





Welcome Message



Welcome to CAC - Central Australian College, where we are committed to making your study experience an enjoyable and a rewarding one.



Central Australian College's aim is to support learners to secure employment by providing them quality industry based training.

Our training facility has been designed to cater for various types of training with a well equipped computer lab, large class rooms and practical workshop for Automotive studies.

Our training programs have been designed with the current and future workplace environment in mind, providing our students with not only academic support but also assisting them in personal welfare and career opportunities.

I trust you will have a great experience while studying at CAC and I wish you every success.

Sachin Yonzon
Director

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Welcome to CAC

Thank you for your interest in Central Australian College. The purpose of this prospectus is to introduce you to the services available at Central Australian College and familiarise you with general information about our courses.

Central Australian College (CAC) provides Nationally recognised, industry specific training in English, Business, Management, Marketing and Automotive. You can also find details of these information in our website at www.cac.edu.au

Central Australian College is equipped with modern style classrooms, library resources, student recreational areas including workshop facilities and computer labs with free access to internet and email. Our in-house workshop is well equipped with modern technology for student practical work.



Course Overview

Central Australian College offers the following nationally recognized qualifications. Please refer to the course detail page for detail information.

National code	CRICOS Code	Course	Course Duration (including holidays)	Tuition Fee	Application Fee
	096453K	General English Level I (GE1)	11 weeks	\$253/wk	\$250
	096454J	General English Level II (GE2)	11 weeks	\$253/wk	\$250
	096455G	English for Academic Purpose I (EAP1)	11 weeks	\$253/wk	\$250
	096456G	English for Academic Purpose II (EAP2)	11 weeks	\$253/wk	\$250
BSB50420	104233G	Diploma of Leadership & Management	52 weeks	\$11,650	\$350
BSB60420	105356K	Advanced Diploma of Leadership & Management	52 weeks	\$11,650	\$350
BSB80515	096778M	Graduate Certificate in Management (Learning)	26 weeks	\$7,150	\$350
BSB80120	105357J	Graduate Diploma of Management (Learning)	52 weeks	\$15,150	\$350
BSB80320	093528J	Graduate Diploma of Strategic Leadership	52 weeks	\$14,650	\$350
AUR30620	103629F	Certificate III in Light Vehicle Mechanical Technology	52 weeks	\$15,650	\$350
AUR40216	091671G	Certificate IV in Automotive Mechanical Diagnosis	26 weeks	\$6,400	\$350
AUR50116	091692B	Diploma of Automotive Management	52 weeks	\$9,650	\$350
AUR50216	092624F	Diploma of Automotive Technology	26 weeks	\$7,150	\$350
CHC33015	106227M	Certificate III in Individual Support (Ageing and Home & Community Care)	52 weeks	\$12,000	\$350
CHC52015	106226A	Diploma of Community Services (Case Management)	52 weeks	\$15,000	\$350
RII60520	106225B	Advanced Diploma of Civil Construction Design	104 weeks	\$30,000	\$350
SIT30821	110941F	Certificate III in Commercial Cookery	52 weeks	\$11,000	\$250
SIT40521	110942E	Certificate IV in Kitchen Management	71 weeks	\$15,000	\$250
SIT50422	110943D	Diploma of Hospitality Management	67 weeks	\$14,000	\$250

All fees are exclusive of application fee in Australian Dollar (AUD), please refer to the website for individual course information/text book and/or material fees if applicable. Fees may subject to change during the student's course of study.



General English Level I (GEI)

CRICOS	: 096453K
Course Duration	: 11 weeks (10 weeks class, 1 week break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$2,530 (253/week)
Non Tuition Fees	
Application	: \$250
Total Fees	: \$2,780

Course Overview

This course has been designed for students who are seeking to improve their English language skills to undertake further education in Australia at Central Australian College (CAC) or any other institution.

Selection Criteria

No formal education is required to join this course. However, CAC recommends satisfactory completion of an equivalent of Australia year 10 or higher. The entry point for this course would be determined by assessment of the student skills using Placement Test which includes four macro skills such as Listening, Speaking, Writing and Reading.

The recommended entry ISLPR for this course is IELTS 3.0 no band less than 2.0 or equivalent.

International Students wanting to study at Central Australian College: must be at least 18 years of age or above.

Learning Outcome

The learner will be able to handle a basic range of situations immediately relevant to the student's needs in simple everyday situations. To use basic written language for simple practical purposes. To understand the main point of short extracts in a limited range of situations.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom environment with tutorials, language learning activities, Online research, group discussions and presentations. We focus on peer learning and interactive sessions in the classroom.

It includes a minimum of 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment methods include:

- Sentence repetition
- Information Transfer
- Responsive Listening
- Dictation
- Interactive Speaking
- Interview Role Play
- Discussion and Conversation
- Multiple Choice
- Picture Cued Task

Course Structure

The course focuses on improving the four skills of English language; Reading, Writing, Speaking and Listening.



General English Level II (GEII)

CRICOS	: 096454J
Course Duration	: 11 weeks (10 weeks class, 1 week break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$2,530 (253/week)
Non Tuition Fees	
Application	: \$250
Total Fees	: \$2,780

Course Overview

This course has been designed for students who are seeking to improve their English language skills to undertake further education in Australia at Central Australian College (CAC) or any other institution.

Graduates at this level will participate in structured learning activities develop English language listening, speaking, reading and writing knowledge for research purposes and higher education context.

Selection Criteria

No formal education is required to join this course. However, CAC recommends satisfactory completion of an equivalent of Australia year 10 or higher. The entry point for this course would be determined by assessment of the student skills using Placement Test which includes four macro skills such as Listening, Speaking, Writing and Reading.

The recommended entry ISLPR for this course IELTS is 4.0 no band less than 3.5 or equivalent.

International Students wanting to study at Central Australian College: must be at least 18 years of age or above to study at Central Australian College.

Learning Outcome

The learner can handle a limited range of social language in a controlled situation for a variety of everyday purposes. S/he can ask simple questions and express basic facts. Can comprehend the main points of a short message. Writes simple sentences and simple text.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom environment with tutorials, language learning activities, Online research, group discussions and presentations. We focus on peer learning and interactive sessions in the classroom.

It includes a minimum of 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment methods include:

- Paraphrase recognition
- Responsive Listening
- Information Transfer
- Role Play
- Discussion and Conversation
- Matching Task
- Gap filling
- Guided questions and answers

Course Structure

The course focuses on improving the four skills of English language; Reading, Writing, Speaking and Listening.



English for Academic Purpose I (EAPI)

CRICOS	: 096455G
Course Duration	: 11 weeks (10 weeks class, 1 week break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$2,530 (253/week)
Non Tuition Fees	
Application	: \$250
Total Fees	: \$2,780

Course Overview

The purpose of the English for an Academic Purpose (EAP) Program is to meet the academic skills required for the learners to gain an entry into higher education programs at Central Australian College or other education providers including Registered Training Organisations (RTO), TAFE and Universities in Australia.

Selection Criteria

No formal education is required to join this course. Not Applicable or Satisfactory attainment of CAC General English II Course International Students wanting to study at Central Australian College: must be at least 18 years of age or above.

The recommended entry for this course is IELTS 4.5 no band less than 4.0 or PTE 29-35 or equivalent.

Learning Outcome

At this level a learner should be able to discuss general topics, express opinions including facts & ideas and maintain conversation in everyday situations. There may be some gaps in expression due to a lack of vocabulary. They can extract essential points of a moderate level text.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom environment with tutorials, language learning activities, Online research, group discussions and presentations. We focus on peer learning and interactive sessions in the classroom.

It includes a minimum of 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment methods include:

- Intensive Listening
- Paraphrase recognition
- Authentic listening task
- Oral presentation
- Interactive reading
- Short answer task
- Note taking and outlining
- Vocabulary assessment task
- Paragraph construction task

Course Structure

The course focuses on improving the four skills of English language; Reading, Writing, Speaking and Listening.



English for Academic Purpose II (EAPII)

CRICOS	: 096456G
Course Duration	: 11 weeks (10 weeks class, 1 week break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$2,530 (253/week)
Non Tuition Fees	
Application	: \$250
Total Fees	: \$2,780

Course Overview

The purpose of the English for an Academic Purpose (EAP) Program is to meet the academic skills required for the learners to gain an entry into higher education programs at Central Australian College or other education providers including Registered Training Organisations (RTO), TAFE and Universities in Australia.

Selection Criteria

No formal education is required to join this course. International Students wanting to study at Central Australian College: must be at least 18 years of age or above to study at Central Australian College. The recommended entry for this course is IELTS 5.0 no band less than 4.5 or PTE 36-41 no less than 29 or equivalent

Learning Outcome

The learner can discuss most topics, speak at length and maintain a steady flow of speech. There is some ability to use different levels of language formality. The learner can use vocabulary appropriately, though may be lacking in more complex or specialised vocabulary. The learner can extract and comprehend the majority of a message, but with some loss of detail or subtlety.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom environment with tutorials, language learning activities, Online research, group discussions and presentations. We focus on peer learning and interactive sessions in the classroom.

It includes a minimum of 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours over 2 days per week and 4 hours over one day per week.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment methods include:

- Intensive Listening
- Paraphrase recognition
- Authentic listening task
- Oral presentation
- Interactive reading
- Short answer task
- Note taking and outlining
- Vocabulary assessment task
- Paragraph construction task
- Summarising and responding
- Essay writing
- Discussion and conversation

Course Structure

The course focuses on improving the four skills of English language; Reading, Writing, Speaking and Listening.



Diploma of Leadership & Management

National code	: BSB50420
CRICOS	: 104233G
Course Duration	: 52 weeks (44 weeks class, 8 weeks break)
Intake Dates	: Jan, April, July & Oct*
	* Monthly intake available for onshore students
Location	: Melbourne CBD, Footscray & Hobart
Indicative Tuition Fees	: \$11,650
Non Tuition Fees	
Application	: \$350
Total Fees	: \$12,000

Course Overview

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

Career Outcome

Possible job titles relevant to this qualification include Manager, Supervisor, Team leader

Selection Criteria

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of any equivalent ELICOS program
- Satisfactorily completed the equivalent of Australian year 12, Certificate IV or higher

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created to provide learners with business or industry learning environment simulated as companies.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Questions and answers
- Observation
- Report
- Case study analysis
- Project
- Data analysis
- Scenario analysis
- Role Play
- JSA report

Pathways from the qualification

Further training pathways from this qualification leads to relevant Advanced Diploma level qualification or similar program of study.

Course Structure

To be awarded the Diploma of Leadership and Management qualification, students must complete and demonstrate competency in 12 units of competency, consisting of 4 Core units and 8 Electives units.

Unit Code	Unit Name
Core Units	
BSBPEF502	Develop and use emotional intelligence
BSBLDR523	Lead and manage effective workplace relationships
BSBOPS502	Manage business operational plans
BSBTWK502	Manage team effectiveness
BSBCMM511	Communicate with influence
BSBCRT511	Develop critical thinking in others
Elective Units	
BSBSTR502	Facilitate continuous improvement
BSBOPS504	Manage business risk
BSBWH521	Ensure a safe workplace for a work area
BSBHRM522	Manage employee and industrial relations
BSBFIN501	Manage budgets and financial plans
BSBLDR522	Manage people performance



Advanced Diploma of Leadership and Management

National code	: BSB60420
CRICOS	: 105356K
Course Duration	: 52 weeks (44 weeks class, 8 weeks break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Melbourne CBD, Footscray & Hobart
Indicative Tuition Fees	: \$11,650
Non Tuition Fees	
Application	: \$350
Total Fees	: \$12,000

Course Overview

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.

Career Outcome

Possible job titles relevant to this qualification include Manager or Area Manager, Department Manager, Regional Manager, Team manager, Supervisor, Operations Manager, Sales team leader and Officer Manager.

Entry Requirement

Entry to this qualification is limited to those who: Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions), or Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Additional selection criteria for International Student

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of ELICOS program
- Satisfactorily completed the equivalent of Australian year 12 or Diploma or higher

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created to provide learners with business or industry learning environment simulated as companies.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Questions and answers
- Observation of presentation
- Report
- Case study analysis
- Project plan
- Data analysis
- Scenario analysis
- Role Play
- Presentation

Pathways from the qualification

Further training pathways from this qualification leads to Higher tertiary education. Students after completion can enrol for Graduate Diploma level or Bachelor degree qualification in management qualifications.

Course Structure

To be awarded the Advanced Diploma of Leadership and Management qualification, students must complete and demonstrate competency in 12 units of competency, consisting of 4 Core units and 8 Electives Units.

Unit Code	Unit Name
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
BSBINS601	Manage knowledge and information
BSBSTR602	Develop organisational strategies
BSBTEC601	Review organisational digital strategy
BSBFIN601	Manage organisational finances



Graduate Diploma of Management (Learning)

National code	: BSB80120
CRICOS	: 105357J
Course Duration	: 52 weeks (44 weeks class, 8 weeks break)
Intake Dates	: Jan, April, July & Oct*
	* Monthly intake available for onshore students
Location Indicative	: Melbourne CBD, Footscray & Hobart
Tuition Fees	: \$15,150
Non Tuition Fees	
Application	: \$350
Total Fees	: \$15,500

Course Overview

This qualification reflects the roles of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability.

Career Outcome

Possible Job outcomes related to this qualification include:

- Director, workforce planning and development
- General manager human resources
- General manager/ head of school or Registered training organisation (RTO)
- Learning and development senior consultant
- Manager, learning and change management
- Manager, learning and development

Entry Requirement

- Equivalent to AQF level 5 (Diploma) or above or
- Year 12 + 2 years of experience in the related field or
- Completed a Bachelor's degree

Additional entry requirements for International Learner:

Eligible learner apart from the above eligibility specification, must also have a minimum IELTS score of 6.0, PTE 50-58 or equivalent.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation.

Simulated workplace environment is created to provide learners with business or industry learning environment simulated as companies.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Written/Verbal Questions
- Presentation
- Practical Assignment Task
- Learning outcome
- Case Study
- Written Report

Pathways from the qualification

Students will be provided with advice on career development and training options throughout the delivery of the course.

Further training pathways from this qualification may lead to a relevant Masters' Degree at University.

Course Structure

To be awarded the qualification BSB80615 Graduate Diploma of Management (Learning), student must complete successfully total of 8 units, of which; 2 core units plus, 6 elective units from the given list of electives.

The units offered by CAC are listed in the next section.

Unit Code Unit Name

Core Units

BSBLDR811	Lead strategic transformation
BSBHRM613	Contribute to the development of learning and development strategies
TAELED803	Implement improved learning practice

Elective Units

BSBSTR801	Lead innovative thinking and practice
BSBLDR812	Develop and cultivate collaborative partnership and relationships
BSBSUS601	Lead corporate social responsibility
BSBTWK601	Develop and maintain strategic business networks
BSBINS603	Initiate and lead applied research



Graduate Diploma of Strategic Leadership

National code	: BSB80320
CRICOS	: 104486H
Course Duration	: 52 weeks (44 weeks class, 8 weeks break)
Intake Dates	: Jan, April, July & Oct*
	* Monthly intake available for onshore students
Location	: Melbourne CBD, Footscray & Hobart
Indicative Tuition Fees	: \$ 14,650
Non Material Fees	
Application	: \$350
Total Fees	: \$15,000

Course Overview

This qualification reflects the role of individuals who apply Advanced knowledge and skills in a range of strategic leadership and management roles. The qualification is designed aiming students to up-skill their skills and knowledge on organisational development, managing and implementing operations and human resource planning.

Career Outcome

Successful completion of the Graduate Diploma of Strategic Leadership will assist you to take higher responsibilities in an organisation as: Vice – President, Director, General Manager, Senior Manager, Manager.

Entry Requirement

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

Additional selection criteria for International Student

Apart from the above eligibility specification, overseas applicants must have minimum IELTS score of 6.0, PTE 50 or higher or equivalent.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created to provide learners with business or industry learning environment simulated as companies.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Questions and answers
- Project
- Reports
- Scenario and case analysis
- Presentation
- Written test

Pathways from the qualification

Students will be provided with advice on career development and training options throughout the delivery of the course.

Further training pathways from this qualification may lead to a relevant Masters Degree at University.

Course Structure

To be awarded the qualification BSB80215 Graduate Diploma in Strategic Leadership, student must complete successfully total of 8 units, of which; 2 core units plus, 6 elective units from the given list of electives

The units offered by CAC are listed in the next section.

Unit Code	Unit Name
Core Units	
BSBLDR801	Lead strategic transformation
BSBLDR802	Lead strategic planning process for an enterprise
Elective Units	
BSBINS603	Initiate and lead applied research
BSBLDR813	Lead and influence ethical practice
BSBSTR801	Lead innovative thinking and practice
BSBSTR803	Establish business continuity management strategies
BSBLDR812	Develop and cultivate collaborative partnerships and relationships
BSBPMG810	Priorities projects and programs

Certificate III in Light Vehicle Mechanical Technology

National code : AUR30620*/AUR30616
CRICOS : 103629F /091625B
Course Duration : 52 weeks
 (44 weeks class, 8 weeks break)
Intake Dates : Jan, April, July & Oct**
Location : Footscray & Hobart

** Monthly intake available for onshore students

*This new qualification will be delivered as per CAC transition plan.

Indicative Tuition Fees : \$15,650
Non Tuition Fees
Application : \$350
Total Fees : \$16,000

Course Overview

This qualification reflects the role of individuals who perform a broad range of tasks on a variety of light vehicles in the automotive retail, service and repair industry.

This qualification is intended to train students to develop their skills and knowledge in inspecting, servicing, diagnosing and repairing of automotive mechanical technology to industry standards as to create new employees or technicians.

Career Outcome

Possible job outcomes related to this qualification include:

Light vehicle mechanical technician | Motor Mechanic

Selection Criteria

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of any equivalent ELICOS program - PTE or TOEFL
- Satisfactorily completed the equivalent of Australian year 10 or higher

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials and practicals delivered in Automotive Workshops, where students have the opportunity for hands on learning.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

- Questions and answers
- Project | Case Analysis
- Observation of demonstration
- Report
- Documentation
- Problem solving
- Diagnosis report

Pathways from the qualification

Further training pathways from this qualification include AUR40216 Certificate IV in Automotive Mechanical Diagnosis, AUR40816 Certificate IV in Automotive Mechanical Overhauling, or other relevant qualifications.

Course Structure

To be awarded the Certificate III in Light Vehicle Mechanical Technology, students must complete and demonstrate competency in 36 units of competency, consisting of 20 Core units and 16 Elective units.

Unit Code	Unit Name
Core Units	
AURAEA002	Follow environmental and sustainability best practice in an automotive workplace
AURASA102	Follow safe working practices in an automotive workplace

AURETR112	Test and repair basic electrical circuits
AURETR123	Diagnose and repair spark ignition engine management systems
AURETR125	Test, charge and replace batteries and jump-start vehicles
AURETR129	Diagnose and repair charging systems
AURETR130	Diagnose and repair starting systems
AURETR131	Diagnose and repair ignition systems
AURLTB103	Diagnose and repair light vehicle hydraulic braking systems
AURLTD104	Diagnose and repair light vehicle steering systems
AURLTC105	Diagnose and repair light vehicle suspension systems
AURLTE102	Diagnose and repair light vehicle engines
AURLTZ101	Diagnose and repair light vehicle emission control systems
AURTTA104	Carry out servicing operations
AURTTA118	"Develop and carry out diagnostic test strategies"
AURTTA118	Inspect and service braking systems
AURTTTC103	Diagnose and repair cooling systems
AURTTTE104	Inspect and service engines
AURTTTF101	Inspect and service petrol fuel systems
AURTTTK102	Use and maintain tools and equipment in an automotive workplace
Elective Units	
AURAF103	Communicate effectively in an automotive workplace
AURAF108	Interpret and apply automotive repair instructions
AURETR132	Diagnose and repair automotive electrical systems
AURETR006	Solder electrical wiring and circuits
AURLTJ102	Remove, inspect, repair and refit light vehicle tyres and tubes
AURLTQ101	Diagnose and repair light vehicle final drive assemblies
AURLTQ102	Diagnose and repair light vehicle drive shafts
AURLTX101	Diagnose and repair light vehicle manual transmissions
AURLTX103	"Diagnose and repair light vehicle clutch systems"
AURTTA017	Carry out vehicle safety inspections
AURTTB015	"Assemble and fit braking system components"
AURTTTC001	Inspect and service cooling systems
AURTTJ011	Balance wheels and tyres
AURTTJ012	Remove, inspect and refit wheel hubs and associated brake components
AURTTK001	Use and maintain measuring equipment in an automotive workplace
AURVTA104	Inspect damaged vehicle systems and recommend repairs



Certificate IV in Automotive Mechanical Diagnosis

National code	: AUR40216
CRICOS	: 091671G
Course Duration	: 26 weeks (24 weeks class, 2 weeks break)
Intake Dates	: Jan, April, July & Oct*
	* Monthly intake available for onshore students
Location	: Footscray & Hobart
Indicative Tuition Fees	: \$6,400
Non Tuition Fees	
Application	: \$350
Total Fees	: \$6,750

Course Overview

Certificate IV in Automotive Mechanical Diagnostics reflects the skills and knowledge necessary to perform Advanced diagnostics in automotive mechanical technology. This qualification is a continuation after Certificate III in Light Mechanical Technology or equivalent Australian qualification for individuals who want to upgrade their diagnostic capabilities in related automotive industry.

Career Outcome

Possible job outcomes related to this qualification include:

- Automotive lead or master technician
- Automotive technical adviser.

Entry Requirement

- Those undertaking the Certificate IV in Automotive Mechanical Diagnosis must have completed an automotive mechanical Certificate III qualification, or be able to demonstrate equivalent competency.

Selection Criteria

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of any equivalent ELICOS program
- Satisfactorily completed an equivalent of Australian year 12 or Certificate IV or higher.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials and practicals delivered in Automotive Workshops, where students have the opportunity for hands on learning.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Questions and answers

- Observation of demonstration
- Report
- Project
- Documentation

Pathways from the qualification

Further training pathways from this qualification include AUR50116 Diploma of Automotive Management, AUR50216 Diploma in Automotive Technology or other relevant qualifications.

Course Structure

To be awarded the AUR40212 Certificate IV in Mechanical Diagnosis, students must complete and demonstrate competency in 10 units of competency, consisting of 1 Core units and 9 Elective units.

Unit Code	Unit Name
Core Units	
AURTTA121	Diagnose complex system faults
Elective Units	
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace
AURTTF105	Diagnose and repair engine forced-induction systems
AURETR137	Diagnose complex faults in light vehicle safety systems
AURLTB104	Diagnose complex faults in light vehicle braking systems
AURLTD109	Diagnose complex faults in light vehicle steering and suspension systems
AURLTE104	Diagnose complex faults in light vehicle petrol engines
AURLTX104	Diagnose complex faults in light vehicle automatic transmission and driveline systems
AURTTA125	Diagnose complex faults in vehicle integrated stability control systems
AURTTR101	Diagnose complex faults in engine management systems



Diploma of Automotive Management

National code	: AUR50116
CRICOS	: 091692B
Course Duration	: 52 weeks (44 weeks class, 8 weeks break)
Intake Dates	: Jan, April, July & Oct* * Monthly intake available for onshore students
Location	: Footscray & Hobart
Indicative Tuition Fees	: \$9,650
Non Tuition Fees	
Application	: \$350
Total Fees	: \$10,000

Course Overview

Diploma of Automotive Management reflects the course progression of individuals who seek to pursue and undertake role into senior management with their competency in leadership and management along with automotive skills and knowledge.

This qualification is intended to prepare new employees or recognise and develop existing members to perform management roles in the automotive industry.

Career Outcome

Possible job outcomes targeted by this qualification include:

- Automotive Service Manager
- Parts Manager
- Business Manager
- Purchasing Manager
- Automotive Repair Manager.
- Operations Manager

Selection Criteria

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of any equivalent ELICOS program
- Satisfactorily completed the equivalent Australian year 12 or Certificate IV or higher.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials and practicals delivered in Automotive Workshops, where students have the opportunity for hands on learning.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies include:

- Questions and answers
- Observation of demonstration
- Written report
- Project
- Documentation
- Role play
- Scenario analysis

Pathways from the qualification

Further training pathways from this qualification may lead to a relevant Advanced Diploma qualification.

Course Structure

To be awarded the Diploma of Automotive Management, participants must complete 12 units of competency in total including 6 Core units and 6 Elective units.

Unit Code	Unit Name
Core Units	
AURAEA004	Manage environmental and sustainability best practice in an automotive workplace
AURAMA005	Manage complex customer issues in an automotive workplace
AURAMA006	Contribute to planning and implementing business improvement in an automotive workplace
BSBFIM501	Manage budgets and financial plans
BSBMGT502	Manage people performance
BSBWH521	Ensure a safe workplace for a work area
Elective Units	
BSBOPS505	Manage organisational customer service
BSBTWK502	Manage team effectiveness
BSBOPS502	Manage business operational plans
BSBHRM522	Manage employee and industrial relations
BSBSTR502	Facilitate continuous improvement
BSBHRM413	Support the learning and development of teams and individuals

Diploma of Automotive Technology

National code	: AUR50216
CRICOS	: 092624F
Course Duration	: 26 weeks (24 weeks class, 2 weeks break)
Intake Dates	: Jan, April, July & Oct * Monthly intake available for onshore students
Location	: Footscray & Hobart
Indicative Tuition Fees	: \$7,150
Non Tuition Fees	
Application	: \$350
Total Fees	: \$7,500

Course Overview

Diploma of Automotive Technology reflects the role of individuals who diagnose, analyse, evaluate, design and modify vehicle systems in the automotive retail, service and repair industry.

Career Outcome

Possible job outcomes targeted by this qualification include:

- Advanced diagnostic technician
- Automotive system designer

Entry Requirement

- Those undertaking the Diploma of Automotive Technology must have completed an Automotive Certificate IV qualification in one of the following disciplines, or be able to demonstrate equivalent competency.
 - AUR40216 Certificate IV in Automotive Mechanical Diagnosis
 - AUR40816 Certificate IV in Automotive Mechanical Overhauling

Selection Criteria

- 18 years or older
- IELTS 5.5, PTE 42 or higher; or completion of any equivalent ELICOS program
- Satisfactorily completed the equivalent Australian year 12

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials and practicals delivered in Automotive Workshops, where students have the opportunity for hands on learning.

At CAC courses are delivered for 20 hours per week (face-to-face mode) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (over 2 days per week) and 4 hours (over 1 day per week) is face to face.

Assessment Method

- Questions and answers
- Project
- Observation of demonstration
- Case Analysis
- Report
- Documentation

- Problem solving
- Diagnosis report

Pathways from the qualification

Further training pathways from this qualification may lead to a relevant Advanced Diploma qualification.

Course Structure

To be awarded the Diploma of Automotive Technology, participants must complete 12 units in total including 1 Core unit and 11 Elective units.

Unit Code	Unit Name
Core Units	
AURAF007	Develop and document specifications and procedures
Elective Units	
AURAF106	Conduct research and present technical reports
AURLTB002	Analyse and evaluate faults in light vehicle braking systems
AURLTD007	Analyse and evaluate faults in light vehicle steering and suspension systems
AURLTE003	Analyse and evaluate faults in light vehicle engine and fuel systems
AURTNA001	Estimate and quote automotive vehicle or machinery modifications
AURETE001	Analyse and evaluate electrical and electronic faults in engine management systems
MSMENV672	Develop workplace policy and procedures for environmental sustainability
AURETB002	Analyse and evaluate electrical and electronic faults in dynamic control management systems
AURLTQ003	Analyse and evaluate faults in light vehicle transmission and driveline systems
MSMENV472	Implement and monitor environmentally sustainable work practices
AURETA004	Analyse and evaluate electrical and electronic faults in convenience and entertainment system



Certificate III in Individual Support

(Ageing and Home & Community Care)

National code	: CHC33015
CRICOS	: 106227M
Course Duration	: 52 weeks (38 weeks class, 8 weeks break)
Work placement	: 120 hours minimum
Intake Dates	: Jan, April, July & Oct
	* Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$12,000
Non Tuition Fees	
Application	: \$350
Total Fees	: \$12,350

Course Overview

This qualification has been designed for potential and current international students. They will be involved in classroom-based training in a full time capacity to gain the qualification. The course is designed for individuals who are working or wish to work within community and/or residential settings. It reflects the role of workers who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason.

Career Outcome

Students can provide person-centred support to people who may require support due to ageing, disability, or some other reason.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have satisfactorily completed an equivalent of Australian year 12 or higher
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.
- Must participate in Pre-Training Assessment, prior to commencement of the course.

Students are required to produce a valid working with Children Check and National Police Clearance prior to commencement of placement.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice, learners are expected to undertake 120 hours of work placement to achieve this qualification.

Links with the Aged Care facilities will be developed and placements will be sourced in the local and surrounding areas, to allow students to complete work placement in a real work setting.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies will include:

- Written/Verbal Questions
- Project / Problem solving
- Observation/Demonstration
- Documentation
- Report
- Case Studies
- Workplace projects/ Observations

Student must complete assessments at workplace

Pathways from the qualification

Further training pathways from this qualification include:

- CHC43015 - Certificate IV in Ageing Support
- CHC42015 - Certificate IV in Community Services
- CHC52015 – Diploma of Community Services

Course Structure

To be awarded the CHC33015 Certificate III in Individual Support Ageing, Home and Community, students must complete and demonstrate competency in 13 units of competency, consisting of 7 Core Units and 6 Electives Units.

Unit Code	Unit Name
Core Units	
CHCCCS015	Provide individualised support
CHCCCS023	Support independence and well being
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
CHCAGE005	Provide support to people living with dementia
CHCCCS011	Meet personal support needs
HLTINF001	Comply with infection prevention and control policies and procedures
CHCCCS025	Support relationships with carers and families
CHCHCS001	Provide home and community support services



Diploma of Community Services (Case Management)

National code	: CHC52015
CRICOS	: 106226A
Course Duration	: 52 weeks (39 weeks class, 8 weeks break)
Work placement	: 100 hours minimum
Intake Dates	: Jan, April, July & Oct * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$15,000
Non Tuition Fees	: \$350
Application	: \$350
Total Fees	: \$15,350

Course Overview

This qualification has been designed for potential and current international students. They will be involved in classroom-based training in a full time capacity to gain the qualification. These individuals would be interested in working with and for the community.

Career Outcome

Students will have specialised skills in community services and work autonomously under broad directions from senior management. They can provide direct support to individuals or groups of individuals. They can also have responsibility for the supervision of other workers and volunteers and/or case management; program coordination or the development of new business opportunities.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have satisfactorily completed an equivalent of Australian year 12 or Certificate III or higher.
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.
- Must participate in Pre-Training Assessment, prior to commencement of the course.

Students are required to produce a valid working with Children Check and National Police Clearance prior to commencement of placement.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice, learners are expected to undertake 100 hours of work placement to achieve this qualification.

Links with Community service centres will be developed and placements will be sourced in the local and surrounding areas, to allow students to complete work placement in a real work setting.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies will include:

- Project/Case study
- Third Party Report
- Self-assessment
- Report
- AV Media file
- Practical Observation/Demonstration/Role play
- Workplace Documentation/Portfolio
- Written/Oral Questions
- Presentation
- Problem Solving
- E-learning
- RPL Evidence

Student must complete assessments at workplace and carry out 100 hours of work placement.

Pathways from the qualification

Further training pathways from this qualification leads to higher tertiary education. Students after completion can enrol into Advanced Diploma qualification or relevant Bachelor degree courses such as Bachelor of Social work.

Course Structure

To be awarded the CHC52015 Diploma of Community Service (Case Management), students must complete and demonstrate competency in 16 units of competency, consisting of 8 Core Units plus 8 Electives Units.

Unit Code	Unit Name
Core Units	
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services
CHCDIV003	Manage and promote diversity
CHCCOM003	Develop workplace communication strategies
CHCLEG003	Manage legal and ethical compliance
HLTWHS004	Manage work health and safety
CHCPRP003	Reflect on and improve own professional practice
Elective Units	
BSBPEF501	Manage personal and professional development
CHCCCS004	Assess co-existing needs
CHCCSM004	Coordinate complex case requirements
CHCCSM005	Develop, facilitate and review all aspects of case management
CHCCSM006	Provide case management supervision
BSBWOR502	Lead and manage team effectiveness
CHCMGT005	Facilitate workplace debriefing and support processes
BSBTWK503	Manage meetings
BSBPMG522	Undertake project work
CHCCCS007	Develop and implement service programs



Advanced Diploma of Civil Construction Design

National code	: RII60520
CRICOS	: 106225B
Course Duration	: 104 weeks (88 weeks class, 16 weeks break)
Intake Dates	: Jan, April, July & Oct * Monthly intake available for onshore students
Location	: Melbourne CBD & Hobart
Indicative Tuition Fees	: \$30,000
Non Tuition Fees	
Application	: \$350
Total Fees	: \$30,350

Course Overview

This qualification has been designed for potential and current international students. They will be involved in classroom-based training in a full time capacity to gain the qualification. These individuals would be interested in working in the construction industry and pursue a career as a senior civil works designer or a para-professional designer, who supports professional engineers.

Career Outcom

Students can work in the construction industry and support professional engineers. They can perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have satisfactorily completed an equivalent of Australian year 12.
- Or
- Have completed a Diploma level qualification.
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.

Must participate in Pre-Training Assessment, prior to commencement of the course.

Delivery Approach

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice.

Assessment Method

Assessment methods are flexible, valid, reliable and fair. Assessment strategies will include:

- Project/Case study
- Third Party Report
- Self-assessment
- Report
- AV Media file
- Practical Observation/Demonstration/Role play
- Workplace Documentation/Portfolio
- Written/Oral Questions
- Presentation
- Problem Solving
- E-learning
- RPL Evidence

Pathways from the qualification

Further training pathways from this qualification leads to higher tertiary education. Students after completion can enrol for Graduate Certificate level or relevant Bachelor degree course.

Course Structure

To be awarded the BSB60520 Advanced Diploma of Civil Construction Design, students must complete and demonstrate competency in 10 units of competency, consisting of 5 Core Units and 7 Electives Units.

Unit Code	Unit Name
Core Units	
BSBPMG632	Manage program risk
BSBWHS616	Apply safe design principles to control WHS risk
BSBTWK502	Manage team effectiveness
RIICWD601E	Manage civil works design processes
RIIQUA601E	Establish and maintain a quality system
Elective Units	
BSBOPS601	Develop and implement business plan
RIIBEF601E	Conduct business negotiations
RIILAT402E	Provide supervision in the leadership of diverse work teams
RIICWD507D	Prepare detailed geotechnical design
RIICWD533E	Prepare detailed design of civil concrete structures
BSBSTR601	Manage innovation and continuous improvement
BSBHRM614	Contribute to strategic workforce planning



Certificate III in Commercial Cookery

National code	: SIT30821
CRICOS	: 110941F
Course Duration	: 52 weeks (including holidays)
Intake Dates	: Jan, April, July & Oct
	* Monthly intake available for onshore students
Location	: West Footscray, Melbourne CBD & Hobart
Indicative Tuition Fees	: \$15,000
Non Tuition Fees	
Application	: \$250
Material	: \$750
Total Fees	: \$16,000

Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities. Completion of this qualification contributes to recognition as a trade cook. This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have satisfactorily completed an equivalent of Australian year 12 or Certificate II or higher.
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.
- Must participate in Pre-Training Assessment, prior to commencement of the course. Must participate in Pre-Training Assessment, prior to commencement of the course.

Job roles

This qualification reflects the role of individuals who use a wide range of cookery skills. Upon completion of the course they will have a sound knowledge of kitchen operations. They will be able to work with some independence and under limited supervision and may provide operational advice and support to team members. Possible job titles relevant to this qualification may include:

- Commercial Cook
- Commis chef

Course Delivery

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice, learners are expected to undertake 192 hours of work placement to achieve this qualification.

It includes a minimum of 20 hours per week (face-to-face class) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (2 days per week) and 4 hours (1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment strategies include:

- Project/Case study
- Written/Oral questions
- Practical Demonstration/Observation/Role Play
- Third Party Report
- Presentation
- Workplace Documentation/Portfolio

Pathways Information

Further training pathways from this qualification may include:

- SIT40521 Certificate IV in Kitchen Management
- SIT40621 Certificate IV in Catering Operations
- SIT40721 Certificate IV in Patisserie

Course Structure

Students will need to complete the following units of competency to attain the qualification.

Unit Code	Unit Name
Core Units	
SITXFSA005	Use hygienic practices for food safety
SITHCCC027	Prepare dishes using basic methods of cookery
SITHCCC042	Prepare food to meet special dietary requirements
SITHKOP010	Plan and cost recipes
SITXFSA006	Participate in safe food handling practices
SITHCCC023	Use food preparation equipment
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
SITHCCC043	Work effectively as a cook*
SITHPAT016	Produce desserts
SITXINV006	Receive, store and maintain stock
SITHKOP009	Clean kitchen premises and equipment
SITXHRM007	Coach others in job skills
SITXWHS005	Participate in safe work practices
Elective Units	
SITHCCC025	Prepare and present sandwiches
SITHCCC038	Produce and serve food for buffets
SITHCCC040	Handle and serve cheese
SITXCOM007	Show social and cultural sensitivity
SITXINV007	Purchase goods

Certificate IV in Kitchen Management

National code	: SIT40521
CRICOS	: 110942E
Course Duration	: 71 weeks (including holidays)
Intake Dates	: Jan, April, July & Oct * Monthly intake available for onshore students
Location	: West Footscray, Melbourne CBD & Hobart
Indicative Tuition Fees	: \$20,000
Non Tuition Fees	
Application	: \$250
Material	: \$750
Total Fees	: \$21,000

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.

The skills in this qualification must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have completed Commercial Cookery Certificate III qualification, or be able to demonstrate equivalent competency.
- Must have satisfactorily completed an equivalent of Australian year 12 or Certificate III or higher.
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.
- Must participate in Pre-Training Assessment, prior to commencement of the course.

Job roles

This qualification reflects the role of individuals who use a wide range of cookery skills. Upon completion of the course they will have a sound knowledge of kitchen operations. They will be able to work with some independence and under limited supervision and may provide operational advice and support to team members. Possible job titles relevant to this qualification may include:

- Commercial Cook or Commis Chef
- Chef de Partie
- Sous Chef
- Executive Chef

Course Delivery

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice, learners are expected to undertake 192 hours of work placement to achieve this qualification.

It includes a minimum of 20 hours per week (face-to-face class) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (2 days per week) and 4 hours (1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment strategies include:

- Project/Case study
- Written/Oral questions
- Practical Demonstration/Observation/Role Play
- Third Party Report
- Presentation
- Workplace Documentation/Portfolio

Pathways Information

Further training pathways from this qualification may include:

- SIT50422 Diploma of Hospitality and Management

Course Structure

Students will need to complete the following units of competency to attain the qualification.

Unit Code	Unit Name
Core Units	
SITXFSA005	Use hygienic practices for food safety
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC042*	Prepare food to meet special dietary requirements
SITHKOP010	Plan and cost recipes
SITXFSA006	Participate in safe food handling practices
SITHCCC023*	Use food preparation equipment
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
SITHCCC043*	Work effectively as a cook*
SITHPAT016*	Produce desserts
SITXINV006*	Receive, store and maintain stock
SITXWHS007	Implement and monitor work health and safety practices
SITXHRM008	Roster staff
SITHKOP012*	Develop recipes for special dietary requirements
SITHKOP013*	Plan cooking operations
SITHKOP015*	Design and cost menus
SITXFSA008*	Develop and implement a food safety program
SITXFIN009	Manage finances within a budget
SITXHRM009	Lead and manage people
SITXCOM010	Manage conflict
SITXMGT004	Monitor work operations
Elective Units	
SITHCCC038*	Produce and serve food for buffets
SITHCCC040*	Handle and serve cheese
SITXCCS015	Enhance customer service experiences
SITXWHS006	Identify hazards, assess and control safety risks
SITHCCC033	Re-thermalise chilled and frozen foods
SITHFAB023	Operate a bar

Diploma of Hospitality Management

Description

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

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

The skills in this qualification must be applied in accordance with Commonwealth and State/Territory legislation, Australian standards and industry codes of practice.

Entry Requirement

There are no entry requirements specified in the training package, however Central Australian College (CAC) recommends that students entering this qualification:

- Must have completed Commercial Cookery Certificate IV qualification, or be able to demonstrate equivalent competency.
- Must have satisfactorily completed an equivalent of Australian year 12 or Certificate IV or higher.
- Must have IELTS score of 5.5 (or equivalent) or satisfactory completion of CAC entry test, or a completion of an ELICOS program.
- All international students must be at least 18 years of age or above to study at Central Australian College.
- Must participate in Pre-Training Assessment, prior to commencement of the course.

Job roles

This qualification reflects the role of individuals who use a wide range of cookery skills. Upon completion of the course they will have a sound knowledge of kitchen operations. They will be able to work with some independence and under limited supervision and may provide operational advice and support to team members. Possible job titles relevant to this qualification may include:

- Cook/Chef
- Chef de Partie
- Sous Chef
- Executive Chef
- Restaurant Manager

Course Delivery

Delivery is on campus. It includes face to face delivery in the classroom with tutorials, analysis of case studies, interactive learning including discussion on key points, presentation. Simulated workplace environment is created for practice, learners are expected to undertake 192 hours of work placement to achieve this qualification.

It includes a minimum of 20 hours per week (face-to-face

National code	: SIT50422
CRICOS	: 110943D
Course Duration	: 67 weeks (including holidays)
Intake Dates	: Jan, April, July & Oct * Monthly intake available for onshore students
Location	: West Footscray, Melbourne CBD & Hobart
Indicative Tuition Fees	: \$22,000
Non Tuition Fees	
Application	: \$250
Material	: \$750
Total Fees	: \$23,000

class) and may include evening and weekend timetables. The breakdown of 20 hours is 16 hours (2 days per week) and 4 hours (1 day per week) is face to face.

Assessment Method

Assessment methods are flexible, valid, reliable and fair.

Assessment strategies include:

- Project/Case study
- Written/Oral questions
- Practical Demonstration/Observation/Role Play
- Third Party Report
- Presentation
- Workplace Documentation/Portfolio

Pathways Information

Further training pathways from this qualification may include:

- SIT60322 Advanced Diploma of Hospitality & Management

Course Structure

Students will need to complete the following units of competency to attain the qualification.

Unit Code	Unit Name
Core Units	
SITXWHS007	Implement and monitor work health and safety practices
SITHCCC036*	Prepare meat dishes
SITHPAT016*	Produce desserts
SITXHRM007	Coach others in job skills
SITXFIN009	Manage finances within a budget
SITXHRM009	Lead and manage people
SITXCOM010	Manage conflict
SITXHRM008	Roster staff
SITXMGT004	Monitor work operations
SITXCCS015	Enhance customer service experiences
SITHCCC043*	Work effectively as a cook
SITXFIN010	Prepare and monitor budgets
SITXGLC002	Research and comply with regulatory requirements
SITXMGT005	Establish and conduct business relationships
SITXCCS016	Develop and manage quality customer service practices
Elective Units	
SITXFSA005	Use hygienic practices for food safety
SITHCCC027*	Prepare dishes using basic methods of cookery
SITHCCC029*	Prepare stocks, sauces and soups
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes
SITHCCC035*	Use food preparation equipment
SITHCCC037*	Prepare seafood dishes
SITHCCC023*	Use food preparation equipment
SITXFSA006	Participate in safe food handling practices
SITHFAB021	Provide responsible service of alcohol
SITHIND006	Source and use information on the hospitality industry
BSBCMM411	Make presentations
SITXFIN008	Interpret financial information
SITXHRM010	Recruit, select and induct staff

Note: Units marked with * have one or more prerequisites.

Campus Facilities

Campus Locations:

VICTORIA

Footscray Campus

Central Australian College is located in Western suburb of Melbourne City which is approximately 20km from Melbourne Airport. Central Australian College is just 7-8 Km away from Melbourne Central Business District with approximate 15-20 minutes travelling time by public transport (Metropolitan Train and Metropolitan buses). CAC is located next to West Footscray train station.

Footscray Campus (Main Campus)
8 Cross street, Footscray West, VIC 3012

Melbourne CBD Campus

Melbourne is the capital of the state of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself is laid out in a large rectangle and boasts a lively and cosmopolitan pulse. Melbourne is world-renowned for its cultural influences, restaurants and cafés and is the sporting capital of Australia.

Melbourne City Campus
Level 1, 276 Flinders Street, Melbourne 3000

TASMANIA

Hobart Campus

Central Australian College is located in the heart of Hobart CBD, at the corner of Murray street and Collins street, next to "The Cat & Fiddle Arcade".

AIRPORT - It takes approximately 21 minutes from Hobart airport by taxi. SkyBus provides fast, frequent and low cost airport transfers to Hobart City. You can buy a ticket online or from the e-kiosk available at the airport. <https://www.skybus.com.au/hobart-express>

LOCAL - The nearest local Metro bus stop is a minute walk from the campus, located at 119 Collins Street. <https://www.metrotas.com.au/>

Hobart Campus
Level 3&4, 45 Murray Street, Hobart, TAS 7000



Classrooms

All classrooms are air-conditioned and well furnished with necessary equipments for effective learning to take place. It also reflects a simulated workplace environment.



Automotive Workshop

CAC has an automotive training workshop located in the Main Campus at West Footscray. It is well equipped for effective practical learning of automotive practices and procedures reflecting the current industry standards. Trainees will learn how to service, repair and diagnose faults in motor vehicles.



Student Lounge

The student lounge within CAC building is for students to relax and socialize with each other. It has notice boards which provides information for students about local social activities and information about living in Australia.



Internet and Computer Access

There is shared access to computers and internet for students use within the college. This is to ensure that all students are able to use the facility and internet access to conduct research and access web during college hours.



Library and Resources

CAC has good collection of text books, magazines related to your course of study. Students can also access West Footscray Community Learning Centre located at 10 minutes walking distance from the college.



International Student Services

Orientation Sessions

Orientation sessions are conducted for the international students prior to the commencement of the course. It is provided to help students be familiar with most aspects of life in Australia and provide them information about their course, college facilities, enrollment and student visa obligations.

Health Cover

International students must have Overseas Student Health Cover (OSHC) while in Australia for the duration of their study. OSHC is a health insurance that will cover the cost of Medicare and hospital care. OSHC must be paid before a student visa is issued. For more information on OSHC please visit www.health.gov.au or www.study.vic.gov.au

Student Support

See Page 30.

Arrival Assistance

An airport pick-up service is available to international students, upon request. This is usually undertaken as part of a meet and greet service, and usually requires at least one week's notice to the College by email to admin@cac.edu.au, prior to your arrival.

You can also find the student welcome desk at Melbourne Airport run by the government. For welcome desk opening hours please visit studymelbourne.vic.gov.au



Living in Australia

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

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria - Melbourne

Melbourne is the capital of the state of Victoria and set around the shores of Port Phillip Bay with its beautiful beaches and water sports facilities. The city itself is laid out in a large rectangle and boasts a lively and cosmopolitan pulse.

Melbourne is world-renowned for its cultural influences, restaurants and cafés and is the sporting capital of Australia.

Tasmania - Hobart

Tasmania is a modern, vibrant and unique place to live and study. Hobart is the capital city of Tasmania; it offers a blend of heritage and lifestyle with heaps of activities. By choosing Hobart you will experience an Australian study destination with fewer international students than other Australian regions. This means that your English Language skills will improve quickly, and you will have fantastic opportunities to meet local friends.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Melbourne does not have a specific wet season - it can rain at any time of the year.

Accommodation Assistance

CAC does not have its own accommodation facilities for overseas students, however we refer accommodation providers upon receiving request from the students. You are advised to send an email to admin@cac.edu.au or contact student services for referrals.

Accommodation in Melbourne

It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:



Homestay / Private Board

With homestay, you will live with a family in their home. Homestay can be a good option for younger students as you will have all the comforts of an established home, often with meals and cleaning included. Families offering homestay accommodation to international students are thoroughly screened to ensure they can provide a suitable living environment for students.



Short-term accommodation

Short-term accommodation options you might want to consider when you first arrive in Australia include:

Hostels and discounted rates on hotels.

Temporary housing which may be offered through your institution while you get settled. Talk to your institution's international support staff or check their website for details.



Private Leasing / Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and

gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the College. Rental costs usually increases when the property is closer to the city center.

Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.

The following table is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.

Weekly Cost (other than rent)

Items	Amount
Accommodation	
Hostels and Guesthouses - \$90 to \$150 per week	
Shared Rental - \$95 to \$215 per week	
On campus - \$110 to \$280 per week	
Homestay - \$235 to \$325 per week	
Rental - \$185 to \$440 per week	
Other living expenses	
Groceries and eating out - \$140 to \$280 per week	
Gas, electricity - \$10 to \$20 per week	
Phone and Internet - \$15 to \$30 per week	
Public transport - \$30 to \$60 per week	
Car (after purchase) - \$150 to \$260 per week	
Entertainment - \$80 to \$150 per week	
Annual Living Cost	
Minimum cost of living	
You - \$21,041 Partner or spouse - \$7,362 Child - \$3,152	
Establishment Costs	
Bond: 4.333 x weekly rent (usually 1 month's rent)	

*The cost may vary depend upon standard of living and time.
For more information visit www.studyinaustralia.gov.au*

Public Transport in Victoria

Melbourne's public transport system includes a network of trams, buses and trains. Use the journey planner to work out the best route for your regular journeys to study or work. Most transport services end around midnight, although special night buses service many areas.

In regional Victoria, train services are provided by V/Line. Visit the V/Line website to see timetables and book tickets.

A **myki card** lets you travel on any mode of public transport around Melbourne and on regional trains and some buses. You can buy a myki from train station, 7-Eleven stores and where you can see myki sign.



Please Note:

- The above estimates are in Australian dollars (AUD\$) and these estimates are subject to change.
- The cost may also vary depending upon standard of living and time.
- Don't forget these costs do not include expenses relating to mobile phones, car or computer expenses.
- Tuition Fees are not included in these living costs estimates.
- It is recommended that students allow a minimum of A\$21,041.00 per year to cover their living costs. It is also recommended to allow an extra A\$2000.00 for costs that you may incur while settling in – such as food, transport, and any personal items you may require.

Medical Services

Students are required to get an appointment with General Practitioners (GP) for medical conditions and prescription medicines. If you require medication, pharmacies or chemists are the place to go. In Australia, pharmacists are not able to give certain medications unless prescriptions are available from the doctor. Therefore, it is important to see the doctor to obtain certain medications.

Student administration officers can provide you with a reference to the nearest GP from the college. Student support officers will be able to provide students with assistance in finding an appropriate medical professionals.

Opening a Bank Account

Upon arrival foreign currency or Travellers' cheque can be changed to Australian dollars at any money exchange or banks. Students are advised to open a bank account as soon as they arrive. You will be required to provide visa details and evidence of residency. All major banks have branches in cities and regional centres.





Important Information

Working in Australia

Australian Immigration law allows students to work for a limited number of hours while on a student visa in Australia. Students can currently work 40 hours fortnightly during the college study time and full-time during holidays. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay their tuition fees. Students are not permitted to work if it interferes with their studies.

Payment of fees

Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).

Fee refund if the student visa is refused

If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the College. For details read Fees and refunds policy available at cac.edu.au.

Fee refund if the College defaults on delivery of qualification

In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of any unused portion of the tuition fee paid to date. The refund will be paid to you within 14 days on which the course ceases to be provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course the Tuition Protection Services (TPS) provided by the government will place you in a suitable alternative course at no extra cost to you. Finally, if TPS cannot place you in a suitable alternative course, you will be eligible for a refund as calculated by the TPS Fund Manager. See policies and procedures.

Change of Provider

The National Code 2018, restricts the students to change providers prior to completing six months of their principal course.

Central Australian College will not allow students to transfer to another provider within six months of the commencement of their principal course of study, in circumstances where the transfer would be detrimental to their training plan.

Students wishing to apply for a letter of release will need to complete the Application for Letter of Release Form, available at the reception. There is no cost for applying for a letter of release; however students will need to contact DoHA to seek advice on whether a new visa is required.

All applications will be assessed on the basis of the Colleges' Transfer of Student Policy, Conditions of Enrolment, the training plan and declaration submitted by the student in their application. Students must include documented evidences supporting circumstances or reasons for seeking a release letter with the form.

Student under age 18

All students studying at CAC, must be at least 18 years of age at the time of arrival in Australia or else provide evidence that they will turn 18 when they arrive. Prospective students applying for a course, who are under 18 years of age at the time of application, must have their application signed by their parents or legal guardian in order for their application to be considered.

School aged dependants

If you are to be accompanied by any school aged dependant's you are required to ensure that they are enrolled in a school. There are options of enrolling in a government or private schools. In both the cases you will be required to pay any fees. For further information visit: <http://www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/school-fees.cfm>

Access and equity policy

The college Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all CAC staff to ensure the requirements of the access and equity policy are met at all times. You can read the access and equity policy at our website www.cac.vic.edu.au

Studying at CAC

Enrolment Process

Application Form

- Submit completed application form
- Submit supporting documents

Application approved

- Eligibility is determined

Offer letter

- Conditional, if you have not yet satisfied all the requirements
- Unconditional, if you satisfy all the requirements

COE

- Student needs to provide remaining supporting documents
- Student needs to pay a tuition fee deposit to confirm enrolment
- COE is issued

Prior to the enrolment read and understand the information provided in this prospectus. Then complete the enrolment process by following the steps outlined below:

1. Select the course of study you wish to undertake and to enroll for the course please fill out the International Student Application Form from our website at: <http://cac.vic.edu.au/international-students/how-to-apply-3/>
2. Complete the application form and sign to declare that you have understood all the information provided.
3. Scan and email the Application Form to the College with an application fee of AU\$250.00 and registered copies of supporting documents to admin@cac.edu.au. Please note that application will not be processed without the fee. Alternatively you submit the application form along with the certified copies of supporting documents to CAC administration at 8 Cross Street, West Footscray, VIC 3012.
4. The certified (attested) copies of the following documents need to be submitted:
 - i. Copy of passport
 - ii. Copy of visa
 - iii. Copy of IELTS test score/Copy of PTE test score
 - iv. Copy of year 12 certificate (translated and certified)
 - v. Copy of other academic transcript (translated and certified)

In addition to the above mentioned documents overseas applicants are required to provide the following documents:

Statement of Purpose (SOP)

Required financial documents including income evidences such as Salary certificate, Tax clearance certificate and Financial evidences such as Bank statement, bank balance certificate and so forth.

5. If no evidence of language test has been provided at the time of application, students are required to sit for LLN Test.
6. CAC representative confirms the suitability of the student to enrol against general eligibility criteria and prerequisites where applicable.
7. In case if the student eligibility cannot be confirmed against the general eligibility criteria and prerequisites, student will be advised to furnish additional documents or consult with their representative agents.
8. All the students must sit for the LLN test prior to the commencement of the course (those learners who participated in LLN test at the time of application will be exempted from doing the test again). The aim is to determine students learning needs and additional support required for the completion of the training program. Additional support will be provided to learners if they do not meet ACSF level entry requirement for the course.
9. Approval of application will follow by an offer letter, which includes information on students' programme of study, tuition fees, deposits, start date, any academic/non-academic conditions they may need to satisfy and written agreement.
10. Student needs to read the offer letter and conditions carefully before accepting the offer.

11. For overseas applicants, authorised delegate conducts the financial assessment of the learner, reviews the SOP and conducts a reference check as well as a Telephone interview with the candidate. (Please refer to the Offshore student recruitment procedure)

12. Student, within the written agreement, is required to give his/her contact details while they are in Australia and study which CAC, including: the student's current residential address, mobile number, and email address, as well as their emergency contact.

13. Students will be required to submit the signed written agreement and fees deposits for the issuance of COE. A digital signature is an acceptable substitute for a wet signature on the Enrolment Form or any student agreement. In order to measure the authority of the digital signature, the documents containing the signature must be sent from an email with student name or the digital signature is verified by the agency.

14. Formalisation of student enrolment follows the signing of written agreements between CAC and students as outlined in Standard 3 of ESOS Act 2000.

15. A copy of the issued COE will be forwarded to you and your representative agent.

Please Note: The information collected on the Enrolment Application is used for administrative and statistical purposes and will remain confidential.

LLN Test For ELICOS program

LLN Test for ELICOS Program is a big point, same like Course Delivery and Enrolment Process. In case of the application in ELICOS program for overseas student, students must sit for LLN test prior to enrolment into the course. In this case, the LLN Test will act as placement test in order to determine you level to commence the course.

COE will be issued to the student once the level is determined. Alternatively, students need to submit approved English language test results such as IELTS or PTE. For further information, refer to the document English language requirements at CAC.

Course Delivery

A number of approaches to course delivery are used by the College staff. Course delivery approaches may include: teacher led classroom delivery, workshops, practicals, seminars, tutorials and supervised study. During the 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. Delivery is classroom based with a training in the workshop and simulated workplace environment. Delivery is a minimum of 20 hours per week over 3 days.

Course Assessment

A number of approaches to course assessment are used. Assessment approaches may include: observations of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, role plays, written tests and exams and work-based assessment. Students will be notified in Advanced of the time and form of any assessment. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt.

Qualification to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirement for part of a qualification will be awarded a Statement of Attainment. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

Use of Personal Information

Your personal information collected during the enrolment is will be used for the purpose of student statistical data collection. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, Education Services for Overseas Students Regulations 2019 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, the Tuition Protection Services (TPS). In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement under the Standards for RTOs 2015, that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. You are required to apply in writing to the Administration Manager if you wish to view your own records.

Pathways

Graduates of the Central Australian College may seek credits to the relevant degree programs in Australian Universities. CAC

has arrangements with higher education providers however, does not guarantee entry into University programs.

Course Credit

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by the CAC and you will not be required to complete these units again. To apply for Credit Transfer students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course that you are enrolled in.

Where a student has gained skills and knowledge from sources such as life experience, work experience, and other related learning experiences, they may be able to demonstrate their competence in required skills and knowledge by completing a Recognition of Prior Learning (RPL) application. This requires the students to provide detailed explanation of how the learning was gained and provide evidence of how such skills and knowledge meets the requirements of the Unit of Competency, for which the recognition is being applied for.

Please contact the college for further information and application forms. A copy of the policy is available at <https://cac.edu.au/policies-and-procedures/>

USI – Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the Institute during the enrolment process. If students do not provide USI, CAC 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. Student Administration staff can assist you to obtain your USI on request.



Student Support Services

Being an international student is exciting, but it can also be challenging. The college has a designated Student Support Officer who can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. All the service provided by student support for student welfare is free of cost. They can also provide links to external sources of support where the college is not qualified.

CAC provides support services to international students, from the initial contact they make with the institution, which is described below:

a. Pre- Enrolment Support

In the pre-enrolment process student support is provided by giving students pre-enrolment information regarding the courses we offer, enrolment procedures, career counselling living and working in Australia, student visa obligations, arrival advises and information.

Pre Training Review is conducted to identify the students learning and employment pathways, to find out about their work experiences. Language, Literacy and Numeracy (LLN Test) is administered to identify the additional academic support that students may require to pursue their course of interest.

b. Enrolment Support

During the enrolment process students are required to attend the orientation session when they fill out the enrolment form, learn about the academic process and procedure, important advises about living in Melbourne, studying at CAC.

c. Ongoing support

In the duration of your course, CAC ensures that you receive fair treatment and are provided with the best opportunity to complete your studies in a supporting environment. If you do experience personal problem or study difficulties, it is important to speak to a staff member who will do their best to resolve them. For your information the types of common ongoing support that CAC provides are:

- i. **Academic support:** Students are able to gain advice and support in academics from their trainers and assessors or the training co coordinators who are nominated with the responsibility of academic support. All students' progress is monitored and guidance is provided where non satisfactory results are identified.
- ii. **Non – academic support**
 - Personal/Social issues: Stress, financial difficulties, health, family, relationship issues and social issues can affect your ability to settle into study. Our Student Support Officers provide counselling and confidential support service and external referral where necessary. Students requiring special or intensive assistance must contact student administration who will refer them to Student Support Officers or to external support services if required. Students have access to the Support officer from Mon - Sun between 8:30 am - 5:00 pm.
 - Medical Issues or support: Student Administration will always have an up-to-date list of medical professionals within access from the college location and any student with medical concerns

should inform the student support officer who will assist them in finding a doctor.

- **Social Programs:** The student support officer will occasionally organise social events that allow all students enrolled with the college to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

d. Occupational Health and Safety.

The college complies with all relevant Occupational Health and Safety legislation. All college staff actively take steps to identify hazards that could cause harm to participants in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel.

Where applicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of college staff. For more information please refer to critical incident policy and procedure.

e. Upon completion

Students who 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. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations.

Once you successfully complete your course in Central Australian College, you will be provided with a guidance about your further education and employment pathways.

Student support Services recommends that students make contact as soon as there is a need. Usually more time means more options will be available. A copy of the policy is available at <https://cac.edu.au/policies-and-procedures/>



Student Obligations

Overseas Student Health Cover

All international students are required by the Department of Home Affairs (DoHA) to maintain Overseas Student Health Cover (OSHC) for the duration of their student visa.

The OSHC premium cover must be paid before a student visa is issued – usually at the same time as the tuition fees. The cost of OSHC will be indicated on your letter of offer. OSHC is also charged on a pro-rata basis for shorter courses.

If you already have a valid OSHC at the time of enrolling in a course at CAC, you will need to provide proof of the same to the college. It is your responsibility to renew your OSHC and provide college with a copy.

OSHC contributes to the cost of medical expenses while in Australia. Overseas student health cover (OSHC) is a health insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. In general, the OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Central Australian College preferred health provider is BUPA. If you have requested OSHC through CAC, we will organize this for you. BUPA website also provides valuable information in OSHC (www.bupa.com.au).

Our Student Support Officers can assist you with procedures for ordering your membership card online, or advice on lodging applications.

If you require emergency medical attention, public hospital emergency departments are available. You can find out more about purchasing OSHC at <http://www.health.gov.au>

Full Time Study

Australian law requires International students to study 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 are required to meet their attendance requirement. If your attendance drops below 80% over any study period the College is required to review your involvement, counsel you, implement an intervention strategy. If your attendance is unsatisfactory and you have unsatisfactory academic progress you will be reported to DoHA.

Attendance Monitoring

a. ELICOS

Central Australian College monitors students academic progress in terms of the numbers of units completed in each stage. For ELICOS courses students are required to maintain 80% attendance. If your attendance drops below 80% over any study period the college is required to review your involvement, provide opportunity for consultation and implement an intervention strategy.

Where a student has been assessed as not achieving satisfactory attendance, CAC will notify the student of its intention to report the student. The written notice will inform the student that he or she is able to access CAC's Complaints and Appeals process and that the student has 20 working days in which to do so.

b. VET Courses

International students are required to meet their attendance requirement. If your attendance drops below 80% over any study period the College is required to review your involvement, provide consultation and implement an intervention strategy. Your attendance will be closely monitored and if you are at risk of not meeting your course requirements due to poor attendance a notification letter will be sent to you.

You need to remember that maintaining satisfactory attendance in your course and course progress for each study

period is a part of your student visa condition 8202. For more information on attendance you can request a copy of the Monitoring course progress policy and procedure from the Student Administration.

c. Duty of Care

It is your obligation to inform your Trainer/Assessor, Student Administration and the Training Manager of your reasons for absence. In case of absence, students are required to provide medical certificate. Your absence will be considered only under compelling and compassionate circumstances. If you are absent for more than 5 days without informing the college or if you are at the risk of not attending for at least 80% of the scheduled course contact hours Student Administration will contact you to find out the reasons for your absence.

Change of Address

Upon arriving in Australia you are required to advise the Institute of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the Institute is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. The Institute may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the Institute to ensure you receives important information about your course, fees and possible breaches of your student visa.

You may also find additional information on student visa obligations in the DoHA website at <http://www.immi.gov.au>

Academic Progress

If you do not have satisfactory academic progress you may be reported to DoHA which will lead to cancellation of your visa. Unsatisfactory academic progress is defined in the ESOS legislation as failing more than 50% of units in any two consecutive study periods. A study period is one term (10 weeks) of the academic year. The academic year consists of a total of four terms. A failure in more than 50% of units in one study period will trigger a review of academic progress by CAC and the implementation of an intervention strategy. Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

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

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class
 - Study the theory and practice the skills that are taught in class
 - Ensure that you are present for all assessment activities scheduled by the teachers
 - Make an appointment with the Student Support Officer if you are having any difficulties with your studies.
- In addition to the above minimum requirement the college will implement counselling procedures and an intervention strategy when your trainer think you may be in danger of not meeting the requirements. Counselling and intervention may be triggered by any of the following events:
- Failure to achieve competence key units in a study period
 - Failing two or more core units in any study period.

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating of the unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the Institute. All works submitted must be an accurate reflection of the student's level of competence. A copy of the policy is available at <https://cac.edu.au/policies-and-procedures/>

Policies and Procedures



Fees Payment Policy

- The Total Initial Tuition fee as stated in the offer letter must be paid in Advanced before the start of the course to confirm the place at the Central Australian College.
- Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).
- Central Australian College will not require the student to pay any further remaining tuition fees earlier than until two (2) weeks before the start of the student's second study period.
- You must pay to the College, the course fee as detailed in the Student Agreement, unless a payment arrangement is made with the College. You will be required to pay the due term fee in full upon the term start date. Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. In addition Central Australian College reserves the right to take any action it deems necessary if you fail to pay your fees as agreed in the Student Agreement.
- Tuition fees are payable to Central Australian College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Central Australian College. All fees paid by credit card will incur an additional fees of 2.0%.
- Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or will not be able to access classes until fees are paid. The inability to attend classes may result in students having to repeat missed work and/units.
- Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian Government sufficient funds to cover their studies in Australia. As such, financial hardship is not considered grounds for appeal.
- The Course Fees cover only tuition fees. All other charges such as text books, equipment and enrolment fees are additional cost. You will need to ensure that you have sufficient funds to cover the additional cost that will be charged.
- The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.
- The College does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- The College reserves the right to engage any third party to recover any outstanding fees payable to the College. The cost to the College of engaging a third party to recover such outstanding fees will be charged to the student.

Other Fees

The table below lists of other fees charged by Central Australian College to students where applicable.

Fee Type	Amount
Application Fee (Enrolment Fee) ***	A\$250 - 350
Course Variation Fee/CoE Variation Fee	A\$150
Deferment Fee	A\$250
Course Withdrawal Fee/ Cancellation Fee	A\$500-2000
Internal Transfer Fee	A\$250
Late Payment Fees	A\$25 per week
OSHC Fee**	may vary
PPE (Personal protective equipment)*	A\$60-160
Replacement Certificate Fees	A\$50
Urgent Service Fee	A\$50
Urgent Certification Issuance Fee	A\$150

* Only applicable to students enrolled in Automotive.

** Overseas Students Health Cover (OSHC) charges vary according to health insurance providers

Note: Fees may change during your course of study. Fees are as identified in the letter of offer and student agreement. Please contact student administration for updated fees and charges.

*** Application Fee (Enrolment Fee) -
The Application Fee or Enrolment Fee are non-refundable fees that are charged to the students for processing enrolments.

Fee Refund Policy

Central Australian College assures where fee is collected from the individual learner, either directly or through a third party, the College provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- All relevant fee information including:
 - Fees that must be paid to the College; and
 - Payment terms and conditions including deposits and refunds;
- The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- The learner's right to obtain a refund for services not provided by the College in the event if:
 - An arrangement is terminated early; or
 - The College fails to provide the agreed services.
- Protection of tuition fees paid in Advanced by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.

The policy statement ensures the following items are being implemented:

1. Student Agreement:

Written agreements between Central Australian College and students set out the services to be provided, fees payable and information in relation to refunds of tuition fees. Central Australian College provides an itemised list of tuition fees payable by the student and information in relation to refunds of tuition fees in the Letter of Offer. Student Agreement is provided along with the Letter of Offer which includes:

- 1.1. outlines of the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
- 1.2. outlines any prerequisites necessary to enter the course or courses, including English language requirements
- 1.3. lists any conditions imposed on the student's enrolment
- 1.4. lists all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
- 1.5. provides details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
- 1.6. sets out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- 1.7. outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
- 1.8. states that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees only use links to provide supplementary material.
- 1.9. The written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:
 - (i) amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
 - (ii) processes for claiming a refund
 - (iii) the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
 - (iv) a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
 - (v) a statement that "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".

2. Fees and charges include:

- 2.1. Fees and charges include the items listed in the Definition section of the Fees and Refunds Policy (overseas students).
- 2.2. All relevant fees are outlined in the International Student Prospectus, College website, Letter of Offer in Student Agreement section.
- 2.3. Prior to the student enrolment, fees may be altered without notice. Once a student has completed enrolment, fees will not be subjected to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
- 2.4. Students Accounts Team is responsible for reviewing and updating the Tuition and Non-Tuition Fees as required.
- 2.5. Any updates and changes in the Tuition and Non Tuition fee should be circulated to all stakeholders.
- 2.6. Compliance Team is responsible for reviewing and publishing the Tuition and Non Tuition fee as outlined in section 2.2.

3. Refunds include:

- 3.1. All refund requests are conditional of the following:
 - a. The College must have had received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received);
 - b. Any debts to the College must be paid in full or the outstanding amounts will be deducted from the refund.
- 3.2. College default
 - a. In an unlikely event that the College is unable to start or continue to deliver the course after a period of commencement (known as College Default), the Student can choose to accept either:
 - i. a refund of the course fees, which will be issued to the Student within 14 days; or
 - ii. to be arranged to be placed in an alternative course with the College or another provider. If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
 - b. If the student chooses to receive a refund of the course fees after commencing the course, the College will calculate the unspent portion of the tuition fees paid to date (i.e. tuition fees the student has paid for but has not been delivered by the College). The refund will be paid within 14 days on which the course ceased to be provided.
 - c. If the College is unable to provide a refund or place student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.
 - d. The college must give notice to the ESOS agency and the TPS Director within 7 days after the end of the obligation period as per Part 5 Division 2 Section 46F sub-section 3 of the ESOS Act 2000, refer to the Governance Policy and Procedure.



3.3. Student defaults and withdrawal

- a. When student defaults or where written notice of withdrawal is received by the College before the agreed start date of the course, the College will refund the fees as per the table below less an administration fee.

Outline of Refunds

Conditions	Refunds applicable
1. Application Fee (Enrolment Fee)	Non-refundable
2. Withdrawal due to visa rejection	
	The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:
a. Visa rejection prior to course start date	(a) 5% of the amount of course fees received by the provider in respect of the student before the default day; (b) \$500.
b. Visa rejection after course start date	Unused portion of the students tuition fee minus: • Application fee • Other non-tuition fee Tuition fee up to the visa rejection date (calculated on weekly basis)
3. Withdrawal due to student defaults other than visa rejection	Pre-paid tuition fees received from the student Less Course withdrawal fee*

*Course withdrawal Fee

Withdrawal fee for Graduate Level course -\$2000

Withdrawal fee other VET courses-\$500

Note: For the amount of fees charged please contact the Accounts Department.

- b. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received by the College.
- c. In case of Student withdrawal refund will be calculated on percentage of total outstanding term fees, less the administration fee.

3.4. 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.

3.5. The Australian Government refuses visa

a. For offshore applicants

If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the administration fees will be made. In order to receive the refund student will be required to provide authenticated evidence of the student visa refusal to the College.

b. For onshore applicants' refunds will be processed using the method as prescribed by Education Services for Overseas Students (Calculation of Refund) Specification 2014 outlined below:

i. Method for working out amount of refund in event student fails to start a course due to visa refusal:

- a. the student was refused a student visa; and
- b. the refusal was a reason for the student's failure to start the course on, or withdrawal from the course on or before, the agreed starting day;

For the condition above the amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- (a) 5% of the amount of course fees received by the provider in respect of the student before the default day;
- (b) \$500.

Note: The course fees for a course is the sum of:

- (a) the tuition fees received by CAC in respect of the student; and
 - (b) the non-tuition fees (if any) received by CAC in respect of the student.
- ii. Method for working out amount of refund in event of other student default

4. Tuition Protection Services includes:

- 4.1. Protection of tuition fees paid in Advanced by student visa holders is undertaken in accordance with ESOS requirements and the Tuition Protection Service Framework.
- 4.2. Central Australian College receives no more than 50% of the total tuition fee for the course before the student commences the course that is more than 24 weeks (or 100% of the total tuition fee for short courses that fall within one study period of 25 weeks or less) and then, after the student commences the course, Central Australian College will not require the student to pay any further tuition fee until 2 weeks before the start of the second study period. However, Students or the person responsible for paying the tuition fees, can choose to pay more than 50% of the tuition fee before they start their course.
- 4.3. If a student pays more than 50% of the total tuition fee for the course that is more than 24 weeks before the student commences the course, there is no requirement for the CAC to return the excess amount, unless it is an overpayment of the total tuition fees.
- 4.4. In the unlikely event that the College is unable to deliver the student's course in full, the student will be offered a refund of full pre-paid tuition fee the student has paid to date less a \$250 Administration fee. The refund will be paid to the student within 14 days of the day on which the course ceases to be provided.
- 4.5. Alternatively, the student may be offered enrolment in an alternative course by the College at no extra cost to the student. The student has the right to choose whether the student would prefer a full refund of pre-paid tuition fees, or to accept a place in another course. If the student chooses placement in another course, we will ask the student to sign a document to indicate that the student accepts the placement. If the College is unable to provide a refund or place the student in an alternative course, the Tuition Protection Service will assist the student in finding an alternative course or to get a refund of the student's unspent tuition fees if a suitable alternative is not found.
- 4.6. The College implements requirements for Provider Default – Part 5, Division 2 Subdivision A of the ESOS Act.
- 4.7. The College implements requirements for Student Default – Part 5, Division 2, Subdivision B of the ESOS Act

Procedure

Central Australian College ensures that the above detailed policy statement is executed by the following procedures:

1. Fees Payment procedure

- a) Before getting their Confirmation of Enrolment, a student must pay relevant fees stated in their Letter of Offer and Student Agreement to the College that will be put in the designated pre-paid fees account. Students are not required to pay more than the initial tuition fee amount as stated on their offer letter (or more 50% of the tuition fee) before the start of the course. However, students have a choice to pay more than 50% of the fees or the full course fees up front if they wish to. Any amount of fees paid before the start of the course will be reflected on the student's Confirmation of Enrolment (COE).
- b) Fees paid and refunds given in are recorded in the accounting system so that each student or client's financial status is known.
 - i. Details of student accounts are maintained in each student's electronic file.
 - ii. Overseas student visa holder fees are protected by the Tuition Protection Service.
- c) Payments not made in accordance with the agreed Payment Plan or by the agreed due date will incur a late fee of \$50 per week. If the student opts for monthly payment plan they will be required to make the payment via direct debit on first of every month.
- d) Tuition fees are payable to Central Australian College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Central Australian College. All fees paid by credit card will incur an additional fee of 2.0%.
- e) Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or will not be able to access classes until fees are paid. The inability to attend classes may result in students having to repeat missed work and/units.
- f) Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process. International students are required to demonstrate to the Australian government sufficient funds to cover their studies in Australia. As such financial hardships is not considered grounds for appeal.

- g) The course fee covers only tuition fees. All other charges such as text books, equipment and enrolment fees are additional cost. You will need to ensure that you have sufficient funds to cover the additional cost that will be charged.
- h) The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- i) If the students visa status changes (e.g. becomes a temporary or permanent resident) the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.
- j) The college does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- k) The college reserves the right to engage third party to recover any outstanding fees payable to the college. The cost to the college of engaging a third party to recover such outstanding fees will be charged to the student.

2. Refund procedure

- a. The Student must complete Refund Application Form to apply for a refund and attach all evidences and supporting documentations. Such document may include, but not limited to:
 - i. a completed course withdrawal forms provided by the College and
 - ii. a letter from DoHA advising of a rejection of the student visa application or a refusal to extend a student visa; or
 - iii. proof of extenuating circumstances of a compassionate nature; or
 - iv. an unconditional offer letter from another institution along with a DoHA approved letter to transfer

- b. For a College default on the agreement, refunds will be made within 14 days of the default date.
- c. All other refunds will be made within 28 days (20 working days) of written notification from the student being received by the College.
- d. The CEO or the delegate must approve student refunds.
- e. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars.
- f. Details of refunds provided will be maintained in individual student files.

3. Payment of Refunds

- a. Payment of refunds to the applicant will be made in Australian dollars by a bank draft or telegraphic or electronic transfer (or other approved payment options).
- b. Bank fees or postage charge apply.

4. Student's Rights to Appeal

- a. Any student who is refused a refund by the College may appeal within 14 days in writing to the Student Administration Officer.
- b. The College's appeal process does not circumscribe the student's right to pursue other legal remedies.
- c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

A copy of refund policy is also available at <https://cac.edu.au/policies-and-procedures/>



Deferment, Suspension & Cancellation of Enrolment Policy & Procedure

Purpose:

To ensure that Central Australian College enables students to withdraw, defer, temporarily suspend or cancel their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

Scope

This policy applies to students enrolled in Central Australian College and addresses the requirements related to deferral, suspension and cancellation of enrolment. This policy would be directly managed and implemented by the Student Administration. The RTO Manager is responsible to overlook and ensure the smooth functioning of the procedures outlined under the policy.

Relevant standards, acts and legislations

The deferment, suspension and cancellation policy and procedures adheres to the Standards or Registered Training Organisations (SRTOs) 2015 Standard 6 Clause 6.1 and 6.2; ESOS Framework (ESOS Act 2000) National Code 2018 Standard 9.

Definitions

Term	Definition
CEO	Chief Executive Officer
CoE	Certificate of Enrolment
Cancellation	CoE is cancelled. Student must re-apply if he or she wishes to continue study.
Deferment	A request by the student prior to the commencement of the study period to temporarily postpone study (Student initiated).
DoHA	Department of Home Affairs
DET	Australian Government Department of Education and Training
Department	Victoria State Government Department of Education and Training
Leave of absence	A request by the student to temporarily postpone study after the commencement of the study period (Student initiated).
ESOS Framework	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
Offer letter	Offer letter is a formal letter of offer, which includes information on students' programme of study, tuition fees, deposits, start date and any academic/non-academic conditions and the student agreement.
Suspension	When the enrolment of a student in his or her course of study is suspended for a period of time, after which the student may recommence study.
PRISMS	Provider Registration and International Student Management System
Standards for Registered Training Organisations (SRTOs) 2015 (also referred as Standards)	A legislative instrument describing the minimum standards to be met by RTOs through the VET Quality Framework. The VET Quality Framework is aimed at achieving greater national consistency in the way providers are registered and monitored and in how standards in the vocational education and training (VET) sector are enforced. http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html

Policy

This policy affirms the commitment of CAC in providing provisions for deferment, cancellation, and suspension of enrolment for students and to ensure that it meets the reporting requirements:

- CAC allows changes to a student's enrolment to take place by way of assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence in the student's file of the assessment of the application.
- CAC can only defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances.
- CAC may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - a. misbehavior by the student
 - b. the student's failure to pay an amount he or she was required to pay to the college to undertake or continue the course as stated in the written agreement
 - c. a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).
- CAC may cancel a student's enrolment where a serious breach of visa or enrolment conditions has occurred.
- CAC shall ensure to inform the student if the suspension or cancellation is initiated, before imposing a suspension or cancellation CAC must:
 - a. inform the student of that intention and the reasons for doing so, in writing
 - b. advise the student of their right to appeal through CAC's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- CAC must inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.
- CAC must report the change to the overseas student enrolment to the department via PRISMS.
- The suspension or cancellation of the overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

In order to achieve the above mentioned policy statements, the RTO Manager/ Student Administration Manager shall arrange for:

1. Student initiated deferral, suspension or cancellation of enrolment
2. Provider Initiated Deferral, Suspension or Cancellation of Enrolment
3. Recording and reporting deferments, suspension or cancellation of enrolments

Procedure

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below:

1. Student Initiated Deferral, Suspension or Cancellation of Enrolment

1.1. a. Student Deferral

- a. A student wishing to defer an enrolment must do so prior to the commencement of the course.
- b. Students must complete an 'Application to Defer,

Suspend or Cancel Enrolment' form and submit it to the Student Administrations Department.

Please note:

- a. This application to defer must include in detail the reasonable ground (compassionate and compelling circumstances see Appendix I) for which the deferral should be considered.
- b. Student is required to provide supporting evidences to support the request for deferral.
- c. All deferral applications are considered on a case-by-case basis at the discretion of the training manager, on the basis of the information provided in the deferral application form.
- d. Student will be notified of the outcome of the deferral application by email. Student administration is required to tell the student to seek advice from the Department of Home Affairs on the potential impact on their visa if enrolment has been deferred.
- e. Department of Home Affairs shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request within 28 days of the approval.
- f. If the student request for deferral is not approved, student will need to either commence on the original start date, or reapply at a later stage when they are ready to commence study.
- g. If you defer the commencement of your study, and you have already been issued a Confirmation of Enrolment (CoE), your CoE will be cancelled. CAC needs to ensure that student has a valid CoE in PRISMS with a start date that reflects the students intended date of return to studies. Student will be required to submit the new acceptance agreement before the CoE is re-issued.
- h. If CAC does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the student notifies the CAC of the intended date of return before creating the CoE.
- i. If CAC is deferring or suspending the overseas student enrolment without affecting the end date of the CoE, there will be no change to the CoE on PRISMS. However, the DET needs to be notified.
- j. Deferral can be done up-to 12 months.
- k. If the student does not return to study after the approved deferral period, their enrolment will become inactive and the CoE should be cancelled by the Student Administration. Student should be informed about the impact of this on their student visa.

1.1.b. Ground in which deferral is not possible:

- a. Deferral may not be possible for courses that are being taught out, and will no longer take new students. Student administration to negotiate alternative study options with the student should this occur.

1.2. Student Suspension

- a. CAC is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances (See Appendix 1).
- b. Students will be required to complete an 'Application to Defer, Suspend or Cancel Enrolment' form and submit to the Student Administrations Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)
- c. Where a suspension of enrolment is granted, CAC will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for

longer than 12 months, the student shall have to re-apply once the initial suspension period has expired.

- d. Student administration is required to inform the DET via PRISMS if the student enrolment has been suspended within 28 days of suspension.
- e. Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to Department of Home Affairs.
- f. Students are to be informed in writing of the outcome of their application for suspension and informed that it may affect their student visa. A photocopy of the letter is to be kept on the student file.
- g. All application documentation for the suspension will be kept on the students profile and DoHA shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.

1.3. Student Cancellation

- a. Students wishing to cancel their enrolment must complete an 'Application to Cancel Enrolment' and submit to the Student Administrations Department.
- b. All application documentation for the cancellation will be kept on the students file and DoHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

Please note: Students wishing to transfer their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Overseas Student Transfers Policy and Procedure'.

2. Provider Initiated Deferral, Suspension or Cancellation of Enrolment

2.1. Provider Deferral

CAC may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason CAC deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered.

2.2. Provider Suspension

CAC has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying, as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories:

- a. Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within CAC:

Assessment breaches such as:

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

A student may be excluded from a final assessment in a unit

for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct

b. General Misconduct

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals an RTO's property or the property of others; alters/defaces CAC documents or records; prejudices the good name of CAC, or otherwise acts in an improper manner.

The following examples indicate the kinds of behavior which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- i. contravenes any rules or acts;
- ii. prejudices the good name or reputation of CAC;
- iii. prejudices the good order and governance of CAC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of CAC;
- iv. fails to comply with conditions agreed in the contract;
- v. wilfully disobeys or disregards any lawful order or direction from CAC personnel;
- vi. refuses to identify him or herself when lawfully asked to do so by an officer of CAC;
- vii. fails to comply with any penalty imposed for breach of discipline;
- viii. misbehaves in a class, meeting or other activity under the control or supervision of CAC, or on CAC premises or other premises to which the student has access as a student of CAC;
- ix. obstructs any member of staff in the performance of their duties;
- x. acts dishonestly in relation to admission to CAC;
- xi. knowingly makes any false or misleading representation about things that concern the student as a student of CAC or breaches any of CAC rules;
- xii. alters any documents or records;
- xiii. harasses or intimidates another student, a member of staff, a visitor to CAC, or any other person while the student is engaged in study or other activity as a CAC student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- xiv. breaches any confidence of CAC;
- xv. misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from CAC premises while acting as an CAC student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;

xvi. steals, destroys or damages a facility or property of CAC or for which CAC is responsible; or is guilty of any improper conduct.

c. Where a student has been identified of Academic or General Misconduct the DOS/Training Manager shall be informed and will make a decision on the penalty and the severity of the penalty. The Training Manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

d. Where a student has been identified with Academic or General Misconduct CAC shall ensure the following:

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the Training Manager to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

e. Students are able to access the 'Complaints & Appeals Policy and Procedure' to reference if they feel that the decision is unfair or they have other grounds to appeal the decision.

f. The penalties the Training Manager can impose are:

- Academic Misconduct could include a warning, deemed unsatisfactory in an assessment, deemed NYC in the unit, or suspension of enrolment
- A charge for any costs that the general misconduct may have caused
- Temporary exclusion from CAC in the form of suspending enrolment for a period of time.

g. Where a student's enrolment is suspended a letter will be sent to the student indicating them of the suspension and the length of suspension. Students are also required to be informed how to access to 'Complaints & Appeals Policy and Procedure' and that they have 20 working days to submit any appeal against the decision.

h. If a student's enrolment is suspended for a period of 28 days or longer, is that the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DoHA.

i. Where the misconduct is severe, the Training Manager may decide to cancel the enrolment (see below).

2.3. Provider Cancellation

In some cases, where the student's misconduct is severe, CAC has the right to cancel the enrolment.

a. Where the Training Manager has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of CAC to cancel the student's enrolment
- They must be informed of the fact they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the notification

- Students must also be informed that CAC is obliged to inform DoHA via PRISMS after the 20 working day period and that they will be at risk of having their Visa cancelled
- b. Where the Training Manager has decided the misconduct is severe enough for cancellation the following must occur:
- c. A "Recommendation to Cancel a CoE" form must be completed by the Student administration and approved by either the CEO or RTO Manager.
- d. Student Administration will cancel COE via PRISMS only after the CEO or the RTO Manager has given an approval for cancellation.

3. Recording and reporting deferments, suspension or cancellation of enrolments

- a. All applications of deferment/suspension and outcomes are to be kept on the students file
- b. All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept on file.
- c. Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to the appropriate government agency(s) via PRISMS and student records are updated in the RTO manager (student management system).
- d. Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- e. All students are to be given the opportunity to access the 'Complaints & Appeals Policy and Procedure' before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge an appeal.
- f. Where a student decides to access this procedure within 20 working days of notification CAC must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.

Policy Reference:

- ESOS Standard 9 The National Code 2018, Education Services Of Students ACT 2000
- SRT0 2015: Standard 6 Clause 6.1 and 6.2

Relevant Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Access and Equity Policy and Procedure

Forms and documents

- Application for deferment, suspension and cancellation form
- Complaints and Appeals Forms
- Letter template Decision of deferment, suspension & cancellation of enrolment

Appendix 1 – Compassionate and compelling circumstances

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas

student and which have an impact upon the overseas student's course progress or wellbeing. These

could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies;
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some of examples of what may be considered compassionate or compelling circumstances. The Training Managers will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, CAC will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

Student Code of Conduct

Student Conduct

Students are required to follow all rules of the college and the instructions from staff representing the college. Students are required to act in a non discriminatory manner at all times and respect the rights of other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by the college or its representatives. Where a student is found to have acted in a way that the college deems to be misconduct, the college may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.

The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at the college for all students and staff. This Student Code of Conduct applies to all students of the college, across all courses.

Student Rights:

All students have the right to:

- Be treated fairly and with respect by Institute staff and other students
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint without fear of retaliation or victimisation

Student Responsibilities:

All students have a responsibility to:

- Treat other students and college staff with respect and fairness.
- Follow any reasonable direction from a member of the college.
- Refrain from swearing, drinking and eating in classrooms and other learning areas
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the college's or other student's property.
- Behave responsibly by not being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend all scheduled classes

- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by the college staff.
- Not to behave in a way that would offend, embarrass or threaten others
- Not engaged in behaviour of bullying and harassment.
- Comply with all lawful regulations, rules or procedures of the College that pertain to them.

Breach of Conduct

A Student breach of conduct occurs when a student behaves in a manner (but not limited to) described below:

- Assaults, attempts to assault or threatens a person on the College premises.
- Acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
 - » Age
 - » Impairment
 - » Industrial activity
 - » Lawful sexual activity
 - » Marital status
 - » Physical features
 - » Political belief or activity
 - » Pregnancy
 - » Race
 - » Religious belief or activity
 - » Sex
 - » Status as a parent or a carer

Personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

- Disobeys or disregards any lawful direction given by an officer of the college
- Acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the college
- Deliberately obstructs any teaching activity, examination or meeting of the college
- Engages in any conduct or activity prejudicial to the management and good governance of the college
- Willfully damages or wrongly deals with any college property.
- Attends the college whilst under the influence of alcohol or affected by drugs
- Carries or uses such items as firearms, knives, syringes, etc as a weapon.
- Fails by or within the agreed required date or period, to pay any fee or charge payable to the college
- Fails to comply with OH&S regulations or willfully places another person in a position of risk or danger
- Constantly interrupts class time through the use or presence of mobile phones and pagers
- Uses abusive language.

Complaints & Appeals

Policy

Complaints and Appeal Policy and Procedure outlines the provisions and process for complaints and appeals to be heard and actioned where necessary.

Scope

Despite all efforts of CAC to provide satisfactory services to its students complaints may occasionally arise that require formal resolution. This policy provides clear instruction and guidance for students, staff, trainers and assessors and third party providing services on behalf of CAC, regarding the opportunity to have any issues relating to a substantiated complaint or appeal resolved and resolutions reached that attempt to satisfy all parties involved.

Relevant standards, acts and legislation

The Complaints and Appeal Policy and Procedures are within the scope of compliance requirement adhering to the SRT0 2015 Standard 6 clauses 6.1 – 6.6; The National Code 2018 Standard 10; 2018-19 Standard VET Funding Contract Skills First Program Clause 12.

Definitions

Term	Definition
Appeals	An appeal may include but is not limited to: <ul style="list-style-type: none"> • Assessment process and decision • Academic progress decisions
ASQA	Australian Skills Quality Authority
CEO	Chief Executive Officer
Complaints	A complaint may include but is not limited to: <ul style="list-style-type: none"> • Course advice and enrolment • Suspension and/or cancellation of enrolment • Program delivery • Marketing and promotional activity • Personal safety • Customer service and administration • Issue of results, certificates, statement of attainment • Learning resources • Fees and charges • Equity and access, discrimination, harassment and bullying
National Code	Education Services for Overseas Students Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018
SRT0 2015	Standards for Registered Training Organisations 2015

Policy

The purpose of this policy is to affirm CAC's commitment to provide fair and equitable environment for the learners and staff. It ensures:

- Ensure students are informed about the complaints and appeals policy and procedure
- To allow students to requests for a review of decisions, including assessment decisions made by CAC or a third party providing services on its behalf.
- It ensures that the principles of natural justice and procedural fairness are adopted at every stages of complaint and appeal process.
- It provides for review of the complaints by an appropriate party independent of CAC and the complainant and the appellant, at the request of the individual making the complaint or appeal, if the process fails to resolve the complaint or appeal.
- To identify potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of occurrence.
- To maintain records of all complaints and appeals procedures.
- Internal complaints and appeals process will be at no cost to the student.
- CAC must maintain the students' enrolment while the complaint and appeals process is ongoing.
- All issues must be addressed in a timely manner and treated in the strictest confidence.
- Complaints shall be handled as an opportunity for organisations continuous improvement

In order to achieve the above mentioned policy statements, the CEO /the RTO Manager shall arrange for:

1. Informed students
2. Informal complaint process
3. Formal complaint process
4. Appealing a decision
5. External appeals process
6. Continuous improvement

Procedure

The following procedure outlines the steps that CAC would undertake in addressing complaints and appeals raised:

1. Informed students

- All prospective students are informed about the Complaints and Appeals Policy and Procedure in the pre-enrolment and enrolment process.
- Students are informed about the complaints and appeals procedure in detail during the orientation.
- Complaints and Appeals Policy and Procedure is made available in CAC website and student handbook.

2. Informal complaint process

- Any student who has a complaint is encouraged to firstly raise the matter directly with the CAC staff involved or with student support officer, trainer or training coordinator and attempt an informal resolution to the complaint.
- Where possible all non-formal attempts shall be made to resolve the issue. This may include advice, discussions, and general mediation in relation to the issue and the student's grievance.
- When a complaint or appeal cannot be resolved through informal discussion, the complainant is asked to complete a Complaints and Appeals Form.
Once a student has placed a formal complaint / appeal the following procedures must be followed.

3. Formal complaint process

- A student wishing to submit a formal complaint or appeal can do so by completing the 'Complaints and Appeals Form' and state their case providing as much details as possible. This application form can be gained by contacting Student Administration at CAC.
- Any student, potential student, or third party may submit a formal complaint to CAC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.
- Complainants are to include the following information in the Complaints and Appeals form:
 - Submission date of complaint
 - Name of complainant
 - Nature of complaint (Detail description of the complaint)
 - Date of the event which lead to the complaint
 - Attachments (if applicable)
- All formal complaints or appeals are then submitted to the Student Administration Manager. It is their responsibility to register the complaint in the first instance.
- Once a formal complaint is received the Administration Manager is to complete the 'Office Use Only' section on the submitted 'Complaints and Appeals form.' This includes:
 - the documentation of the date the Administration Manager received the complaint/ appeal
 - the date and the name of the manager that is notified of the complaint/appeal
 - the date on which the 'Complaints and Appeals Register is updated'.
- The specific information regarding the complaint/ appeal is to be documented in the 'Complaints and Appeals Register' which is monitored by the Training Manager regularly. The information to be contained and updated within the register are as follows:
 - Submission date of complaint
 - Name of complainant
- Once a complaint has been filed and logged in the 'Complaints and Appeals Register' the Student Administration Manager shall send an acknowledgement of the complaint to the complainant and notify the Training Manager of the complaint and provide any further documentation related to the matter.
- Student Administration Manager and the Training Manager shall assess the nature of complaint and assign a priority based on the urgency of the issue.
- The Training Manager shall ensure the process of addressing the complaint /appeal commences Within 10 working days of the formal lodgement of the complaint/ appeal.
- Where it is determined that the subject matter falls within the definition, the Training Manager or nominee will:
 - Gather such information as required to assist with the settlement of the complaint, including providing the respondent with the statement of the complaint and

giving them the opportunity to respond

- Attempt to resolve the complaint by using the process outlined by the student for settlement (if appropriate) or through meeting, mediation and/or conciliation.
 - The Training Manager may refer the matter to the appropriate staff to resolve, or make a decision on the complaint ensuring that all reasonable measures are taken to finalise the process as soon as practicable.
 - The Training Manager is to keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
 - Where it is determined that the subject matter of the complaint falls outside the definition of a complaint, the Student Services Manager or nominee will advise the student accordingly.
 - Students will be provided with details of external authorities they may approach, if required.
- A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint throughout the process.
 - Once a decision has been reached the Training Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
 - Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student Administrations Manager.
 - Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal the decision.
 - If a student is dissatisfied with the outcome of the formal complaint process, they may initiate an internal appeal process by completing the Complaints and Appeals form, this time ticking on the appeals box.
 - Complaints are treated confidentially and the identity of the complainant is kept confidential. If the complaint is about the internal staff such as Trainer or Assessor, marketing or agents student identity will not be disclosed. All parties involved in the issue will be treated with respect and will not be victimised or discriminated against during the process.

4. Appealing a decision

All students have the right to appeal decisions made by CAC where reasonable grounds can be established. The areas in which a student may appeal a decision made by CAC may include:

- Assessments conducted
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment
- Or any other conclusion / decision that is made after a complaint has been dealt with by CAC in the first instance.
- To activate the appeals process the student is to complete a 'Complaints and Appeals Form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained. Help and support with this process can be gained from Student Administration Department.
- The Training Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- The Training Manager shall ensure that CAC acts on any substantiated appeal.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

4.1. General appeals

- Where a student has appealed a decision or outcome of a formal complaint they are required to notify CAC in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through student administrations and the Student Administration Manager shall ensure the details of the appeal are added to the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.

4.2. Assessment appeals

- Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student's work to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why re-assessment was or was not granted.
- If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with Student Administrations Department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by CAC.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.

4.3. Appealing deferrals, suspension or cancellation of enrolment decisions

- Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.
- The appeal shall be lodged this with Student Administrations Department and the appeal shall be entered into the 'Complaints and Appeals Register'.
- The Training Manager shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.
- The student shall be notified in writing of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify CAC if they wish to proceed with the external appeals process.
- The Training Manager shall ensure that CAC will act immediately on any substantiated appeal. If the internal

or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventive action that is required, and advise the student of the outcome.

5. External Appeals

If a student is still dissatisfied with the decision of CAC, a student may wish to refer the matter to an external independent / third party mediator.

- If an overseas student is not satisfied with the internal appeals process, they will be advised to request mediation through Overseas Student Ombudsman (OSO). Students will have 10 working days to lodge an appeal to the Ombudsman.
- A fee may be involved as per the Overseas Student Ombudsman guidelines
- To lodge an external appeal or complaint with the Ombudsman for international students, you need to lodge a complaint at the following address
- If an appeal is against the CAC's decision to report an international student for a breach of visa conditions, CAC must maintain the student's enrolment (i.e. not report the student to DoHA) until the external appeals process is complete and has supported the provider's decision to report.
- International students may only appeal once to an external mediator before CAC reports the student to DoHA. This does not stop the student from appealing more than once, but CAC reserves the right to report the student after the outcome of the first external appeal when the appeal decision has gone against the student.
- If an appeal is against the CAC's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, the Institute only needs to await the outcome of the internal appeals process (supporting the Institute) before implementing its decision to change the student's enrolment status.
- These complaints and appeal procedures do not restrict a student's right to pursue other external remedies within the Australian legal system.
- Domestic students are advised to contact Ombudsman office at Victoria:

Overseas students Ombudsman (www.oso.gov.au)

Web: www.oso.gov.au
 Email: overseas.students@ombudsman.gov.au
 Call 1300 362 072 (Local call charge)
 Enquiries 9 am–5 pm Monday to Friday
 Fax 02 6276 0123
 Postal GPO Box 442, Canberra ACT 2601
 calls from mobile phones are charged at mobile phone rates
 If you want to make a complaint in your language you can.
 Call the Translating and Interpreting Service (TIS) on 131 450.
 Ombudsman will pay for the interpreter.

Ombudsman Victoria

Web: www.ombudsman.vic.gov.au
 Email: ombudvic@ombudsman.gov.au
 Call: 039613 6222
 Hours: 9 am–5 pm Monday to Friday
 Fax 03 9614 0246

Dispute Resolution Centre of Victoria

Dispute Assessment Officer
 Web: <http://www.disputes.vic.gov.au/>
 Call: (03) 9603 8370
 Address: Level 4, 456 Lonsdale Street, Melbourne 3000
 National Training Complaints Hotline – 13 38 73

- Alternatively, if the student (complainant) is not satisfied with the outcome of the formal complaint they can escalate the complaint to ASQA
- Where a decision or outcome is in favour of the student CAC shall follow the required action and recommendation from Ombudsman to satisfy the student's complaints soon as practicable.
- The decision of this independent mediator is final and any further action the student wishes to take is outside CAC's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.

6. Continuous improvement

CAC shall view each complaint as a scope for continuous improvement as an organisation. Effective complaints handling will improve the quality of services enabling poor performance to be identified and resolved quickly, and highlighting further scope for improvement. Upon resolving the complaint CAC Management team will review and monitor the process/ performance of individuals related to the issue to identify whether any problem exists in other areas.

Policy Reference

- ESOS ACT 2000 National Code 2018 Standard 10
- SRT0 2015 Standard 6 clauses 6.1 – 6.6
- 2018-19 VET Funding Contract Skills First Program Clause 12
- Department of Education and Training's Victorian Training Guarantee Contract Compliance Complaints Management Guide.

Relevant Policies

- Enrolment Policy and Procedure
- Relevant Forms and Documents
- Complaints and Appeals Form
- Complaints and Appeals Register



Important Legislations

Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the VET Quality Framework (VQF) Standards for Registered Training Organisations, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

Access by participants to their personal records is available upon request. A copy of the Privacy Policy Statement is also available upon request.

ESOS Framework

1. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.
2. National Vocational Education and Training regulator act 2011.

For full description of ESOS-Framework, please refer to our website www.cac.vic.edu.au (under International Students).

Relevant legislations

A range of legislation is applicable to all staff and students of the Central Australian College. Information on relevant legislation can be found in the following websites:

- The Victorian Equal Opportunity & Human Rights Commission www.humanrightscommission.vic.gov.au/index.php/the-workplace
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx#Education>
- Department of Home Affairs <https://www.homeaffairs.gov.au/>

There may be additional, course-specific, legislation that is relevant. Information about these legislations will be provided during the course. You can also refer to www.cac.edu.au for all current policies regarding international students.

Higher Education Pathways

The qualifications obtained at CAC can provide Advanced standing or credit transfer to higher education courses upon successful completion, if the student wishes to study further. For example, you may also get credit transfer to Bachelor's Degree which may reduce the duration of your course.

For more information you may contact Student Support Officers.



Important Contacts



Things to know before your arrival:

- **Health Insurance**

To find out more about Overseas Students Health Cover (OSHC) please visit:
www.health.gov.au
www.study.vic.gov.au
www.border.gov.au
www.bupa.com.au
www.nib.com.au
www.medibank.com.au
www.oshcallianzassistance.com.au

- **Living in Australia**

www.studyinaustralia.gov.au
www.melbourne.vic.gov.au
www.studymelbourne.vic.gov.au
www.studytasmania.tas.gov.au

- **Accommodation**

www.yha.com.au
www.hostelworld.com.au
www.needitnow.com.au
www.quickbeds.com
<https://www.consumer.vic.gov.au/housing-and-accommodation/renting/rentright-app>
www.realestate.com.au

- **Transportation**

From airport A regular bus operates between Melbourne Airport (Tullamarine) and Southern Cross Station in Melbourne's city centre. For more information visit:
www.skybus.com.au

For Taxi services visit:

melbourneairport.com.au
www.taxi.vic.gov.au
Public transport in Victoria uses myki card, it lets you travel on any mode of public transport around Melbourne and on regional trains and some buses. For more information:
<http://ptv.vic.gov.au/>

Airport to Hobart

Taxi: The approximate cost of a taxi from the airport is \$40 to central Hobart and \$45 to Sandy Bay. Phone: 132 227 or 131 008 or www.taxicombined.com.au

Airport shuttle bus service: This operates from the airport to the CBD and surrounding regions. The current price from the airport to Hobart is around \$19.

- **Opening Bank Accounts**

To find out more about opening a bank account in Australia, you can visit:
www.commbank.com.au
www.westpac.com.au
www.nab.com.au
www.anz.com.au

Things to know after your arrival in Australia

- **Emergencies and accident**

Dial "000", if outside mobile phone range dial "112"

- **Interpreter Service**

Dial "000", if outside mobile phone range dial "112" or call 131 450

- **Nurse-on-call**

If you are not sure whether you need emergency treatment, call 1300 606 024 or visit www.health.vic.gov.au

- **Dental emergency**

Call (03) 9341 1000 or visit www.dhsv.org.au

- **Mental health emergencies**

Call 131 114 or visit www.lifeline.org.au

- **Hospitals**

Visit <http://www.healthcollect.vic.gov.au/>

- **Tax File Number (TFN)**

If you are in Australia and hold a valid overseas student visa, you may apply for Tax File Number. Tax File Number is the personal reference number in the tax and super systems. Only one TFN will ever be issued to you. For more information, you can visit <https://www.ato.gov.au/Individuals/Tax-file-number/>

- **Residency for tax purposes**

If you are a student, you may be a resident for taxation purposes, but not for immigration purposes. To find out more contact your education agent, or **The Australian Tax Office (ATO)**
Phone: 13 28 65 (in Australia)
or +61 2 6216 1111 (if outside Australia).

- **Legal Advice**

Study Melbourne Student Centre

International students in need of legal support can contact the Study Melbourne Student Centre, where our support staff can help to assess the nature your legal queries and refer you to an appropriate legal organisation.

Contact information

Phone: 1800 056 449 (free call from landline phones)

E-mail: info@studymelbourne.vic.gov.au

Drop-in to the office: 599 Little Bourke Street, Melbourne, Victoria, 3000

Victorian Legal Aid

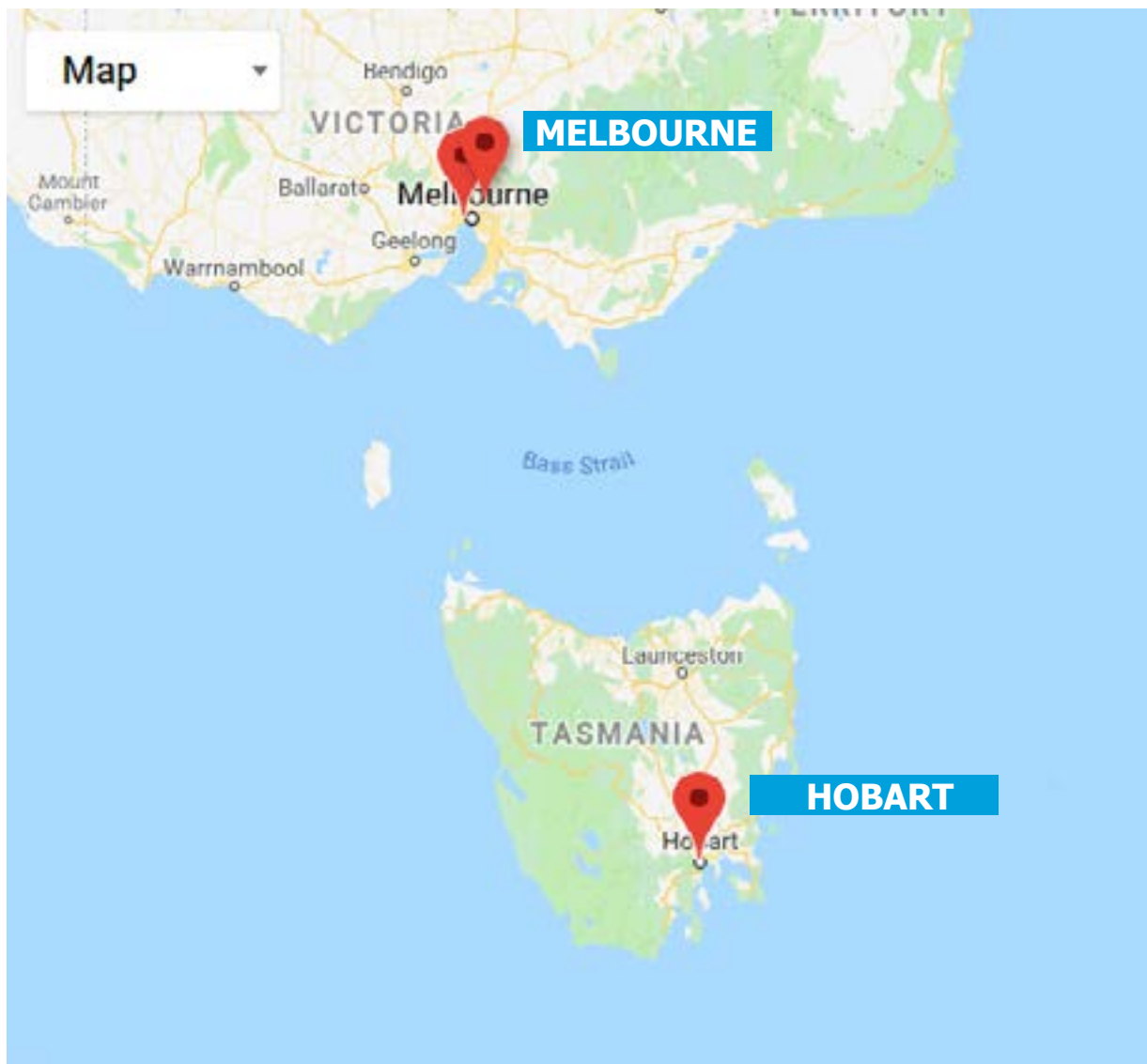
Victoria Legal Aid provides free legal advice. Please call 1300 792 387, Monday to Friday 8.45am to 5.15 pm. Support in languages other than English is also available

Community Legal Centre

www.consumeraction.org.au
www.tuv.org.au
www.womenslegal.org.au
www.rilc.org.au
www.jobwatch.org.au

College Location

The Central Australian College has suitable facilities and resources available to International Students and provides support and guidance in all areas of student's life.



Decide Right

The decision to study in Australia and choose the best college to suit your need is important. A checklist is provided by the ASQA (Australian Skills Quality Authority) to help you with the decision. The checklist has been developed to assist prospective international students and their parents on choosing appropriate education and training in Victoria, Australia.

We encourage you to use this checklist to determine if studying at Central Australian College is appropriate for you.

Visit the ASQA web site to access the checklist:

www.asqa.gov.au

Address:

Our college is located at:

VICTORIA

FOOTSCRAY CAMPUS (Main Campus)

8 Cross Street, Footscray West, VIC 3012, Australia

MELBOURNE CITY CAMPUS

Tenancy 1, Level 1, 276 Flinders Street, Melbourne 3000, Australia

TASMANIA

HOBART

Level 3&4, 45 Murray Street, Hobart, TAS 7000, Australia

International Student Application Form

Please complete all section in **BLOCK** letters.

Agent Stamp/Details



Items marked with ** are compulsory. If these fields are not responded, the forms will be returned.

Course Location: ☐ Melbourne City Campus(M) ☐ Footscray Campus ☐ Hobart (H)

A Your Personal Details

First Name:	Family Name:
Date of Birth (dd/mm/yyyy):	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female
Country of Birth:	Place of Birth:

B Your Contact Details

Address in your home country**	Number & Street Name:	
	Suburb/City:	
	State/Province	Postcode:
	Country:	
Address in Australia (if known)	Number & Street Name:	
	Suburb:	
	State:	Post Code:
	Contact Details	
Phone: ()		Mobile:
Email:		

C Your Passport Details

Your Citizenship:	Passport Number:	Expiry:
Are you currently in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, state your visa type:	<input type="checkbox"/> Student <input type="checkbox"/> Visitor <input type="checkbox"/> Spouse <input type="checkbox"/> Others	Visa Subclass:

D Overseas Student Health Cover

It is an Australian Government's requirement that all international students on a student visa must be covered by Overseas Student Health Cover (OSHC). Payment of OSHC needs to occur when you accept your offer. If family and children accompany you, you require the compulsory family policy for OSHC. CAC can arrange visa-length cover with our preferred OSHC provider, upon request.

Do you currently have OSHC? ☐ Yes (Please, provide details below)

OSHC Provider Name:	Membership Number:	Expiry Date:
<input type="checkbox"/> Yes (I want CAC to organize)	<input type="checkbox"/> No (I will organize myself)	

E Your English Language Proficiency**

<input type="checkbox"/>	English is my first language
<input type="checkbox"/>	I have completed a recognized English test in last 2 years. (e.g. IELTS)
	Name of the Test: Score: Date of the Test:
<input type="checkbox"/>	I am planning to enroll into English language course. Provide course name:
<input type="checkbox"/>	Medium of instruction in English (Please attach evidence)

F Your Educational Background

Please provide details of your past education including the highest qualification completed. Please provide evidences.

Year Completed	Name of Qualification	Name of the Institution	Country	Duration

G Select Your Course

Please select courses you would like to apply to study at Central Australian College (CAC).

☐ English Language Courses

Tick	CRICOS Code	Course Code	Course Name	Duration (weeks)			Indicative Tuition & Non Tuition Fees		Campus Location	Intake Month / Year
				Total	Class	Break	Tuition	Application		
<input type="checkbox"/>	096453K	Non AQF Award	General English Level I	11	10	1	\$2,530	\$ 250	M/H	
<input type="checkbox"/>	096454J	Non AQF Award	General English Level II	11	10	1	\$2,530	\$ 250	M/H	
<input type="checkbox"/>	096455G	Non AQF Award	English for Academic Purpose I (EAP)	11	10	1	\$25430	\$ 250	M/H	
<input type="checkbox"/>	096456G	Non AQF Award	English for Academic Purpose II (EAP)	11	10	1	\$2,530	\$ 250	M/H	

☐ VET Qualifications

Tick	CRICOS Code	Course Code	Course Name	Duration (weeks)				Indicative Tuition & Non Tuition Fees		Campus Location	Intake Month / Year
				Total	Class	Break	Placement (hours)	Tuition	Application		
<input type="checkbox"/>	103629F	AUR30620	Certificate III in Light Vehicle Mechanical Technology	52	44	8	0	\$ 15,650	\$ 350	F/H	
<input type="checkbox"/>	091671G	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	26	24	2	0	\$ 6,400	\$ 350	F/H	
<input type="checkbox"/>	091692B	AUR50116	Diploma of Automotive Management	52	44	8	0	\$ 9,650	\$ 350	F/H	
<input type="checkbox"/>	092624F	AUR50216	Diploma of Automotive Technology	26	24	2	0	\$ 7,150	\$ 350	F/H	
<input type="checkbox"/>	104233G	BSB50420	Diploma of Leadership and Management	52	44	8	0	\$ 11,650	\$ 350	M/F/H	
<input type="checkbox"/>	105356K	BSB60420	Advanced Diploma of Leadership and Management	52	44	8	0	\$ 11,650	\$ 350	M/F/H	
<input type="checkbox"/>	096778M	BSB80515	Graduate Certificate in Management (Learning)	26	22	4	0	\$ 7,150	\$ 350	M/F/H	
<input type="checkbox"/>	093528J	BSB80320	Graduate Diploma of Strategic Leadership	52	44	8	0	\$ 14,650	\$ 350	M/F/H	
<input type="checkbox"/>	105357J	BSB80120	Graduate Diploma of Management (Learning)	52	44	8	0	\$ 15,150	\$ 350	M/F/H	
<input type="checkbox"/>	106227M	CHC33015	Certificate III in Individual Support (Ageing and Home & Community Care)	52	38	8	120	\$12,000	\$ 350	M/H	
<input type="checkbox"/>	106226A	CHC52015	Diploma of Community Services (Case Management)	52	39	8	100	\$15,000	\$ 350	M/H	
<input type="checkbox"/>	106225B	RII60520	Advance Diploma of Civil Construction Design	104	88	16	0	\$30,000	\$ 350	M/H	

*Conditions apply

Fees may change during your course of study. CAC reserves the right to discontinue or alter any course date, tuition or service fee, location, timetable or staffing without prior notice. This will constitute a provider default and all tuition fees will be handled in accordance with Central Australian College's Refund Policy. Interest will not be credited to Student Fees or disbursements and therefore no interest will be recovered by students in the event of cancellation. Students must maintain valid Overseas Student Health Care insurance throughout their enrolments.

H Fee Payment Options**

Do you wish to pay half or more of your course fees before your course start date? Please tick one of the desired options.

☐ Half ☐ More, if more please specify the amount _____

*Please note: for monthly fee payment, options and payment plans please contact student administration

I Credit Transfer / RPL

Are you applying for Credit Transfer for the units successfully completed at another provider? ☐ Yes ☐ No

If **yes**, please submit the supporting documents such as official transcript or statement of attainment other evidences to the student administration.

Are you applying for Recognition of Prior Learning (RPL)? ☐ Yes ☐ No

Please contact Student Administration for further information.

J You must answer the following questions**

a. What are your reasons for selecting this course?

b. Do you hope to work in the area of study after you graduate?

☐ Yes. (If yes, please specify how this course will assist you to achieve your career goal?)

☐ No. (If no, please specify your intention for doing this course.)

c. Do you have any work experience related to this course? ☐ Yes ☐ No

If yes, please specify

d. Are you aware of learning outcomes of this course? ☐ Yes ☐ No

K Please identify your preferred learning style.** You may tick more than one.

☐ Participating in classes face to face with teacher and other students.

☐ Group work with other students, discussion with other students

☐ Online completion of some units/subjects

☐ Continuous and regular communication with my teacher

☐ Self-directed tasks and activities

☐ Hands on tasks, role plays and activities

☐ Self-paced flexible learning books

☐ On the job, workplace training and assessment

L Computer and Internet Skills**

a. Do you have regular access to computer devices and the internet? ☐ Yes ☐ No

If no, please specify how/where you intend accessing the internet?

b. Do you use MS Office applications, e.g. Microsoft Word, Excel etc.? ☐ Yes ☐ No

If yes, how would you rate your skills:

☐ Beginner (i.e. creating new documents, saving files, can use cut, copy and paste functions etc.)

☐ Intermediate (i.e. can generate graphs and use scaling options and most of functions)

☐ Expert (i.e. can use all functions in MS-Office)

c. Do you have any difficulties using search engines such as google and using internet in general? ☐ Yes ☐ No

If yes, please specify:

M Industry Specific Questions**

Answer the following questions if you are applying for Automotive Courses:

Tick (✓) the most appropriate response.

- Hazards can be controlled in the workshop by.

☐ Cleaning up spills immediately
 ☐ Wearing the correct PPE

☐ Reading and following safety signage
 ☐ All of the above

☐ Removing hazards
- The yellow and black markings on the workshop floor are.

☐ Machinery safety zones
 ☐ Teacher only zones

☐ Areas to be swept at the end of each lesson
 ☐ Areas where safety glasses must be worn
- When operating any mechanical equipment, you should:

☐ wear earphones for hearing protection
 ☐ operate it correctly and safely and concentrate on the job

☐ keep all guards in place
 ☐ All of the above
- When manual handling heavy objects, what you should not do:

☐ You should bend your knees before lifting
 ☐ If the object is over 15kgs you should use a trolley or another lifting/ carrying device

☐ You should lift any object over 15kgs on your own
 ☐ All of the above
- PPE includes anything someone can use or wear to mitigate the threats that workplace hazards pose to health and safety. Please match the PPE tools in the left column with the correct uses in the right column. Use arrows to match the columns.

PPE	Use in a Mechanical Workshop
a. Safety glasses	i. Protects feet/toes from injury caused by dropping heavy items.
b. Overalls	ii. Protects hands from solvents and fluids.
c. Gloves (light weight)	iii. Used to reduce hearing damage caused by loud noises such as air rattle gun, air chisel, hammering.
d. Face shield	iv. To protect eyes and face from flying materials created when grinding or drilling.
e. Steel capped boots	v. To protect eyes from debris when panels are sanded.
f. Ear muffs or ear plugs	vi. Protects against fluids or chemicals causing damage to clothing and skin. Essential when doing spray work.

Your answer: a -

b -

c -

d -

e -

f -

Answer the following questions if you are applying for Business Courses

Tick (✓) the most appropriate response.

- Which word does not describe the customer's needs regarding product?
☐ Functionality ☐ Empathy
☐ Price ☐ Convenience
- What are types of media?
☐ Billboards ☐ Video games
☐ Television ☐ All of the above
- Why is it important for companies to evaluate managerial decisions using a SWOT Analysis?
☐ It analyses strengths, weaknesses, opportunities, and threats
☐ It analyses strengths, weaknesses, obligations, and threats
☐ It analyses strengths, weaknesses, opportunities, and time
☐ It analyses strong points, weak points, opportunities, and threats
- Financial statement is a report that shows the financial information of a business. What is not a part of financial statement? (Multiple choices question)
☐ Balance Sheet ☐ Cash flow statement
☐ Profit and Loss Statement ☐ Business plan
- SMART is an acronym that you can use to guide your goal setting. What does SMART stand for?
☐ Specific, Measurable, Achievable, Relevant, Time bound
☐ Specific, Measureable, Acceptable, Relevant, Threaten
☐ Special, Modifying, Accurate, Reliable, Transferrable
☐ Special, Motion, Accurate, Reliable, Transferrable

Answer the following questions if you are applying for Graduate courses

Tick (✓) on the correct response

- What is collaborative thinking?
☐ Procedure by which leader enforces team to follow his opinion
☐ Procedure by which members of team work together in a joint intellectual effort
☐ Procedure by which a member of the team makes a decision as a sole intellectual prowess
☐ Procedure by which a member of the team leaves the decision making to the manager
- What is not considered as leadership in an organisation?
☐ Setting a clear vision
☐ Motivating employees
☐ Guiding employees
☐ Taking all the credit
- Tick (✓) the three suitable steps to inspire employee engagement
☐ Communicate who you are
☐ Alienate employee
☐ Empower employee
☐ Reward and recognise risk
- When will the need for coaching arise in the workplace? Tick (✓) two suitable options.
☐ Workplace problems
☐ When organisation is making profit
☐ Manager wants take a break
☐ Request for coaching from employees
- Match the terms with their appropriate meaning. Use arrows to match.

Term	Meaning
a. Strategic plan	i. To explore environment outside organisation to identify the opportunities and challenges the organisation faces
b. External environment assessment	ii. is the formalized roadmap that describes how your company executes the chosen strategy
c. Contingency plan	iii. Concerned with an organisation and its individual's moral judgments about right and wrong
d. Benchmarking	iv. Provide directions to operate personnel if unplanned events occur
e. Business ethics	5. Measuring the quality and effectiveness of a firm's policies, products and service delivery etc. against your past performance or industry standard

Your answer: a -

b -

c -

d -

e -

Answer the following questions if you are applying for age care and Community Services course

1. Please read the following scenarios and answer the associated questions.

You are working in an aged care facility, assisting in the care of several residents, including Mrs. Fisher. While you are in the activities room Mrs. Fisher asks you to help her out of her chair so she can go back to her room. She is insistent that she wants to leave the room immediately. All other carers in your area are busy.

Mrs. Fisher weighs 70kgs and you weigh 55kgs, so if you do help her the lifting will involve a high degree of strain on you. You realise that if you decide to help her on your own there is a risk that you will hurt your back and also that Mrs. Fisher may fall and incur an injury.

a) In this scenario, what should you do? Tick the correct answer

- ☐ Immediately help Mrs Fisher out of the chair on your own so that she can get back to her room quickly.
- ☐ Ask another resident to help you get Mrs. Fisher out of the chair.
- ☐ Ask Mrs Fisher to wait while you ask your supervisor for direction on what to do in this situation.

b) The decision to lift on your own may have led to the following outcomes. Which of these outcomes is likely to have long term and serious effects? Tick the correct answer.

- ☐ You were able to get on to other tasks quickly.
- ☐ After lifting you could feel pain in your back.
- ☐ Mrs. Fisher was able to get back to her room quickly.

2. You arrive at work at 8.30 a.m. and leave at 4.15 p.m. Calculate how long have you been at work?
(Write your answer in the number of hours and minutes.)

Your answer:

3. You have been asked by nursing staff to monitor the fluid intake of an elderly resident. What is the total fluid intake if the individual consumes the following fluids throughout the day? Provide your answer in litres.

200 mls of tea in the morning	240 mls of soup	200 mls of beer
250 mls of milk on a bowl of cereal	200 mls of tea for afternoon tea	150 mls of orange juice
300 mls of water		

Your answer: Total fluid intake = _____ litres

4. Read through the following case study and answer the questions.

The following incident occurred in the Sunshine Care Facility, 200 Mitchell Rd., Kingsville, 3012 Towards the end of a shift in the aged care facility a worker slipped and fell, sustaining a badly damaged knee. The worker was showering a resident alone, as the other worker from the agency had not arrived for the morning shift. The resident was a large and heavy elderly man with low mobility. The floor of the bathroom had pooled water due to some damaged tiles. Workers were advised to wear enclosed shoes. However, no advice was provided regarding the type of non-slip sole that should be worn.

Write a formal letter to the management of the company suggesting changes that could prevent further incidents in the bathroom.

Please attach your letter with this form.

Answer the following questions if you are applying for Civil Construction and Design course

1. What does it meant to actively listen? Choose one correct answer

- ☐ Listening to a speaker like a voice recorder
- ☐ Interrupting the speaker when they have not completed their sentences
- ☐ Focusing on what you are going to say
- ☐ Make eye contact and provide non verbal signs such as nodding your head

2. Convert the drawn scale measurements into real measurement for 1:100mm represents – (choose correct answer)

- ☐ 1mm on the drawing relates to 100mm in real measurements
- ☐ 1mm on the drawing relates to 500mm in real measurements
- ☐ 1mm on the drawing relates to 250 mm in real measurements

3. Match the standard metric abbreviation with symbol

Unit	Symbol
a. Millimetre	i. RAD
b. Radian	ii. t
c. Tonne	iii. MPa
d. Kilometer	iv. mm
e. Megapascal	v. km

Your answer: a -

b -

c -

d -

e -

4. A wire measuring 536 cm long is cut into two parts such that the longer part is three times as long as the shorter part. What are the lengths, in cm, of the two parts?

- ☐ 134 cm & 402 cm
- ☐ 144 cm & 392 cm
- ☐ 134 cm & 402 mm
- ☐ 124 cm & 412 cm
- ☐ None of the above

5. what is the following formula for $V=\pi r^2 h$

- ☐ volume of a cube
- ☐ volume of a cylinder
- ☐ volume of cone

6. Find the circumference of the circle, know diameter of the circle is 10.

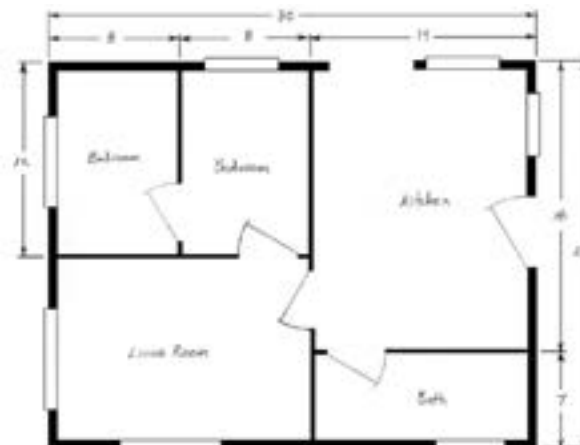
- ☐ 10π
- ☐ 25π
- ☐ 100π
- ☐ 5π

7. Which of the following trees yields hard wood?

- ☐ Deodar
- ☐ Chir
- ☐ Shishum
- ☐ Pine

8. Calculate the surface area of the living room

- ☐ 192
- ☐ 176
- ☐ 98
- ☐ 224
- ☐ None of the above



N Additional Support Required

Do you require any additional support or anything that might prevent you from progressing through the training and assessment program?

☐ Yes ☐ No

If yes, please specify:

O Medical History

Please provide us with information about any medical conditions, disability or impairment you have that may affect your studies.

P Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognized training delivered by a registered training organization will need to have a USI. The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognized training and qualifications gained in Australia, even from different training organization
- will give you access to your training records and transcripts (available in late 2016)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Please enter your USI (if known)

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☐ No, I don't have a USI number. I consent CAC to apply on my behalf.

Please refer to USI Privacy notice and consent in the enrolment form and/or www.cac.edu.au.

☐ No I don't have a USI number. I will create it myself. Go to www.usi.gov.au

Q Supporting Documents Checklist

Certified copies of the following supporting documents must be included when you submit your application. Applications that are submitted without necessary supporting documents will be delayed in processing. *Please select all relevant.*

<input type="checkbox"/>	Certified copies of passport
<input type="checkbox"/>	Certified academic transcripts
<input type="checkbox"/>	Certified copies of qualification certificates
<input type="checkbox"/>	Evidence of English language proficiency
<input type="checkbox"/>	Evidence of OSHC (if applicable)
<input type="checkbox"/>	Certified English translation of documents (if not in English)
<input type="checkbox"/>	Evidence of finances
<input type="checkbox"/>	Evidence of Medium of Instruction in English, if ticked

R Student Declaration

I understand and accept:

- ☐ That I have read the CAC student Prospectus (also available on website www.cac.vic.edu.au) which details information about the CAC course requirements, fees payments, refund policy, ESOS framework, and CAC policy and procedures.
- ☐ The CAC fees and refund policy and conditions of enrolment set out in CAC prospectus (also available on website www.cac.vic.edu.au) and I agree to abide by them.
- ☐ That I need to sign a Student Agreement to accept the offer and enrol at CAC.
- ☐ That CAC collects uses and manages my information in accordance with the CAC Privacy Policy.
- ☐ That I have read and understood the Privacy Notice regarding the USI and I consent Central Australian College to apply for USI on my behalf, if I already have not applied.
- ☐ That this agreement, and the availability of complaints and appeals processes, does not remove the right of the students to take action under Australia's consumer protection laws
- ☐ I acknowledge that I am not required to pay more than 50% of the tuition fee before the start of the course. However, I have a choice to pay more than 50% of the tuition or the full course fees if I wish.

I authorize the Central Australian College (CAC) to disclose information relevant to my application and enrolment to CAC's preferred OSHC provider and other third parties for the purposes of arranging my OSHC, processing my application and enrolment, and administering my course.

- ☐ I give CAC permission to check my visa status using the Department of Home Affairs (DoHA) Visa Electronic Verification Online (VEVO) system.
- ☐ I declare that all information provided in this application is complete and correct. I understand that failure to provide correct information or documentation in relation to this application may result in cancellation of my enrolment.

Student Signature:*	Parent or Legal Guardian's Signature:*	
Date (dd/mm/yyyy):	Parent or Legal Guardian's Name:*	Date (dd/mm/yyyy):

* Please Note: This application must be signed by a parent or legal guardian if the student is under 18 years of age at the time of application. Student must be at least 18 years of age at the time of commencement of a course at CAC.

Please send in your completed application with supporting documents to:

Melbourne - By Post: 8 Cross Street, West Footscray, VIC 3012 Australia Email: admin@cac.edu.au

Hobart - By Post: Level 3, 4 45 Murray Street, Hobart TAS 7000 Email: hobart-admin@cac.edu.au

FOR OFFICE USE ONLY

I. Pre –training evaluation (please tick)

<p>a. Considering the response on the PTR form and the LLN Test outcome does the applicant have appropriate literacy and numeracy skill levels to meet the requirement of this course? If No: With additional support is the applicant likely to be successful in the chosen course of study?</p> <p><input type="checkbox"/> Yes, What additional support should be provided:</p> <p><input type="checkbox"/> Delivery and assessment methods adapted by trainers, e.g. oral assessment</p> <p><input type="checkbox"/> Referral to Student Support Officers for out of class learning support</p> <p><input type="checkbox"/> Other: _____</p> <p><input type="checkbox"/> No, please provide further advice of options available to the applicant.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
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b. Understands course and unit information	<input type="checkbox"/> Yes <input type="checkbox"/> No
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c. Appropriate work experience and level of skill and ability to undertake this course successfully	<input type="checkbox"/> Yes <input type="checkbox"/> No
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d. Student is eligible for RPL/CT	<input type="checkbox"/> Yes <input type="checkbox"/> No
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e. Based on the information provided above:

Enrolment to proceed: ☐ Yes ☐ No

Enrolment to proceed with adjustment/ conditions: ☐ Yes ☐ No

Area requiring assistance/ recommendation for support of adjustment (if any):

Note: If additional assistance/ recommendation for support or adjustment is identified, please ensure proper processing to the Student Support Service/ Academic Departments.

f. PTR review conducted	Date:	Signature
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g. Supporting document verified	Date:	Signature
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h. Offer letter issued	Date:	Signature
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Notes:

Handwriting practice lines consisting of 28 horizontal rows. Each row is composed of three dashed lines: a top line, a middle line, and a bottom line, providing a guide for letter height and placement.

Notes:

Handwriting practice lines consisting of 20 sets of three horizontal lines (top solid, middle dashed, bottom solid).

Notes:

Handwriting practice lines consisting of 20 sets of three horizontal lines (top solid, middle dashed, bottom solid).



Central Australian Institute of Technology Pty Ltd
trading as Central Australian College
RTO 22302 | CRICOS 03217C | ABN 27130385581

VICTORIA

FOOTSCRAY CAMPUS (Main Campus)

Address : 8 Cross street, Footscray West, VIC 3012
Phone : 1300 258 369
Email : admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Saturday (9:00am - 5:00pm)

MELBOURNE CBD CAMPUS

Address : Level 1, 276 Flinders Street, Melbourne 3000
Phone : 1300 258 369
Email : admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Friday (9:00am - 5:00pm)

TASMANIA

HOBART CBD CAMPUS

Address : Level 3&4, 45 Murray Street, Hobart, TAS 7000
Phone : (+61) 03 9448 7007
Email : hobart-admin@cac.edu.au
Website : www.cac.edu.au
Business hours : Monday to Friday (9:00am - 5:00pm)