualifications to be Issued

Qualifications gained at Melbourne Metro College are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a Certificate corresponding to

the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full.

Unique Student Identifier (USI)

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the Melbourne Metro College during the enrolment process. If students do not provide an USI, Melbourne Metro College will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. Melbourne Metro College Student Services staff can assist you to obtain your USI on request.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and is considered as severe academic misconduct. Such misconduct will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students engaged in such act for a second time, they may be suspended or expelled from the course. All works submitted must be an accurate reflection of the Student's level of competence.

To view Plagiarism and Cheating Policy and Procedure, please visit www.melbournmetrocollege.edu.au/policies.

Credit Transfer

Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. An application for credit transfer must be lodged in writing. Application forms for credit transfers are available on our website www.melbournmetrocollege.edu.au/policies.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community. Examples of other useful records include letters from employers and records of your professional development sessions. An application for RPL must be lodged in writing.

Application forms for RPL are available on our website www.melbournmetrocollege.edu.au/policies.

Currency of Training

Melbourne Metro College implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. Melbourne Metro College ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of Melbourne Metro College may seek credits to the relevant degree programs in Australian universities. Melbourne Metro College has no special arrangements with any Australian university and there is no guaranteed entry into university programs. As a general rule student with high marks will have the best chance of being accepted by a university.

Work-Based Training

Work-based training (WBT), also referred to as work placement or practical placement, is a mandatory requirement for completing Early Childhood Education and Care qualifications. WBT involves students working in a regulated education and care service, such as childcare centres, to demonstrate their skills and knowledge and to complete assessment requirements.

Melbourne Metro College will arrange practical placement for students during their course. The number of hours that a student must work is determined by the course requirement (see table below). While working at the regulated childcare centres, students will be supervised by a host staff, and the Melbourne Metro College assessor.

As part of the WBT, students are required to maintain a log book that records task and activities they've undertaken at the childcare centre. The log book forms an essential part of course assessment and will be monitored regularly. In situations where a student's log book does not show completion of the required workplace experience, the student must undertake additional work-based experience to meet the assessment requirements.

All students will receive induction training at both Melbourne Metro College and their host workplace before commencing work-based placement. Induction at the workplace allows students to become familiar with the workplace, procedures and staff. Upon commencement of the work placement, the Melbourne Metro College assessor will visit the host workplace to monitor the student progress as well as to assess their competency on a regular basis.

WBT applies to the following qualifications and units:

Qualification	Number of required hours of work placement
CHC30121 Certificate III in Early Childhood Education and Care	160 hours in a regulated education and care service
CHC50121 Diploma of Early Childhood Education and Care	280 hours in a regulated education and care service

In order to participate in the WBT at a regulated childcare centre, student must be able to obtain:

- a. A satisfactory and valid National Police clearance, and
- b. A satisfactory and valid Working with Children Check

For more information, please refer to Work-Based Training Policy and Procedure at www.melbournmetrocollege.edu.au/policies.

Complaints and Appeals Procedure

Melbourne Metro College has a Student Complaints and Appeal Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have.

After completing Melbourne Metro College's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the internal appeal outcome, the student may request mediation through the Overseas Student Ombudsman.

Melbourne Metro College complaints and appeal process doesn't take away Student's right as consumer and they can seek external assistance.

Please refer to complaints and appeal policy at www.melbournemetrocollege.edu.au/policies

Privacy Statement

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where Melbourne Metro College is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at Melbourne Metro College.

Under the Data Provision Requirements 2012, Melbourne Metro College required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained during enrolment, USI and your training activity data) may be used or disclosed by Melbourne Metro College for statistical, regulatory and research purposes. Melbourne Metro College may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and

- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVET student survey which may be administered by an NCVET employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVET will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVET policies and protocols (including those published on NCVET's website at www.ncvet.edu.au).

Melbourne Metro College also collects student information for various marketing purposes. Melbourne Metro College will always seek consent from the student before gathering and using such information and students always have a right to decline such requests. Your enrolment form contains a statement regarding Media Consent. You can review the Melbourne Metro College Privacy Policy and Procedure at www.melbournemetrollege.edu.au/policies

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. Please refer Melbourne Metro College privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

Training Facilities & Resources

Training Location

Melbourne Metro College Melbourne Campus is conveniently located at Level 5, 440 Elizabeth Street, Melbourne in the heart of Melbourne's Central Business District (CBD). The campus is a short distance from Melbourne Central Train Station and the tram stop at Elizabeth Street.

Campus Facility

Classrooms

All training rooms are modern, fitted with air-condition and are well equipped including Projectors, Conferencing facilities and internet connection and computer.

Simulated Childcare Room Melbourne Metro College has an in-house simulated childcare room for practical training and skills demonstration for childcare courses. The simulated nursery environment replicates the modern day-care (childcare) facility and full equipped to provide hands-on learning environment where students can see theory applied in a realistic, simulated setting.

Fully Equipped Computer labs Melbourne Metro College has fully equipped computer lab for students to access internet and printing and photocopying facility to complete their assignments or to conduct research and self-study.

Learning Resources and Equipment

Melbourne Metro College supplies each Student with one complete set of learning materials including Students Guide, Assessment Workbooks and Textbooks, as applicable. Material fees are payable. Recommended learning resources are also communicated to Students by trainers. Students should obtain these reference resources at their own expense.

Student Recreational Area Melbourne Metro College campus has dedicated student recreational area with access to kitchen facilities where students can relax and meet with others during breaks. A lounge is provided for students which has comfortable seating with access to a kitchenette and a microwave. As the campus is located in the major thoroughfare on Elizabeth Street, students have access to many cafes and restaurant within a close proximity of the campus.

Student Administration and Support Services

Student Administration Services are available for all students from Level 1 of the campus. Reception is the first point of contact for any queries.

Academic and Administration Staff

Melbourne Metro College employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas.

Student Obligations

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

Melbourne Metro College can organise your OSHC cover. Contact our Student Services. You can find out more about OSHC at www.health.gov.au or at www.study.vic.gov.au

Full Time Study

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

Attendance

International students studying VET courses are expected to attend all classes to facilitate effective learning. Melbourne Metro College monitors student attendance in accordance with its Attendance Policy and requires students to attend 80% of their scheduled classes. However, students in VET courses at Melbourne Metro College will be reported to the Department of Home affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress).

Please refer to attendance policy at www.melbournemetrocollege.edu.au/policies

Academic Progress

If students do not meet academic progress requirements they will be reported to Department of Home affairs (DHA) which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. One study period for Melbourne Metro College course is of 10 weeks (term).

A failure in more than 50% of units in one study period will trigger a review of academic progress by Melbourne Metro College and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

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

- Attend all classroom activities, theory and practical classes
- Pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by trainers
- Make an appointment with the Trainer or Student Administration Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, Melbourne Metro College will implement counselling procedures and an intervention strategy when trainers think the student may be at risk of not meeting the course requirements. If a student is identified as not making satisfactory course progress in a **two consecutive study period** in a course, Melbourne Metro College will notify the student of its intention to report the student to Department of Home affairs (DHA) for unsatisfactory progress. The provider does this through the written notice.

Please refer course progress policy at www.melbournemetrocollege.edu.au/policies

Change of Address

Upon arriving in Australia, you are required to advise Melbourne Metro College of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to Melbourne Metro College within 7 days of the change. It is extremely important that students notify Melbourne Metro College of a change of address as, under Section 20 of the ESOS Act 2000, Melbourne Metro 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. Melbourne Metro College may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at Melbourne Metro College. Additional information on student visa issues is available on the DHA web site at Department of Home Affairs www.homeaffairs.gov.au

Important Information

Work while you study

Australian Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 40 hours per fortnight during study periods and work full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

For more information, please visit <https://www.studyinaustralia.gov.au/english/live-inaustralia>

In Australia all employed workers have same workplace rights. Students can access information on their employment rights and conditions, and workplace issues through the Fair Work Ombudsman.

Change of College or Course

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

Melbourne Metro College will **grant** student transfer requests and will provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in one of the following circumstances, provided the student has no outstanding fees owing to Melbourne Metro College:

- a. the student wishes to access support services that the other provider has and iLearn Oz is unable to provide
- b. the student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
- c. the student is not coping in their course, despite fully participating in intervention activities instigated by the Institute (see Monitoring Course Progress policy available at www.melbournemetrocollege.edu.au/policies)
- d. the course of study is not consistent with what was specified in the student's acceptance agreement and the offer letter
- e. the student can provide evidence that the student was misled by Melbourne Metro College or by one of its education agents regarding Melbourne Metro College or its course and the course is therefore unsuitable to their needs and/or study objectives
- f. the student is able to demonstrate compassionate or compelling circumstances exist in line with the Institute's compassionate and compelling circumstances policy, which necessitate transfer to another provider
- g. Melbourne Metro College ceases to be registered or the course in which the student is enrolled ceases to be registered
- h. Melbourne Metro College has a sanction imposed on its registration by its regulator Australian Skills Quality Authority (ASQA) that prevents the student from continuing study in his or her principal course

- i. any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
- j. the student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the Institute's compassionate and compelling circumstances policy
- k. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Melbourne Metro College **will not grant** student transfer requests and will not provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in any of the following circumstances:

- a. The student has not provided a valid offer letter from their prospective CRICOS provider
- b. Melbourne Metro College believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in clause 3.2 (c, d, e, i and j) of this policy
- c. The student has changed their mind about what program he/she wishes to study and has not discussed the issue with Melbourne Metro College's Student Administration
- d. The student is experiencing welfare issues but has not discussed the issues with Melbourne Metro College's Student Administration
- e. The student is experiencing academic progress or attendance issues but has not discussed the issues with the Student Administration
- f. Melbourne Metro College reasonably believes that the student is attempting to avoid being reported to Department of Home Affairs (DHA) for failure to meet attendance or course progress requirements
- g. the student has been issued with two or more unsatisfactory attendance or course progress letters in the specific term
- h. the course for which the student is intending to study at another provider is similar to or the same as the student's current course of study and no other compassionate or compelling circumstances exist
- i. the student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer
- j. the student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with the Student Administration

If students wish to apply for a permission to transfer to another provider, they will need to complete a written Application to Withdraw Form available from Melbourne Metro College. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application. There is no cost attached to applying for a release; however, students will need to contact Department of Home Affairs (DHA) to seek advice on whether a new visa is required if release is granted.

All applications will be assessed on the basis of Melbourne Metro College's Conditions of Enrolment, the Fee Payment and Refund Policy, and the Transfer between Providers Policy, available at www.melbournemetrocollege.edu.au/policies or at the reception.

Deferred or Suspended Studies

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer or suspend the commencement of studies must apply to do so in writing to Melbourne Metro College.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. a hospital procedure)
- Bereavement (death of an immediate member of family)
- Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact Melbourne Metro College and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

Melbourne Metro College may decide to suspend or cancel a student's enrolment on its own initiative as a response to:

- a. Non-Payment of outstanding fees required to undertake or continue the course as stated in the student acceptance agreement
- b. Student misbehaviour where it constitutes a breach of Melbourne Metro College's Student Code of Conduct
- c. Student breaches course progress or attendance requirements in accordance with the Melbourne Metro College's Monitoring Course Progression Policy and Student Attendance Policy

Melbourne Metro College may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home affairs (DHA) by Melbourne Metro College and this may affect the status of a student visa.

Please refer to our Deferral, Suspension and Cancellation Policy at www.melbournemetrocollege.edu.au/policies for details.

Provider default on delivery of qualification

In the unlikely event that Melbourne Metro College is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Melbourne Metro College at no extra cost. You

have the right to choose whether you would prefer a full refund, 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 Melbourne Metro College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at www.melbournemetrocollege.edu.au/policies.

School-aged dependents

There are requirements for compulsory school attendance for 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 at any school, institute or university in which they enrol while in Australia.

Access and equity policy

Melbourne Metro College Code of Practice includes an Access and Equity policy. It is the responsibility of all Melbourne Metro College staff to ensure the requirements of the Access and Equity policy are met at all times. You can review the policy at www.melbournemetrocollege.edu.au/policies

ESOS Framework

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

Melbourne Metro College is governed by the ESOS Framework and is committed to fulfil its obligations under the Act. For full description of ESOS Framework refer to: <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.asp>
[X](#)

Fees and Payment

Payment of Fees

- a. Students must pay fees in advance at all times. Fees for the course, including Tuition Fees, Material Fees, OSHC as well as payment terms are stipulated in this student acceptance agreement.
- b. Students are not required to pay more than an initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, Students have a choice to pay more than 50% of the tuition fees or the full course fees upfront if you wish to.
- c. If enrolled in more than one course, Students must pay the required deposit for each course (as specified in the Offer Letter and Student Agreement).
- d. All other Fees and Charges related to each course is stipulated in the specific program's Course Information Sheet on the Prospectus and the Schedule of fees section in this agreement and on the Melbourne Metro College website www.melbournemetrocollege.edu.au/fees. The cost of Other Fees and Charges are subject to change at the discretion of Melbourne Metro College.
- e. A penalty of \$10 per day applies for late payment of required fees.
- f. Melbourne Metro College reserves the right to withhold the granting of an Award attained by a student, if student fees remain outstanding.
- g. If you are unable to satisfactorily complete an assessment task in line with Melbourne Metro College's Student Assessment policy, there will be fees charged for the subsequent Reassessment. The cost of reassessment of each assessment task is \$50. Where a student is required to repeat the unit, the cost to repeat a unit of competency is \$400.
- h. Student must not pay any fees payable to Melbourne Metro College to any third party, including education agents without notifying to Melbourne Metro College before making a payment. Melbourne Metro College will not be responsible for any fees paid by student to such third party and ensuing refunds.

Schedule of Fees

The table below lists a Schedule of Fees charged by Melbourne Metro College to students where applicable.

Fee type	Amount*
Enrolment fee (not refundable)	A\$200
Course Fee	Refer to Course Detail page in this prospectus
Material Fee	Refer to Course Detail page in this prospectus
Unit Repeat Fee	A\$400
Re-assessment Fee	A\$50
Administration Fee	A\$150
Late Payment Fee	\$10 per day
Bank Transfer Fee	A\$30
Airport meeting	A\$100
Accommodation Placement fee	A\$100
Referral to external professional services	Nil

**Fees are subject to change without notice. Please contact student administration for updated fees and charges.*

Fees Refund

Melbourne Metro College's refund policy outlines the refund policy and procedure in accordance with the requirements Standard 3 of the National Code 2018 and the VET Quality Framework. This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- Melbourne Metro College defaults
(Provider default) • The Student defaults
(Student default)

1. Provider (Melbourne Metro College) Default:

Melbourne Metro College will be considered to have defaulted when:

- The course the student has enrolled in does not start on the agreed starting day;
or
 - The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
 - The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on Melbourne Metro College
 - There is a change of Melbourne Metro College's legal entity and as a result, a corresponding change to the Melbourne Metro College's RTO/CRICOS registration
- In the case, where Melbourne Metro College defaults, the Melbourne Metro College will advise affected students in writing of the default within 3 working days of the default taking place.
 - Within 10 working days of the default taking place, the Melbourne Metro College will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the Melbourne Metro College will give the student a statement explaining how the unused prepaid tuition fees have been calculated.
 - Where students choose to accept placement in a suitable alternative registered course, Melbourne Metro College will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.
 - Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the

Department of Immigration and Border Protection for implications to their student visa

- Melbourne Metro College's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.
- Melbourne Metro College will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.
- In the event that Melbourne Metro College is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course, Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs (DHA) for implications to their student visa.

2. Student (You) Default:

A student will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to Melbourne Metro College for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the Melbourne Metro College due to serious misconduct

In the case of student default, no refunds will be made. Melbourne Metro College reserves the right to claim any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – verified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Visa Refusal

- a. If a student visa application or visa renewal is refused by the Australian Government, a full refund of tuition fees, less administration fees, will be made. The refund administration fee is \$500 or 5% of the total paid tuition fees, whichever is lesser. Melbourne Metro College will process the refund within 28 days (20 working days) from the day the student visa is refused by the Department of Home Affairs.

- b. If the student is an international student who is currently in Australia and has their student visa application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements; Melbourne Metro College will calculate and refund the unspent portion of tuition fees paid to date (that is, the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred).
- c. Melbourne Metro College must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).
- d. No refunds will be granted where:
 - 1. an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
 - 2. the student was refused a student visa, and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - i. the student's failure to start the course at the location on the agreed starting day;
 - ii. the student's withdrawal from the course at that location;
 - iii. the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Refund Situation	Applicable Refund
1. Provider default	Full refund of unused prepaid tuition fees (less Administration Fee)
2. Student default	No refund
3. Visa refused (prospective overseas students)	Full refund of prepaid tuition fees (less Refund Administration fees of \$500 or 5% of the total paid tuition fees, whichever is lesser).
4. Visa extension is refused (continuing onshore overseas student)	Full refund of unused prepaid tuition fees (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser).
5. Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
6. Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
7. Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
8. Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees

9. Student withdraws after agreed starting day	No refund
10. Visa cancelled due to the actions of the student (overseas students only)	No refund
11. Expulsion from the college due to breach of college rules or misconduct	No refund
12. Application Fees, Material Fees and all other fees stipulated in the Fees and Charges schedule	No Refund (except in case of visa refusal)

**Refunds granted may incur an education agent's fee, except in the case of visa refusal.*

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify the Melbourne Metro College of his/her intentions, the Melbourne Metro College may cancel the student's enrolment after 14 days.
Refunds will be calculated in accordance with the above Refund Table and the Refund Policy. The cancelling of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit an Application to Defer Studies form in line with the Melbourne Metro College's Student Deferment, Suspension and Cancellation Policy.
- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- Melbourne Metro College is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the Melbourne Metro College's Student Deferment, Suspension and Cancellation Policy

Refund Process

- a. Student must complete a *Refund Application form* to request for a refund.
- b. Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
- c. All applications will be considered by the Chief Executive Officer within 10 working days of the completed application being submitted.
- d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
 - a. Application approved and refund processed.

- b. Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
- e. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. Melbourne Metro College will also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
- f. Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the Melbourne Metro College's attendance and course progress policies
- g. If the application for refund is successful, Melbourne Metro College will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.
- h. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
- i. This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student Rights to Appeal

- Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
- Melbourne Metro College's appeals process does not circumscribe the students right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the Institute's Complaints and Appeals Procedure should they wish to appeal to any decision made by Melbourne Metro College.

Tuition protection services

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

The TPS ensures that international students are able to either:

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

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default

obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Please find more information about TPS at <https://tps.gov.au>

Student Support Services

A Student Support Officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.

Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at Melbourne Metro College. It also provides an introduction to studying at Melbourne Metro College, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and Melbourne Metro College staff.

Arrival and Accommodation Assistance

The Student Welcome Desk at Melbourne airport, run by the government, is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit www.studymelbourne.vic.gov.au. Alternatively, Melbourne Metro College can arrangement airport pick and temporary accommodation for a minimal cost.

Study Melbourne Student Centre (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line. Open: Monday-Friday 9:00am to 5:00pm, 599 Little Bourke St, Melbourne, 1800 056 449

Support Service Staff

At Melbourne Metro College all academic and non-academic staff act as student support officer in their areas of expertise. They are happy to help students anytime they are in need.

Student Administration officer: Responsible for all admissions and enrolment related issues specific course related queries.

Student Support Officers: Provide academic and non-academic counselling to Students and handle course related queries.

Student Welfare Officer: services like counselling, information and advice on safety, legal Rights, workplace Rights, Health & Welfare Issues and Mental Health Support, referral to external medical professionals and specialists.

Floor Warden: Responsible for providing instruction for evacuation in case of fire

First Aid Officer: Responsible for rendering first aid in case of emergency

Trainers and Assessors: Responsible for all specific course related queries and assessment issues and course counselling.

Reception: Our reception is open to assist Students from 8.00am to 5:30pm Monday to Sunday, (and until 9.30 on Friday).

Please refer to Melbourne Metro College Student Support Services policy and procedures available at www.melbournmetrocollege.edu.au/policies for full contact details.

Student and Study Support

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our staff members, so that we can assist you. External counselling will be available for Students seeking further assistance. Student support and referral by Melbourne Metro College is provided free of cost to students. Students are however informed that fees may be charged by professionals or service providers for their service. Please refer to Melbourne Metro College Student Support Services policy and procedures available at www.melbournmetrocollege.edu.au/policies for details.

We carefully monitor course progress to ensure Students do not fall behind course requirements, because we want our Students to succeed. Please refer to Monitoring Student Course Progress Policy at www.melbournmetrocollege.edu.au/policies for details.

Where a Student has been identified as not attending consecutive classes and has not satisfactorily completed assessments (and are being deemed Not Yet Competent), they will be contacted for support needs or any barriers to learning and meetings will be conducted where necessary. Intervention strategies are then put in place to assist Students to achieve the study goal they initially set out to attain. If you are having any difficulties, we ask that you contact student services at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception and our staff or your trainer will assist where they can or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Assistance when applying for credit transfer and RPL
- Language, Literacy and Numeracy (LLN) support
- Course progress and attendance
- Complaints and appeals
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- health services
- Education and career counselling
- Stress management
- Access and equity issues
- Any other issues

Critical Incidents

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

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

The Critical Incident Policy and Procedure is available at our website www.melbournemetrocollege.edu.au/policies

Please contact our Critical Incident Officer, **Shanta Shrestha** from 8:30 am to 5:30 pm on (+613) 9999 7401 or call 0425 364 345 for after hour emergencies.

Student Safety

Melbourne Metro College provide safe workplace and study environment to its staff and students.

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

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed.

The Work, Health and Safety Policy and Procedure is available at our website www.melbournemetrocollege.edu.au/policies

Some important information on staying safe in Australia are available from the following website:

<https://www.studymelbourne.vic.gov.au/help-and-support/some-tips-for-staying-safe>

Helpful Contacts Numbers

In case of Fire, ambulance, police (life-threatening emergencies): Ring **000**

Hospitals and Medical Issues:

- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Freecall 1800 651 650
- Victoria Legal Aid: www.legalaid.vic.gov.au
- Study in Australia: www.studyinaustralia.gov.au
- Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques: www.living-in-melbourne.com/muslims-mosques-in-melbourne.html
- Temples Australia: www.hindu council.com.au

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- Lifeline: 13 11 14 (24-hour counselling service)
- Mensline Australia: 1300 78 99 78
- Griefline (Telephone Counselling Service): 1300 845 745
(12 noon - 3 am, 7 days a week)
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Help: 1800 627 727
- Women's Domestic Violence Crisis: 1800 015 188 or (03) 9322 3555
- Direct Line (Drug and alcohol service): 1800 888 236
- Crisis Accommodation Information
(Homelessness Help Services): 1800 627 727
- Women's Domestic Violence Crisis: 1800 015 188 or (03) 9322 3555
- The Gambling Help Line: 1800 858 858
- National Translating and Interpreting Service: 131 450

Please refer to student support services policy (www.melbournmetrocollege.edu.au/policies) or student hand book for additional essential contact numbers

Student Rights as a Consumer

As a consumer, a student has the right to receive factual and accurate information about the courses offered by Melbourne Metro College before making an enrolment decision. To ensure this, Melbourne Metro College has stringent policies and procedures in place.

It is very important that you read this prospectus carefully before enrolling with Melbourne Metro College to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australian Consumer Law if the Australian Consumer Law applies

Media Consent

From time to time, Melbourne Metro College staff may request to take photographs/videos or verbal/written interviews/testimonials of students at Melbourne Metro College or at workplaces where the student is involved in a training or assessment activity. These material can be published by Melbourne Metro College in print or digital and can be used as professional development materials for trainers and marketing collateral.

You have a right to refuse use of your image or work for such creations or withdraw your media consent at any time by sending a mail or contacting Melbourne Metro College student administration.

Access to Melbourne Metro College Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.melbournmetrocollege.edu.au/policies or they are available from the Student Administration.



Living in Australia

Multiculturalism

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

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

Language

Although English is the official language, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is 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 differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slang, and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (Traditional Chinese Medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See, Student Visa Obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can sample almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo (available in supermarkets) and Crocodile (available in some restaurants)

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Electricity

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

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Melbourne below for more details.

Driving: Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

Taxis: Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers. Uber service is also available at airport and there is designated pick up place available outside airport for Uber customers.

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are run by Australia's largest telecommunications company, Telstra, and are available at all post offices, shopping centres and are often situated on street corners. Telstra public pay phones accept a variety of coins and Telstra phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards

such as Visa and Mastercard 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 including Vodafone, Optus, Virgin mobile. A local call from a payphone costs \$0.50c. Calls interstate (STD) cost between \$0.50c and \$0.75c per minute. Calls to mobiles cost \$1.00 per minute.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on Living in Australia costs, visit www.studyinaustralia.gov.au.

Travel

During term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals

Money and banks

Australian currency is the only legal tender in Australia. When students 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 also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours Monday to Thursday - 9.30 am – 4.00 pm Friday - 9.30 am – 5.00 pm Some banks are open Saturday mornings.

Credit Cards

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

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 coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In good quality restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, tipping is a matter of individual choice.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay:

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the other people will feel about your friends visiting, your music and the hours that you keep. There are different types of home stay arrangements: Cost: A\$110.00 - A\$270.00 per week

Full Board:

Usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A\$110.00 - A\$270.00 per week

Half Board: Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$ 70.00 - A\$ 100.00 per week

Board in Exchange: Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Cost: Free or low cost (below A\$70.00)

Lease/Rent: Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$100.00 - A\$400.00 (unfurnished)

Useful internet sites for student housing are:

<http://www.s-h-a.com.au> <http://www.lestudent8.com>

<http://www.find-studentaccommodation.com>

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

<http://homestaydirect.com.au>

<http://gumtree.com.au> <http://flatmatefinders.com.au>

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

<http://studyinaustralia.gov.au>

Useful rental accommodation websites are:

www.realestate.com.au www.domain.com.au

www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **On campus** - \$90 to \$280 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week
- **Boarding schools** - \$11,000 to \$22,000 a year

Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From October 2019 the 12-month living cost is:

- **You** - \$21,040
- **Partner or spouse** - \$7,362
- **Child** - \$3,152

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

If you experience financial trouble while in Australia, talk institution's student support staff for assistance.

Living in Melbourne

Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

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

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information please visit www.studymelbourne.vic.gov.au.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures: Spring - September to November - 12-22C Summer - December to February - 28-32C Autumn - March to May - 12 - 20C Winter - June to August - 10 - 15C.

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

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia. Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include

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

Entertainment

Being located close to Melbourne's Central Business District (CBD), Richmond campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: www.myki.com.au. Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area (effective 1 Jan 2015). If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit www.myki.com.au and Public Transport Victoria at <http://ptv.vic.gov.au/> for more details. Cost: approximately \$25- \$38 a week.



Living in Hobart



Hobart is the capital and most populous city of the Australian island state of Tasmania. It is known for its charming small-town atmosphere, picturesque waterfront, and proximity to nature.

If you are considering living in Hobart, here are some things to keep in mind:

Cost of living

Hobart has a lower cost of living compared to other major Australian cities like Sydney and Melbourne, but it is still important to factor in expenses such as housing, transportation, and healthcare.

Housing

Hobart has a range of housing options, from apartments in the city center to suburban homes. The median house price in Hobart is lower than the national average but has been increasing in recent years due to high demand.

Weather

Hobart has a cool climate with mild summers and cold winters. It can also be quite rainy, so be prepared for wet weather.

Employment

Hobart has a diverse economy with industries such as tourism, agriculture, and manufacturing. However, job opportunities may be more limited compared to larger cities.

Lifestyle

Hobart offers a relaxed lifestyle with access to a range of outdoor activities such as hiking, fishing, and skiing. The city also has a vibrant arts and culture scene, with events such as the MONA FOMA music and arts festival.



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Disclaimer: Information contained in this Student Prospectus is current at the time of printing and is subject to change. Please refer to information published on website www.melbournemetrocollege.edu.au for the most current information or speak to a Melbourne Metro College staff member for details.

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