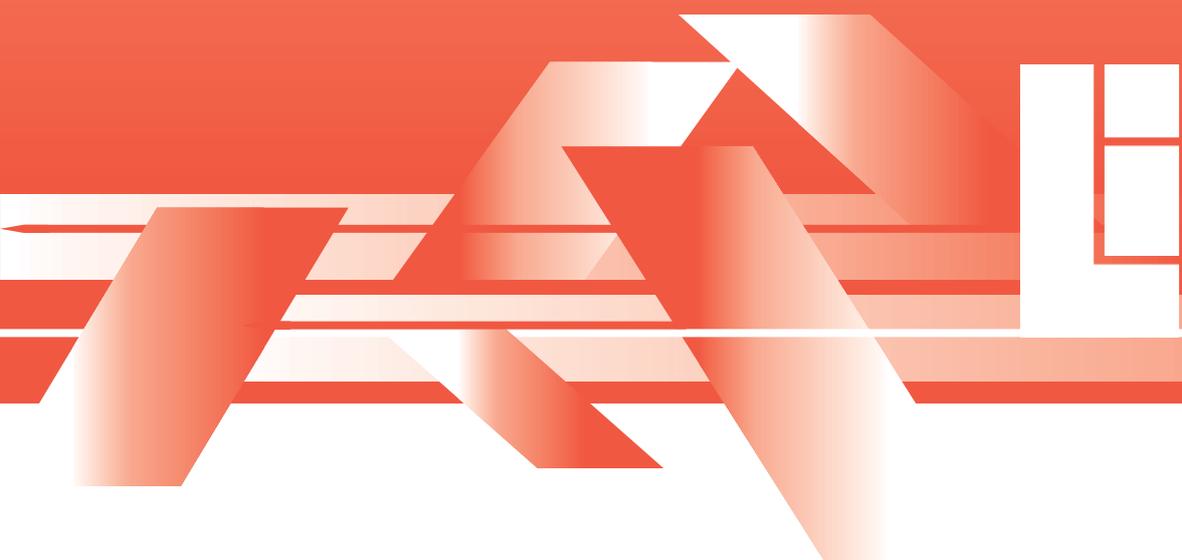


Overseas Students Pre-Enrolment Handbook

A large, stylized graphic composed of overlapping red and white geometric shapes, resembling a stylized 'L' or a series of steps, located at the bottom of the page.

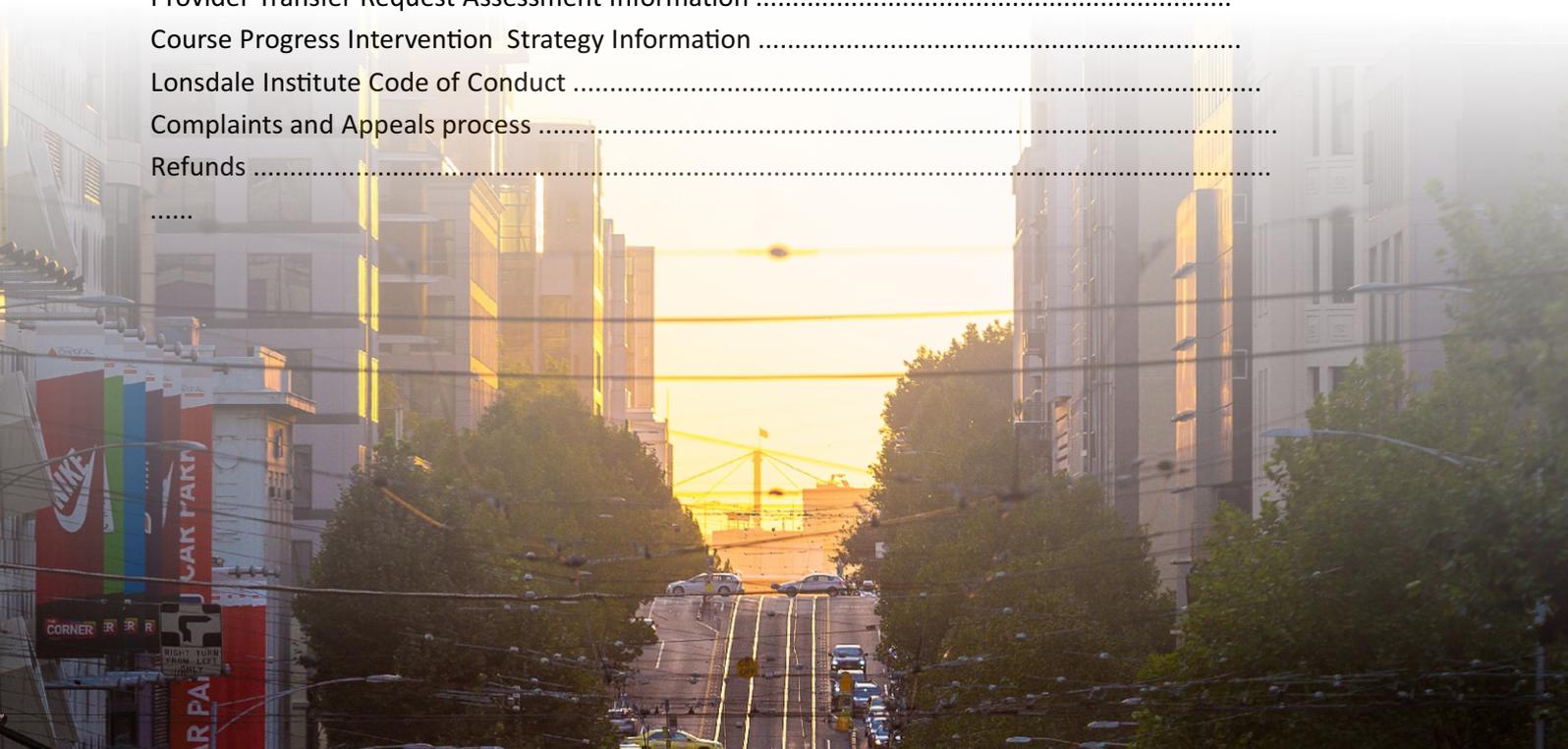
LONSDALE
INSTITUTE

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Introduction

Thank you for your interest in Lonsdale Institute Pty Ltd.

Lonsdale Institute is a young and dynamic vocational private provider dedicated to quality training. Located in the heart of Melbourne, Lonsdale Institute resembles, in its spirit, the cosmopolitan character and cultural heritage of Victoria.

Our multiethnic staff inspires, and is inspired by, the richness of the different cultures and ideas that our students bring with them.

Our courses are delivered with professionalism and high standards; innovation and vision drive the strategic planning for the future of Lonsdale Institute.

At Lonsdale Institute you will find a welcoming environment where you will be encouraged to learn and excel. You will find support and care to help you through your studies and this chapter of your life that you will spend with us.

With this booklet we should like to provide you with that information which might help you in making your choice to come and study in Melbourne, Australia at Lonsdale Institute. This booklet is available:

- For download from our web site www.lonsdaleinstitute.vic.edu.au
- At reception at Lonsdale Institute
- From Lonsdale Institute' appointed Education Agents.

If you have any questions, please do not hesitate to ask.

You can contact us via email: info@lonsdaleinstitute.vic.edu.au or calling us (03) 9639 0543. We will be more than happy to help.



Where we are

Australia

Sources: www.immi.gov.au and www.dfat.gov.au

Australia is a natural wonderland of beautiful beaches, crystal blue waters, amazing ancient rock formations and pristine rainforests. Australia is the sixth largest country in the world and has the lowest population density per square kilometre. Australia has 16 world heritage listed properties with its historic townships, bustling cities, vivid landscapes and exotic flora and fauna all adding to its unique appeal. Much of Australia's exotic flora and fauna cannot be found anywhere else in the world and the lifestyle is second to none.

Culture and Customs

The culture and customs consists of a rich tapestry of nationalities including traditions, legends, myths and folklore. The indigenous 'Dream time' forms the base of tens of thousands of years of spiritual aboriginal art and culture.

Language

In Australia over 200 different languages and dialects are spoken, including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese and Mandarin.

Currency: Australian dollar

Australia was the first country in the world to have a complete system of bank notes made from plastic (polymer). These notes provide much greater security against counterfeiting. They also last four times as long as conventional paper (fibrous) notes, Australia's currency consists of coins of 5, 10, 20 and 50 cents and 1 and 2 dollar denomination; and notes of 5, 10, 20, 50 and 100 dollar denomination. Universal currency converter:

<http://www.xe.com>

States and Territories

Australia is made up of six states and two territories as outlined in the map below. Lonsdale Institute is located in the state of Victoria:



Australia's system of education

Australia's system of education is of the highest standard and enjoys international renown. Our schools develop student's skills and confidence; Australian university graduates excel at the cutting edge of research and innovation; and vocational and technical education drives our thriving industrial sector. Australia is widely recognised as a world leader in the field of international education and English language training. More than 400,000 students from around 200 countries receive an Australian education each year.

Students are attracted to the valuable skills, experiences and qualifications offered by an Australian education. Australia is a safe and friendly destination and a sophisticated and technologically advanced society with a reputation for quality, excellence and reliability in education services.

Since Australia is a culturally and linguistically diverse nation, Australian teachers and instructors are experienced in communicating with students who are not native English speakers. Students from around the world are drawn to Australia for an opportunity to learn English in an English-speaking country for study, work or travel purposes.

The level of support offered to international students studying in Australia and their parents is unrivalled. The *Education Services for Overseas Students Act 2000* requires institutions that provide education to international students to meet nationally consistent standards in education delivery, facilities and services. To ensure national consistency, every education and training provider that seeks to recruit, enrol or teach international students on a student visa, or advertise their ability to do so, must be registered on the Commonwealth Register of Institutions and Courses for Overseas Students.

There are two types of post-school education programs: those offered by institutions and industry in the Vocational Education and Training (VET) sector; and those offered by universities and other higher education providers. Australia's VET system delivers practical and career-oriented training, equipping individuals with the skills required in a modern economy.

More information on these topics can be found online visiting the following web sites:

About Australia as a tourist destination: www.australia.com

About studying in Australia and students rights:

www.studyinaustralia.gov.au ; www.dfat.gov.au

About living in Australia: www.immi.gov.au

Climate: www.bom.gov.au



Victoria

Source: www.visitvictoria.com

Hugging the tip of the Australian east coast, Victoria is Australia's second-smallest state, covering 227,600 square kilometres - roughly the size of the British Isles. Packed into such a compact area is a wealth of diverse regional areas and attractions, from sweeping coastline and pristine beaches to national parks and forests teeming with wildlife to wineries, lakes and mountains offering skiing, climbing and hiking. Best of all, many of Victoria's unique and varied landscapes are easily accessible as day trips from Melbourne.

Seasons and climate

Despite its small size, the Victorian climate varies across the state. The north is much drier and warmer weather than the south. Australia's seasons are the reverse of those in the northern hemisphere. The climate can be characterised as warm to hot in summer (December to February), mild in autumn (March to May), cold and damp in winter (June to August), and cool in spring (September to November).

Getting around Victoria

Victoria's network of first-class roads, connecting the state's cities and towns as well as interstate locations, means it is easy to reach your destination by car, motorbike or bicycle. Various train and bus companies connect Melbourne with intrastate and interstate destinations, while scheduled flights service regional centres.

Melbourne

Victoria's capital, Melbourne, is the world's most liveable city. It sits on the Yarra River and around the shores of Port Phillip Bay. Lauded for its sense of style and elegance, Melbourne boasts glamorous festivals and events, Australia's best shopping, a lively passion for eating and drinking, and a flourishing interest in the arts.

CBD

One glance at a map and it's obvious that Melbourne is a planned city: a tidy, balanced grid of neatly angled streets. But beneath this sense of everything in its place restraint lies a restless creative energy constantly pushing back at the city's seeming conservatism. The CBD is made up of precincts - distinct enclaves each with its own flavour and charm. Some are just a lane or two, while others cover the banks of the Yarra River or a busy CBD street.

City fringe

Extending around the bay, are a number of inner suburbs, each with its own distinct character and personality. A short tram ride from the city centre, Melbourne's suburban neighbourhoods are a must see for anyone wanting to experience what life here is really all about. Just north of the Melbourne city centre are the suburbs of Fitzroy and Carlton, respective homes to Melbourne's alternative and Italian communities. To the east, Richmond is famed for its Greek and Vietnamese culture and eateries as well as its shopping, while just south of the Yarra are the style-conscious suburbs of South Yarra, Toorak and Prahran, the city's premier destinations for designer fashion and food. You can head west to the bayside suburbs of Port Melbourne, South Melbourne and Albert Park for food markets, delis, upmarket stores and elegant nineteenth-century streetscapes. Further south, seaside St Kilda is a famous melting pot of people and cultures, while Balaclava is a European enclave where the old and the new happily coexist in perfect harmony.



Food and Wine

Melbourne's melting pot of cultures is reflected in its microcosmos of restaurants, cafes, bistros and bars. Fashionable, electric and eccentric - Melbourne's dining spots offer a dizzying spread of the world's great cuisines, serving meals from the substantial and classic to the truly exotic. In the city, you can enjoy afternoon tea in the genteel surroundings of a nineteenth-century hotel, watch and be watched in buzzing laneway cafes and bars, or handpick a bottle of Yarra Valley chardonnay at the latest uber-chic hangout. Head out a little further and explore one of Melbourne's specialist eating destinations - Richmond for cheap and cheerful Vietnamese dishes, Carlton for Italian classics, Fitzroy for tantalising Spanish tapas.

Getting around

Most visitors base themselves in the city centre, the buzzing commercial heart of Melbourne that's also home to museums, theatres, restaurants, bars and shops. The city's layout makes Melbourne an easy city to navigate, and almost everything is within walking distance – if it's not, simply hop aboard a train, tram or bus.

For information about traveling on Melbourne's trains, trams and buses visit: www.metlinkmelbourne.com.au
For information about driving around Melbourne and Victoria, visit: www.vicroads.vic.gov.au

Events

Melbourne and Victoria host some of Australia's most prestigious events throughout the year, including the Spring Racing Carnival culminating in the Melbourne Cup in November, the Australian Open Tennis Championships in January, the Formula 1™ Australian Grand Prix in March, the Melbourne International Arts Festival in October, the Melbourne International Comedy Festival and the Melbourne International Flower and Garden Show in March and April. Your taste buds will be rewarded with a number of food and wine events around the state.

More information on these topics can be found online visiting the following web sites:

About Victoria and Melbourne as a tourist destination: www.visitvictoria.com,
about what's on in Melbourne: www.thatsmelbourne.com and
about living in Victoria: www.liveinvictoria.vic.gov.au



Living in Victoria - Living Costs

Source: www.liveinvictoria.vic.gov.au, www.immi.gov.au, www.studyinaustralia.gov.au and
www.studymelbourne.vic.gov.au

The following estimates are in Australian dollars (AUD\$) and they are subject to change. They do not include expenses relating to mobile phones, car or computer expenses. Tuition fees are not included in these living costs estimate. It is recommended that students allow a minimum of \$18,610 per year to cover their living costs and an extra \$2,000 for costs that may incur while settling in.

Accommodation Costs

Estimate: please consider that accommodation costs might be higher depending on several factors that include distance from the CBD, suburb (some suburbs are more expensive than others) and if you are renting your own room or you are sharing it with someone else. The following table does not take into consideration establishment costs such as bond and connection of utilities where applicable. Costs may vary depending on your lifestyle.

Accommodation Type	Estimate cost / week	Estimate cost / year 52 weeks
HOMESTAY - includes most meals	From \$220 - \$250	From \$11,440 - \$13,000
SHARING HOUSE - prices vary depending on distance from CBD, type of accommodation, and suburb	From \$100 - \$250	From \$5,200 - \$13,000
STUDIO APARTMENT - one bedroom not shared, fully	From \$250 - \$350	From \$13,000 - \$18,200
HOSTEL - one bedroom shared bathroom / kitchen	From \$200 - \$300	From \$10,400 - \$15,600
APARTMENT - one bedroom, prices vary depending on distance from CBD, suburbs & type and condition of the apartment	From \$250 - \$350	From \$13,000 - \$18,200

Establishment Costs

BOND - usually one month rent	4.3 weekly rent
TELEPHONE / utilities connection	\$150-\$160
General furniture items	\$400-\$800

Weekly Costs (other than rent)

FOOD contribution	\$50-\$75
TAKE AWAY lunches and drinks	\$30-\$50
BILLS utilities (electricity, gas etc)	\$25-\$30
TELEPHONE (not mobile)	\$10-\$15
PUBLIC TRANSPORT fares: weekly ticket, cost depend on distance from CBD	\$40
SPENDING MONEY	\$40-\$70

Annual Cost

General Course Costs (books and equipment)	\$500-\$700
Health Insurance (Overseas Student Health Cover)	From \$450 (single cover)

More information can be found visiting the following link:
www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living

Banking and Money Transfer

Source: www.isana.org.au

Australia has many banks, the larger banks include: ANZ, Commonwealth Bank, National Australia Bank, St George and Westpac. You will need your passport and proof of your enrolment to open a bank account. Most banks offer low cost accounts for students. Money sent by telegraphic transfer can take around three working days to be deposited into your bank account. Your bank may charge you a fee around \$20, which will be paid out of the transferred funds (refer to your bank for detailed information). You may also be charged a currency conversion fee. When you deposit an overseas bank draft into your account, it can take up to 30 days to become available for withdrawal. You may be charged a currency conversion fee.

Accommodation options - where to stay

Source: www.livinictoria.vic.gov.au



Temporary accommodation:
When you arrive in Australia, you might need a temporary accommodation while you are looking for a more stable one. You should book your accommodation in advance to secure a place to stay. Make sure to choose a place close to public transports and/or friends you have already in Melbourne. Options that you might consider are:

- **Serviced Apartments:** Serviced Apartments are fully furnished and ready to live in. Prices range from about \$120 to \$300 per night. Most serviced apartments in Melbourne are located in the inner and bayside suburbs. For more information on this option you can visit the following web sites: www.aussieapartments.com.au, www.australianexplorer.com and/or www.serviced-apartments.com.au
- **Hotels and Motels:** Hotels and motels offer short-term accommodation options to suit a range of budgets within metropolitan and regional Victoria. For more information on this option you can visit the following web sites: www.visitvictoria.com, www.trivago.com.au
- **Hotels, backpackers and guesthouses:** This kind of accommodation is reasonably cheap and it provides a good temporary option for students who have just arrived in Australia. You can choose to have a private room with bathroom or private room with shared bathroom. There are also rooms to be shared with other guests (2-4-8 beds per room) and with shared bathroom. Meals are generally not included. For more information visit the web site of single hostels, backpackers and guesthouses to have a look at the room options and prices. You might consider finding a facility in Victoria for goods that you have shipped over if necessary, a web site you can visit to help you finding a storage solution is: <https://www.selfstorage.com.au>

When deciding on a stable accommodation you should take into consideration the following:

- Distance from your Institute of choice
- Presence of public transportation (train, tram and bus) and whether in Melbourne they are in zone 1 (closer to CBD and with cheaper transport fees) or zone 2. Visit www.ptv.vic.gov.au for more information (downloadable free app)
- Closeness to your children's school (if you are bringing family with you)

Options that you might consider are:

- **Homestay:** Homestay is a living arrangement that involves staying with an Australian family and it is a great option to get to know your new community and culture and improve your English. There are specialised agencies that can help you in finding a host family; Lonsdale Institute has an association with one of them and can arrange the accommodation on your behalf prior your arrival in Australia. Please inform Lonsdale Institute of your intention to choose this type of accommodation in Melbourne. Homestay provides various options of accommodation: full board, part board or board in exchange. The most common arrangement provides you with your own room (furnished with bed, desk and wardrobe); bathroom is shared with the family and the host family provides one or two meals/day (usually breakfast and/or dinner). Electricity, gas and water bills should be included in your weekly payment but it usually does not include phone and Internet use. Costs vary from anywhere between \$200-\$350 a week.

- **Share accommodation:** This is the most popular accommodation option for students: joining other students renting a flat or a house. You will be usually asked to sign a lease for 6-12 months. You might be asked to pay a month in advanced and a bond. Expenses are shared. You have the option to have a room on your own or share it with someone else. It is not uncommon that the room is unfurnished and you will have to buy your own bed. Visit the following web sites to have a look at options and prices*:

www.realestate.com.au, www.domain.com.au, www.gumtree.com.au, www.thepad.com.au,
www.airbnb.com.au and www.flatmatefinders.com.au

* Please note that some of the web sites listed above may require payment to access their services.

- **Renting a flat or unit or house:** Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. It can however be expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and the ongoing bills. Generally tenants are responsible for connection and usage of water, electricity, telephone and gas.

Rental prices vary according to the location and condition of the property. When you sign the rental agreement you will also be asked to pay a bond (security deposit), set usually at 4 weeks rent and one-month rent in advanced. Documents required when applying for an accommodation are but not limited to: copy of your passport; copy of your financial records (such as bank statements); proof of employment; copies of rental history and references from previous landlords/ real estate agents.

Visit the following web sites to start to have a look at rental properties in Melbourne according to location, number of bedrooms and accommodation type: www.realestate.com.au, www.domain.com.au and/or www.gumtree.com

Tips: Visit real estate agents and pick up a list of their rentals from their offices, check the information board at Lonsdale Institute or Lonsdale's Facebook page – some of our current students might be looking for a flat mate and/or check the message board of popular café's in your suburbs, they might advertise some share accommodation.



Working

Source: www.isana.org.au

When granted a student VISA you will automatically receive a permission to work. Be aware that you will be permitted to work maximum of 40 hours per fortnight during your course term and unlimited hours when your course is not in session*. Please note that you will not be able to work until the first official day of classes when your study commencement is confirmed. Finding a job in Australia might not be that easy. It will depend on your skills and level of English. Typical student jobs can be in the retail industry as shop assistant and in the hospitality industry as a waiter. Those kinds of jobs allow enough flexibility (to work weekends for instance) in order for you to attend class and study.

In order to apply for jobs you will need a Tax File Number (TFN). To receive an income in Australia you need a TFN. Income does not include only wages or salary from a job but also payment from the government and money earned from investments including interests on savings account. To apply online for a TFN you can visit www.ato.gov.au.

- * The Department of Immigration and Border Protection (DIBP) considers your course to be 'in session':
- For the duration of the advertised study periods (including periods when exams are held)
 - If you have completed your studies and your Confirmation of Enrolment is still in effect
 - If you are undertaking another course, during a break from your main course and the points will be credited to your main course

Medical Assistance

Source: www.studyinaustralia.gov.au

International students are required to have Overseas Student Health Cover (OSHC). It is a condition of your student visa. Students must have for cover for the entire duration of their stay in Australia. OSHC gives you access to hospital medical services, it may be provided by different private health insurance companies and you may organise this directly with them or you can ask Lonsdale Institute to organise this on your behalf. At Lonsdale we use the services of NIB health insurance (www.nib.com.au), please let us know if you would like us to arrange health cover for you.

****Please** note that your partner and your dependent children needs to be covered under a family policy please see the providers website for further details and conditions.

If you come to Australia on a visa other than a student VISA and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private insurance in this case. More information on OSHC in regards to how it works and what it covers are available from the provider's website – www.nib.com.au and they are outlined in our Orientation program.

Safety

Australia is a diverse and tolerant country and Melbourne is the most liveable city in the world and a safe place. However, like anywhere in the world, it is always a good idea to take care. Lonsdale Institute's orientation program provides some helpful information to students about keeping safe.



Bringing Family to Australia

Source: www.studymelbourne.vic.gov.au and
www.studyinaustralia.gov.au

It's a great opportunity for family to join you and experience life overseas when you study abroad. Ensure you organise visas, schooling and health insurance before you arrive.

If your study lasts for at least one year and you can financially support them, you may be able to bring family members to Australia whilst studying. This is a great opportunity for family members to be part of your student experience and experience life overseas.

Another option is to bring your family together with you once you have arrived and settled in to your studies, have found accommodation and adjusted to life in Australia.

Visas

If you are planning to bring your family check the conditions of your visa with an Australian Embassy, postal service or overseas Department of Immigration and Border Protection office. Office locations can be found on the contacts section of the Australian Government immigration website at www.immi.gov.au

Dependents of international students are granted a Temporary Residents Visa. Eligible family members include your spouse (husband or wife), and your dependent children.

Schooling

It is an Australian immigration policy that school-age dependants of international students must attend school while they are in Australia. Schooling in Australia is a great opportunity for your dependent children to experience another culture and learn English. School aged children (generally age 6-17) can enrol and attend at school for a set fee for the duration of a parent's visa. Children who have their fifth birthday before the 1st April of that calendar year are eligible to start school. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.

Some sponsored students may be exempt from paying school fees for their dependents. You should contact the education authority in the state or territory where you will be living to get information specific to your situation. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools. A summary of the fee arrangements for public schools in each of Australia's states and territories, along with links to the relevant websites for more detailed information can be found at:

<http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children>

Overseas Student Health Care (OSHC) for family

Your spouse and dependent children under 18 years old will be covered by OSHC which you will need to purchase before you arrive in Australia (you may need to pay a 'family premium'. This will cover you and your family for medical expenses, pharmaceuticals and emergency ambulance services during your stay.

Housing

You may prefer to rent a house with a yard for your children to play or one that is close to the park. Apartments or flats may be cheaper. Do some research by asking locals, student housing organisations or checking online.

Please visit www.studymelbourne.vic.gov.au ; www.studyinaustralia.gov.au and www.immi.gov.au for more information.



Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

ESOS Framework

The Australian Government wants overseas students in Australia to have a safe 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 Act and the National Code 2007. You can access a copy of the ESOS framework in the following ways:

- Downloading from the Lonsdale Institute Pty Ltd website www.lonsdaleinstitute.vic.edu.au
- Asking for a copy at Lonsdale Institute's reception
- Requesting a copy to be sent by attachment via email info@lonsdaleinstitute.vic.edu.au
- Asking your education agent (if you are using one). Lonsdale Institute requires all their agent to provide prospective students with a copy of the ESOS framework
- Visiting: [https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfindaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfindaldraft9May2014(2).pdf)



Protection for overseas students

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

Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

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

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

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

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

Your responsibilities

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

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

Studying in Australia

Main source: www.immi.gov.au

Student Visa

Most international students wanting to study in Australia require a **student visa**. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field.

In order to apply for a visa you will need a **valid passport**, an **electronic Confirmation of Enrolment (eCoE)** and any **other documentation** required by the Australian diplomatic post with which you lodge your application.

You must ensure to **allow enough time** for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin (you can check your country assessment level visiting the Department of Immigration and Border Protection web site: www.immi.gov.au).

Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

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

In Australia, migration agents must be registered with the Office of the Migration Agents Registration Authority (MARA). Registered Migration Agents are bound by a Code of Conduct and are required to have an in-depth knowledge of Australian migration law and procedures and meet high professional and ethical standards. The Office of the MARA regulates Australia's registered migration agents to:

- ensure that clients receive high quality immigration assistance, and
- protect the interests of people receiving immigration assistance

For more information, including the list of registered migration agents, you can visit the consumer information section on MARA's web site www.mara.gov.au. When searching for a migration agent in your country, you should:

- consider using an agent in your country who is registered with the Office of the Migration Agents Registration Authority (Office of the MARA) in Australia, if available; and
- make sure that the agent that you use meets any local laws or registration requirements in your country.

More information can be found visiting the following link: <http://www.immi.gov.au>

Education Agents

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

Lonsdale Institute has agreements with education agents around the world; you can check their details on our web site www.lonsdaleinstitute.vic.edu.au. Lonsdale Institute pays a commission on each enrolment to their accredited agents. Agents are carefully selected and they undergo timely monitoring and evaluation. We invite you to give us your feedback on the way they operate and please feel free to contact us if you have any complaints.

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



Visa conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specific in the eCoE
- Maintaining satisfactory academic progress
- Maintaining satisfactory attendance
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remaining with the principal education provider for 6 calendar months, unless issued a letter of release from that provider to attend another institution
- Notifying your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of **mandatory** and **discretionary** student visa conditions, including visa conditions for family members, please visit <http://www.immi.gov.au>

Studying at Lonsdale Institute

Lonsdale Institute is committed to providing the best outcomes for our students and part of this is in both Lonsdale and student applicants being aware of our obligations.

Lonsdale's obligations to Learners

Our obligations to the learner, include being responsible for the quality of the training and assessment in compliance with all governing regulations and standards, and for the issuance of the AQF certification documentation.

Learner's obligations

Your obligation to the successful undertaking of your studies lies partly in being aware of and confident of meeting any requirements that Lonsdale requires the learner to meet to enter and successfully complete their chosen training product; and any materials and equipment that the learner must provide. Information on these requirements is in the Course Details section provided in this handbook.

Course Credit

Lonsdale Institute Pty Ltd accepts applications for course credit and recognition of prior learning and current competency in all courses that are offered. We have procedures to process any student's applications for course credit, including documenting the results and providing applicants with written verification of the outcome. We also ensure that any changes to course duration that occur from granting a course credit, after a Student Visa is granted, are reported to The Department of Education, via PRISMS. The cost associated with assessing course credit requests are listed in the Course Related Costs section in this handbook.

For more information on this process, the applicable costs and or an application for course credit form, please email at: info@lonsdaleinstitute.vic.edu.au

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Location

Lonsdale Institute is located in Melbourne's CBD at 277 Flinders Lane, Melbourne. Our central position means that you are only a short distance from an enormous range of opportunities and attractions, many of them tailored for the tastes and pockets of students in Melbourne. In fact major attractions such as Parliament, Rialto Tower, Yarra River, and several theatres, Museums, Art galleries, cinemas, shopping arcades, ethnic restaurants, cafes and clubs are only a short distance but if you prefer to ride, Melbourne's famous tram system is free to travel on within the CBD. The new Free Tram Zone includes the area from the iconic Queen Victoria Market, across to Victoria Harbour in Docklands, up to Spring Street and over to Flinders Street Station and Federation Square. The tram, bus and train services are right on our doorstep.

Facilities

The institute has clean and light filled comfortable classrooms; there is a dedicated lecture room for those lecture sessions that need it and, of course, for guest speakers. There are break out areas for group work and discussion, and there are quiet areas for self study. There is free wifi access and use for you to connect with your laptop or smart phone, but there are also computers for student use in the café area. The café area is a student common area with kitchen facilities including a fridge, filtered water, microwaves, kettles and sink. These are areas where students can relax; meet others, and converse in English, find information on social activities, and other general information related to international students living in Australia. Notice Boards in these areas provide information on the activities and clubs that Lonsdale hosts for students to attend and updates on the latest information of interest.

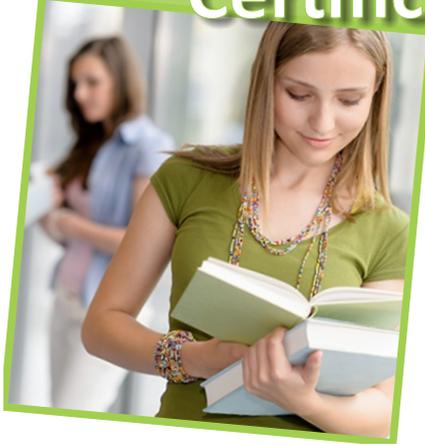
Learning Resources

Free wifi is available for student use at all times, and students are encouraged to bring their laptops for class use. Along with course texts, and additional material provided in class, the Melbourne City Library is located at 253 Flinders Lane. and the State Library of Victoria is close by, located at 328 Swanston Street, Melbourne.



ACCOUNTING

Certificate III
Certificate IV
Diploma



BUSINESS

Certificate IV
Diploma
Advanced Diploma

PROJECT MANAGEMENT Diploma



ENGLISH

Certificate III
Certificate IV



**LONSDALE
INSTITUTE**

Course Details

BSB40215 Certificate IV in Business

CRICOS Course Code 086934J

Course overview

This qualification is suited to those working as administrators and project officers. In this role, individuals use well developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job and workplace.

Pathways

After achieving the BSB40215 Certificate IV in Business, candidates may undertake a range of Diploma level qualifications within the BSB15 Business Services Training Package, or other Training Packages.

BUSINESS Certificate IV

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain a Certificate IV in Business, 10 units must be completed as follows:

ONE CORE UNIT:

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

PLUS NINE ELECTIVE UNITS:

2. BSBADM405 - Organise meetings
3. BSBMKG413 - Promote products and services
4. BSBLED401 - Develop teams and individuals
5. BSBINN301 - Promote innovation in a team environment
6. BSBRES401 - Analyse and present research information
7. BSBCUS402 - Address customer needs
8. BSBADM406 - Organise business travel
9. BSBCMM401 - Make a presentation
10. BSBMKG414 - Undertake marketing activities

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Year 12 or equivalent literacy and numeracy levels
- 18 years of age or over
- Upper intermediate English language proficiency is required for international students

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Administrator and Project Officer.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop

BSB50215 Diploma in Business CRICOS Course Code 087203C

Course overview

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job and workplace.

Pathways

After achieving the BSB50207 Diploma of Business, candidates may undertake the BSB60207 Advanced Diploma of Business or a range of other Advanced Diploma qualifications. This course may also be used as a pathway into a Bachelor of Business.

BUSINESS Diploma

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain a Diploma of Business, 8 elective units must be achieved as follows:

1. BSBPMG522 - Undertake project work
2. BSBRSK501 - Manage risk
3. BSBMKG501 - Identify and evaluate marketing opportunities
4. BSBHRM506 - Manage recruitment selection and induction processes
5. BSBWOR501 - Manage personal work priorities and professional development
6. BSBLED502 - Manage programs that promote personal effectiveness
7. BSBMGT502- Manage people performance
8. BSBCUS501 - Manage quality customer service

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Demonstration of potential to undertake vocational education and training at diploma level including:
 - Completion of the BSB40215 Certificate IV in Business qualification or other relevant qualifications
- or*
- Demonstration of vocational experience in a range of work environments in a senior support role; and
- 18 years of age or over
- International students require an English language proficiency score of 5.5 IELTS (or equivalent)

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Executive Officer, Program Consultant and Program Coordinator.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalinstitute.vic.edu.au

BSB60215 Advanced Diploma of Business

CRICOS Course Code 087486J

Course overview

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

This qualification is suited to individuals who possess significant theoretical business skills knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Delivery approach

The delivery of the course is 24 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job and workplace.

Pathways

After achieving the BSB60215 Advanced Diploma of Business, candidates may use this as a pathway into a Bachelor of Business.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

BUSINESS Advanced Diploma

Course structure

To attain an Advanced Diploma of Business, 8 elective units must be achieved as follows:

1. BSBSUS501 - Develop workplace policy and procedures for sustainability
2. BSBHRM602 - Manage human resources strategic planning
3. BSBMGT615 - Contribute to organisation development
4. BSBINN601 - Manage organisational change
5. BSBMKG605 - Evaluate international marketing opportunities
6. BSBMKG606 - Manage international marketing programs
7. BSBMKG603 - Manage the marketing process
8. BSBFIM601 - Manage finances

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Demonstration of potential to undertake vocational education and training at advanced diploma level including:

- Completion of the BSB50215 Diploma of Business qualification or other relevant qualification

or

- Demonstration of substantial vocational experience in a range of environments acting in a range of senior support role or administrative roles
- 18 years of age or over
- International students require an English language proficiency score of 5.5 IELTS (or equivalent)

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Senior Administrator and Administration Manager.

Licensing, Legislative, Regulatory or Certification Considerations

There is no direct link between this qualification and licensing, legislative and/or regulatory requirements. However, where required, a unit of competency will specify relevant licensing, legislative and/or regulatory requirements that impact on the unit.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalainstitute.vic.edu.au

FNS30315 Certificate III in Accounting CRICOS Course Code 086434G

Course overview

This qualification reflects the job roles of employees with functions that could include financial data entry, processing accounts and payrolls, providing customer service in financial transactions and producing reports. They apply knowledge and skills to demonstrate autonomy and judgement and to take limited responsibility in known situations under general supervision.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job and workplace.

Pathways

The course may be used as a pathway into a Certificate IV in Accounting course.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

ACCOUNTING Certificate III

Course structure

To attain a Certificate III in Accounting, 11 units must be achieved as follows:

SEVEN CORE UNITS:

1. FNSINC301 - Work effectively in the financial services industry
2. BSBWRT301 - Write simple documents
3. BSBITU306 - Design and produce business documents
4. FNSACC303 - Perform financial calculations
5. BSBWHS201 - Contribute to health and safety of others
6. FNSACC301 - Process financial transactions and extract interim reports
7. FNSACC302A - Administer subsidiary accounts and ledgers

PLUS FOUR ELECTIVE UNITS:

8. BSBFIA302 - Process payroll
9. BSBFIA401 - Prepare Financial Reports
10. FNSCRD302 - Monitor and control accounts receivable
11. FNSRTS309 - Maintain Main Bank Accounts

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Year 12 or equivalent literacy and numeracy levels or evidence of competency in majority of units in the FNS20110/FNS20111 Certificate II in Financial Services qualification or other relevant qualifications; and
- 18 years of age or over
- An English language proficiency score of 5.5 IELTS or equivalent for International students

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Accountant, Bookkeeper, Payroll officer and Cashier.

Licensing, Legislative, Regulatory or Certification Considerations

There are no applicable licensing issues to be considered for this qualification.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalainstitute.vic.edu.au

FNS40611 Certificate IV in Accounting

CRICOS Course Code 078434G

Course overview

- This qualification is designed to reflect the role of employees who perform duties such as:
- Completing Business Activity Statements (BAS) and other office taxes;
- Operational reporting;
- Producing of basic management reports;
- Producing basic job costing reports;
- Supervising the operation of computer based systems;
- Classifying, recording and reporting of accounting information;
- Maintaining inventory records;
- Managing a small office; and
- Making decisions in a legal context.

Delivery approach

The delivery of the course is 20 hours per week over a period of 38 weeks (including holidays). Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 38 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job workplace.

Pathways

This course is a pre-requisite to the FNS10 Diploma of Accounting course.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

ACCOUNTING Certificate IV

Course structure

To attain a Certificate IV in Accounting, competency in the following 13 units must be achieved:

NINE CORE UNITS:

1. FNSINC401A - Apply principles of professional practice to work in the financial services industry
2. BSBITU306A - Design and produce business documents
3. FNSACC301A - Process financial transactions and extract interim reports
4. BSBWHS201A - Contribute to Health and Safety of Others
5. FNSBKG404A - Carry out business activity and instalment activity statement tasks
6. FNSACC404A - Prepare financial statements for non-reporting entities
7. FNSACC406A - Set up and operate a computerised accounting system
8. FNSACC403B - Make decisions in a legal context
9. BSBFIA401A - Prepare financial reports

PLUS FOUR ELECTIVE UNITS:

10. FNSBKG401A - Develop Policies relevant to bookkeeping actives
11. FNSBKG402A - Establish and maintain a cash accounting system
12. FNSBKG403A - Establish and maintain an accrual accounting system
13. FNSBKG405A - Establish and maintain a payroll system

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Year 12 or equivalent literacy and numeracy levels or provision of evidence of competency in FNS30311 or FNS30315 Certificate III in Accounts Administration or other relevant qualifications; and
- 18 years of age or over
- Upper intermediate English language proficiency is required for International students

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Accountant, Bookkeeper.

Licensing, Legislative, Regulatory or Certification Considerations

There are no applicable licensing issues to be considered for this qualification.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalinstitute.vic.edu.au

FNS50210 Diploma of Accounting

CRICOS Course Code 075695K

Course overview

This course is designed to equip students with the knowledge and skills needed to commence a career within the accounting industry. Specifically, the qualification reflects the role of employees working in accounting who perform duties such as:

- Introducing and maintaining accounting systems;
- Maintaining internal control systems;
- Preparing financial statements for a reporting entity;
- Preparing tax returns;
- Reporting on business performance;
- Managing small teams;
- Developing business plans; and
- Preparing management accounting reports

Delivery approach

The delivery of the course is 24 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job and workplace.

Pathways

This course may be used as a pathway into an Advanced Diploma of Accounting.

ACCOUNTING Diploma

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain a Diploma of Accounting, competency in the following 9 units must be achieved:

SIX CORE UNITS:

1. FNSACC502A - Prepare income tax returns for individuals
2. FNSACC503A - Manage budgets and forecasts
3. FNSACC504A - Prepare financial reports for corporate entities
4. FNSACC506A - Implement and maintain internal control procedures
5. FNSACC507A - Provide management accounting information
6. FNSACC501A - Provide financial and business performance information

PLUS THREE ELECTIVE UNITS:

7. FNSACC505A - Establish maintain accounting info systems
8. FNSACC401A - Process business tax requirements
9. BSBITU402A - Develop and use complex spreadsheets

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Completion of the 9 units which comprise the core from the FNS40611 Certificate IV in Accounting or completion of the 10 units which comprise the core from the FNS40604 Certificate IV in Accounting; and
- 18 years of age or over
- An English language proficiency score of 5.5 IELTS (or equivalent) for International students

Laptop computer

Please note that a laptop computer with word processing, spreadsheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Accountant, Bookkeeper.

Licensing, Legislative, Regulatory or Certification Considerations

There are no applicable licensing issues to be considered for this qualification.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalinstitute.vic.edu.au

FNS51415 Diploma of Project Management

CRICOS Course Code 087442K

Course overview

This qualification reflects the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations, computer based work and classroom based lectures and discussions. Activities within simulated work environments may also be utilised.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by a dedicated computer lab to reflect a real-time work environment for all practical training components of the course.

Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers. Students prepare project plans, communicate, prepare documentation, conduct negotiations in accordance with the client (trainer); and working as a team (group work / assignments), fulfilling responsibilities and expectations of job and workplace.

Pathways

After achieving this qualification candidates may undertake other qualifications at Advanced Diploma level or above in project management.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain the Diploma of Project Management competency, the following 12 units must be achieved:

EIGHT CORE UNITS:

1. BSBPMG511 - Manage project scope
2. BSBPMG512 - Manage project time
3. BSBPMG513 - Manage project quality
4. BSBPMG514 - Manage project cost
5. BSBPMG515 - Manage project human resources
6. BSBPMG516 - Manage project information and communication
7. BSBPMG517 - Manage project risk
8. BSBPMG521 - Manage project integration

PLUS 4 ELECTIVE UNITS:

9. BSBINN502 - Build and sustain an innovative work environment
10. BSBMG516 - Facilitate continuous improvement
11. BSBPMG519 - Manage project stakeholder engagement
12. BSBWOR502 - Lead and manage team effectiveness

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- Demonstration of potential to undertake vocational education and training at diploma level including:
 - Completion of the BSB40215 Certificate IV in Business qualification or other relevant qualification
 - or
 - Demonstration of substantial vocational experience in project roles where they may have had some limited responsibility without a formal project management qualification
- 18 years of age or over; and
- International students require an English language proficiency score of 5.5 IELTS (or equivalent)

Laptop computer

Please note that a laptop computer with word processing, spread sheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via wi-fi are available at Lonsdale Institute.

Job Roles

Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include Project Coordinator and Project Manager.

Licensing, Legislative, Regulatory or Certification Considerations

There are no applicable licensing issues to be considered for this qualification.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact: info@lonsdaleinstitute.vic.edu.au

10364NAT Certificate III in Spoken and Written English CRICOS Course Code 080280B

Course overview

This course is designed to take students with basic English skills to the next level in preparation from a course in English for further study.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

The delivery and assessment methods within this course will include the following: project based work, research reports, portfolio developments, individual and group work including presentations.

Lonsdale Institute Pty Ltd wants to ensure that the training and skill development delivered at the Institute is to the standards of a real workplace environment. To meet this requirement Lonsdale Institute Pty Ltd has implemented a variety of assessment tools throughout the qualification to provide elements of real / actual workplace situations. These assessment methods and the delivery methods used in the classroom are designed around creating a meaningful simulated work environment.

Lonsdale Institute Pty Ltd meets the need for a real-time workplace simulation environment by:

- A dedicated computer lab to reflect a real-time work environment for all practical training components of the course;
- Lonsdale Institute Pty Ltd's trainers represent the role of a real client and portray the workplace demands while working on projects. This includes role play of difficult and diverse type customers;
- Students prepare time lines, schedule milestones, communicate, prepare documentation, conduct training in accordance with the client (trainer); and
- Working as a team (group work/assignments), fulfilling responsibilities and expectations of the job workplace.

Pathways

This course may be used as a pathway into an Certificate IV in Spoken in Written English 10365NAT.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain a Certificate III in Spoken and Written English, competency in the following 9 units must be achieved:

ONE CORE UNIT:

1. SWELRN301 - Advanced learning strategies

PLUS FOUR SPOKEN TEXT ELECTIVE UNITS:

2. SWEEXC303A - Comprehending and negotiating complex exchanges

3. SWEINT304A - Comprehending and participating in interviews

4. SWEDIS306A - Comprehending and participating in discussion

5. SWEPRE305A - Comprehending and conducting presentations

ENGLISH Certificate III

AND THREE WRITTEN TEXT ELECTIVE UNITS:

6. SWECOR307A - Composing formal correspondence and completing formatted texts
7. SWEINF308A - Comprehending and composing complex information texts
8. SWEADS313A - Comprehending and conducting presentations

AND ONE MIXED TEXT ELECTIVE:

9. SWEJOB315A - Language skills for job seeking

Course fees

Please contact Lonsdale Institute for current course fees.

Course Entry Requirements

- English language proficiency level equivalent CSWE curriculum framework intermediate level or entry point against the International Second Language Proficiency Rating (ISLPR) scale is 1+ across the four macro skills of listening, speaking, reading and writing. Entry point against the Australian Core Skills Framework (ACSF) is Level 3
- 18 years of age or over

Licensing, Legislative, Regulatory or Certification Considerations

There are no applicable licensing issues to be considered for this qualification.

Recognition of Prior Learning (RPL)

Lonsdale Institute Pty Ltd has a simple but methodical RPL process. Students are encouraged to apply for RPL prior to formal enrolment but where application is made after enrolment, then this must be made prior to the facilitated delivery of units to ensure that they do not miss any class/workshop opportunities offered should they be unsuccessful in the process. For more information on attaining recognition of prior learning for previous study and credit transfers please contact info@lonsdalinstitute.vic.edu.au

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10365NAT Certificate IV in Spoken and Written English - Further Studies CRICOS Course Code 084240M

Course overview

The participants for this course are students from overseas who are interested in developing their English skills to participate in a range of further study contexts. This is an advanced course for learners who have developed some competence in English language and literacy skills and who have had fair degree of formal or informal exposure to English.

Delivery approach

The delivery of the course is 20 hours per week over a period of 20 weeks. Please note that all units are stand alone (not clustered). Full-time students only.

Course duration

The duration of the course from start to finish is 26 weeks (including holidays).

Delivery mode

Please note this course is delivered via face-to-face classroom contact only. Undertaking this course via distance learning or online learning is not available.

Delivery and assessment methods

Delivery of this course is face to face in a classroom environment. It incorporates activities, research, discussion and presentations. It also includes some lecture presentations and tutorial facilitation.

Pathways

After achieving the Certificate IV in Spoken and Written English – Further Studies, candidates may use this as a pathway to undertaking VET and Higher Education in English.

Location of course delivery

Lonsdale Institute Pty Ltd - Level 5, 277 Flinders Lane, Melbourne VIC 3000.

Course structure

To attain a Certificate IV in Spoken and Written English – Further Studies, 7 units must be achieved as follows:

1. SWELRN401A - Learning strategies for further studies
2. SWEREA404A - Reading and note taking skills for further studies
3. SWELIS407A - Listening taking notes in presentations
4. SWEPER405A - Writing skills for persuasive essays
5. SWESPE408A - Speaking and writing skills for presentations
6. SWEDIS409A - Speaking skills for discussions
7. SWEANA406A - Writing skills for academic reports

Course fees

Please contact Lonsdale Institute for current course fees.

ENGLISH Certificate IV

Course Entry Requirements

- English language proficiency level equivalent either:
 - Level 2+ of the International Secondary Language Proficiency Rating (ISPLR);
 - or***
 - IELTS Level 5;
 - or***
 - ACSF Level 4
- 18 years of age or over

Laptop computer

Please note that a laptop computer with word processing, spread sheeting and presentation development software (for example, Microsoft Office) may be used for this course. Printing capabilities and internet access via free wi-fi are available at Lonsdale Institute.



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Course Related Costs

The Student Enrolment Agreement (SEA) must be read and signed by all International students prior to commencing studies with Lonsdale Institute; this outlines the tuition fees, application fee and other charges payable per study period including course materials costs as well as providing the associated payment time lines.

Payment Plan: A monthly payment plan is applicable to fee payments after the initial deposit. All fee payment amounts and dates will be provided prior to enrolment in the Student Enrolment Agreement. Direct debit is available and may be organised upon arrival. Payment of all tuition fees must be paid in full in accordance with the payment time lines outlined in the SEA. Fees are paid in advance on a term basis and must be paid before the commencement date of the Term.

Payment methods may be made by:

- Cash
- Eftpos (Credit card, Debit card)
- Cheque (payable to Lonsdale Institute); and/or
- EFT (reference Student name or Student iD)

Payment can be made by credit card over the phone only when the student has completed and signed Credit Card Authorisation Form. Students will receive a receipt of each payment made to Lonsdale Institute.

Please note that if you do not pay your fees on time, Lonsdale Institute may cancel your enrolment.

Other fees - the charges set out below will apply only if the specific mentioned are required or requested by the student		
Service	Amount AUD\$	Payment Terms
Recognition of Prior Learning assessment	\$100.00 per unit	Fees invoiced and payable upon completion of assessment
Assessment task late submission fee	\$20.00	Effect 2016, applies to all assessments submitted after due date
Re-assessment via observable task*	\$220.00	Fees invoiced and payable prior to re-assessment
Re-assessment via written assignment*	\$110.00	Fees invoiced and payable prior to re-assessment
Re-issue of qualification certification	\$100.00	Payable at the time of request
Re-issue of academic transcript	\$50.00	Payable at the time of request
Re-issue of completion letter	\$20.00	Payable at the time of request
Re-issue of progressive results (first copy free)	\$20.00	Payable at the time of request
Repeat of an entire unit*	\$820.00	Invoiced as early as known prior to term and due for payment by start of applicable term
Course Extension - unable to complete within duration	\$1,500.00 (10 wk extension)	Payable at time of extension
Changing of Enrolment	150.00	Payable at time of request
Printing card and re-issue of Student card	\$6.00	Payable at time of request

* Students with an Assessment US result will be provided with reasonable opportunity to resubmit within the term at no additional cost. Where assessment results include S and US results at the completion of the term the Unit result will be deemed NYC and will require reassessment at additional cost. Where all assessments are US at term completion a Unit NYC will result and repeat of the whole unit will be required at additional cost.

Lonsdale Institute Pty Ltd reserves the right to amend the 'Other fees' above and any intention to change the fees will be advised to students in writing by Lonsdale Institute Pty Ltd prior to the change.

Notes:

1. Additional changes may be incurred by the student as a result of banking fees and charges.
2. As a student, you are entitled (at no additional cost) to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing your qualification, provided that you have paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Further, final qualifications (such as your Diploma) Will not be provided to you until all tuition and non-tuition fees are paid in full.

Course Resources

Course resources are covered by your course material fees and they will be provided to you after orientation is completed or as advised by your teacher or trainer.

Student Support Services

Lonsdale Institute ensures that all students have access to support whilst studying in Australia. Being an international student is exciting, but it can also be challenging. We have support programmes and a designated Student Welfare Officer who can be approached to gain advice on academic and personal issues and provide referral to other services where appropriate. We have support information available on Legal issues, emergency and health issues, information to make your transition to a new life easier, and an orientation programme to help you settle in. Throughout your studies we also have programmes available to help you in a variety of areas including English, employment, accommodation and academic skills.

Rights and Obligations

As an international student you have an obligation to maintain compliance with the conditions on the visa which you hold. This includes maintaining adequate course attendance and course progress.

The Student Enrolment Agreement (SEA) you will also outline your fee payment obligations. It is important to note that in the event of any disagreement between the parties regarding the application of the Lonsdale Institute Refund Policy, the dispute resolution procedures of Lonsdale Institute and the SEA do not override the your rights as a student to pursue legal remedies under Australian consumer protection laws.

Also, you have rights as a student. Examples include: the right to access Lonsdale Institute's Complaints and Appeals policy should you wish also the right to a refund in certain circumstances and you have the right to be treated fairly by Lonsdale Institute.



Deferral, Suspension and Cancellation of enrolment

Deferral – postponement of the commencement of a course

Suspension – temporary postponement of enrolment during a course

Cancellation – cessation of enrolment in a course

Compelling or Compassionate Circumstances – such as serious illness or injury; death of a family member that requires you to be home or a natural disaster

Principal Course – refers to the main course – generally the final course – of study enrolled with the provider

Once you have enrolled amendments, or changes, to your enrolment need to be handled formally in writing. Lonsdale Institute has procedures for all these changes. Amendments can be deferral, suspension or cancellation of your enrolment; these can be initiated by you or by Lonsdale Institute.

When you want to change your enrolment status: When and why this might happen:

Any changes/ amendments to your enrolment must be requested and authorised in writing. The grounds on which this can happen are set out below:

- You can **defer** – this is only before your course has started if you want to delay the start date and you have already completed enrolment.
- You can **suspend** – this is during your course studies but can only be granted under compelling and compassionate circumstances.
- You can **cancel** – this is withdrawing from your course and you do not need to provide a reason – although it would help us to improve our services to have your feedback.

When deciding to amend your enrolment it is important to remember

- Refunds for cancellation have conditions – Please see the Lonsdale Institute Refund Policy for details.
- Cancelling a course to go to another provider within 6 months of starting your principal course is subject to conditions – Please see the Lonsdale Institute Transfer between Providers Policy for details.
- Please note that deferring, suspending or cancelling your enrolment may affect your student visa.
- An administration fee is payable at the time of the request as outlined in Course Related Costs section of this handbook and Student Enrolment Agreement.

When the Provider (that's Lonsdale Institute) changes your enrolment status: When and why this might happen:

- If we **defer** the course start date any time before your course has started this is subject to the refund conditions – Please see the Lonsdale Institute Refund Policy section in this document for details
- We can **suspend** your enrolment – this only applies after you have commenced your course – and we can only do this a) in the case of compelling or compassionate circumstances or b) in the case of misbehaviour by a student – See Lonsdale Institute Code of Conduct section in this document for details

We can **cancel your enrolment** before or after your course has started and we can do this:

- in the case of misbehaviour by the student – See Lonsdale Institute Code of Conduct section in this document for detail
- or in the case of a breach of Student Visa conditions which results in cancellation of your student Visa, these could be
 - Failing to meet Course Progress Requirements – See Lonsdale Institute Course Progress Information section in this document for details
 - Non payment of fees – See Lonsdale Institute Fee Payment Information section in this document for details

Please note that deferring, suspending or cancelling your enrolment may affect your student visa.

Enrolment Process

If you choose to study at Lonsdale Institute this is our Enrolment Process. Don't forget that we are here for you if you have any questions, just send us an email or give us a call.

STEP 1

After reading this pre-enrolment booklet you can enquire about a course via agent, email, phone or fax and you will be provided with a Lonsdale Institute application form for your submission.

STEP 2

We receive your Lonsdale Institute application form and we assess the information you have provided including the support documents supplied. If you ask for a Credit Transfer or Recognition of Prior Learning we will assess that request as well.

STEP 3

If your application is successful, we will send you:

- A letter of offer, which outlines the course costs and duration.
- A Student Enrolment Agreement (SEA) which you must read carefully.
 - Please do not hesitate to contact us if you have any questions about the information included
- If you decide to accept the offer, you will complete and sign the SEA and return it to us and after that make your initial payment (pre-paid fees will be held in a separate bank account and only drawn in accordance with Tuition protection Service requirements).

Note: If your application is unsuccessful, we will write to you advising why your application was not successful.

STEP 4

Once we receive your signed SEA and your initial payment, we will issue an electronic confirmation of enrolment (eCoe) that you will have to present when applying for your VISA. The eCoe states the details of your enrolment with Lonsdale Institute.

STEP 5

Once your VISA is granted you can contact us to have some useful information prior to coming to Australia. This information includes: suggestions on what to bring with you, information on Melbourne Airports, items you might need etc. These information booklets can also be found on the web site under 'Pre-arrival Useful Information'.

STEP 6

You are strongly advised to arrive in Australia two (2) weeks prior your course commencement to start settling in and participate to our orientation program.

STEP 7

Come to Lonsdale Institute for your orientation day and confirmation of your commencement into your course of choice.





Provider Transfer Request

This policy and procedure governs the processes for accepting a student who is transferring from another provider and for releasing a student to go to another provider. They are to ensure that these requests are processed according to the regulatory requirements of the ESOS National Guidelines.

The policy applies to all international student applications and enrolments.

Incoming Students: Lonsdale Institute has, and implements, policies and procedures to ensure it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

The Application for Enrolment form indicates an overseas student who has been studying in Australia. With this, the applicant provides a copy of their visa and transcript documentation from the previous enrolment.

Once this information is obtained the following steps are taken:

- Assessment is made to ascertain if the length of studies completed in the student's current Principal course of study is greater than 6 months.
 - Assessment may include review of visa issue dates, arrival stamps in applicant Passport, and/or transcript details
 - Attempt to create the CoE for the applicant noting the PRISMS response that is initiated if the applicant has not completed 6 months of his/her principal course
- If the applicant has completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- Where an applicant has **NOT** completed 6 months of their principal course of study, they are asked to provide an appropriate letter of release in support of their application.
- To support the application they can be provided with a 'Conditional' Letter of Offer which clearly states that an offer of a place is contingent on their obtaining a letter of release. *Note if they are in receipt of a Government scholarship, they should provide written support from this government agreeing to the change which will stand in lieu of any letter of release.*
- If such a letter of release is received the application proceeds as for all off-shore applicants.
- If no satisfactory letter of release is obtained from such students, the application process is halted and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application when the 6 month period has passed.
- Note that in the circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file.

Outgoing students: Lonsdale Institute has, and implements, policies and procedures to ensure that student requests for transfer to another provider are handled fairly and in a timely manner. The procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study with Lonsdale Institute.

Lonsdale Institute policy for assessing approval for transfer and release letters supports the individual circumstances of the student being regarded and considers reasonable grounds for refusing the request including determining if the transfer will be to the detriment of the student.

- Students make a request in writing if they wish to withdraw from their Lonsdale course to go to another RTO by completing the following documents.
- Application to Cancel Enrolment and indicate the 'transfer' option documents with any accompanying support documentation is submitted to the PEO.

Circumstances in which a transfer may be granted

- Where a student has made a request in writing and provided a Conditional Letter of Offer from the proposed new provider
- Lonsdale Institute has cancelled/ceased to offer the enrolled program
- Government sponsor considers the change to be in the student's best interest, in the case of a sponsored student (written confirmation from sponsor required)
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.) The range of factors may include: if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
 - If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, services or through access to family, friends or a cultural support network)
 - If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met

Circumstances we consider as providing reasonable grounds for refusing a student's request

- When a transfer can be considered detrimental to the student
- Insufficient evidence to support a claim
- Outstanding fees
- If transfer may jeopardise a student's progression through a package of courses
- If the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student

The timeframe for assessing and replying to the student's transfer request

- all student requests are actioned as soon as practicable after a submission has been completed with a maximum allowance of 10 working days.



Provider Transfer Request Assessment Information

Lonsdale Institute has, and implements, policies and procedures to ensure it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer. The Institute also has documented policy and procedures for assessing transfer requests from enrolled students who wish to leave Lonsdale Institute Pty Ltd prior to completing 6 months of their principal course.

Under what circumstances will a transfer request be granted?

- Lonsdale Institute has cancelled / ceased to offer the enrolled program
- Government sponsor considers the change to be in the student's best interest, in the case of a sponsored student (written confirmation from sponsor required)
- Exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider required)
- The range of factors may include: if the course the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
 - If the student wishes to change course in order to get access to greater support
 - If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met

On what grounds could a transfer request be refused?

- Insufficient evidence to support a claim
- Outstanding fees
- If transfer may jeopardise a student's progression through a package of courses
- If the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student

How long will the request assessment take?

- The process should not take more than 48 hours once the student has provided the necessary documentation

Satisfactory Course Progress Requirement Information

Lonsdale Institute wants students to experience positive and rewarding results from their course. To assist in this we provide a system that will:

- Clearly outline the requirements for satisfactory course progress
- Let you keep track of your own progress at any time and
- Provide a support mechanism that will intervene if your results indicate that you are at risk of not achieving satisfactory progress.

All students are expected to attend all scheduled classes and it is a student visa condition to maintain satisfactory course progress throughout enrolment; the Institute must report any student who is not achieving satisfactory course progress, this report is provided to DIBP (Department of Immigration and Border Protection) and this may affect the student's visa—so it is important that you understand this.

How does intervention for students at risk work?

- Students at risk are identified throughout the study period and where intervention is required it is implemented as soon as practicable. Students identified at risk at the end of a study period will have their intervention strategy implemented within the first two weeks of the following study period

What do you need to do to achieve satisfactory course progress?

- Satisfactory Course Progress is achieving competency in a minimum of 50% of the course requirements (units assessed) in a study period
- Final result for the unit C (Competent) indicates competency achieved, final result for the unit NYC (Not Yet Competent) indicates that competency has not been achieved for that unit. *e.g.*: Satisfactory Course Progress in course requirements for a study period where 6 units are assessed is a minimum of 3 competent (C) unit results

How does the Institute determine when a student has failed to achieve satisfactory course progress? And how do they let students know if they have?

- At the end of each study period, results are reviewed against course progress requirements for the study period. Where a student has not achieved competency in a minimum of 50% of the units assessed within the study period, course progress will be deemed unsatisfactory. Two consecutive study periods of unsuccessful course progress will require the provider to notify the student of its intention to report the student to DIBP for unsatisfactory course progress
- Students are notified in writing by letter

How does the Institute assess your progress?

- All unit results are reviewed at the end of each study period
- Competency C results are reviewed against course requirements (number of units assessed) for the study period

Course Progress Intervention Strategy Information

Lonsdale Institute Pty Ltd has documented intervention strategies for students at risk of not maintaining satisfactory course progress. It is a student visa condition to maintain satisfactory course progress throughout enrolment; the Institute must report any student that is not achieving satisfactory course progress, this report is provided to DIBP (Department of Immigration and Border Protection) and this may affect the student's visa.

How does the Institute contact student's who are at risk of not maintaining satisfactory course progress?

- Students may be contacted by phone call, sms, and/or e-mail to make an appointment with the PEO for a counselling meeting
- Where a student is unable to be contacted as above a letter is forwarded to their home address

What sort of intervention strategies are there available?

- Intervention strategies are selected to meet the particular needs of the student. Some of the strategies are:
 - Academic skills programs
 - Academic English Support program
 - Tutorial or study group participation
 - Individual case management

What happens in the counseling meeting?

- In the counseling meeting the PEO discusses results and identifies, with the student, the issues that need to be addressed to improve progress
- If there are welfare issues identified the student will be provided with further counseling with the Student Welfare Officer

How is the intervention strategy activated?

- The strategy is activated by contacting a student when they have not achieved competency in a minimum of 50% of course requirements for any study period



Lonsdale Institute Code of Conduct

- Lonsdale Institute supports and promotes an environment that is courteous and considerate of all.
- Staff and students are expected to contribute to, and comply with, this code of conduct that maintains fair and equitable treatment in the day to day operations of the Institute.
- Students are required to follow the procedures of the Institute and the instructions from staff representing the organisation.
- In all their interactions within the organisation, students are expected to conduct themselves in a respectful and reasonable manner.
- In the classroom students are expected to adhere to the guidelines for class behaviour and participation and assessment submission and requirements.
- Students are required to act in a non-discriminatory manner at all times and respect the rights of others.
- Please note that disciplinary action may be taken if a student displays unacceptable behaviour, this action may result in suspension which can affect your attendance and therefore your visa.
- Students are also required to adhere to academic rules and regulations as directed by the Institute or its representatives.
- Where a student is found to have acted in a way that Lonsdale Institute deems to be misconduct, the Institute may implement disciplinary action in the form of suspension or cancellation of a student's enrolment.
- Appeal of any action taken may be lodged in writing on the Lonsdale Institute Complaints and Appeals Form – available from the Institute or on the website www.lonsdaleinstitute.vic.edu.au



DesktopHDPhotos.com

Complaints and Appeals process

A part of Lonsdale Institute's commitment to a positive learning environment, a procedure for complaints and appeals is in place to ensure fair treatment. This system is designed to be readily accessible and inexpensive for the parties involved, and at all times during the appeals process both internal and external, the student's enrolment is maintained.

- Attempt to resolve the grievance informally by contacting a Trainer or Administration Staff

- If the issue is not resolved a student may make an appointment to discuss it with the Student Welfare Officer

- If an issue is not able to be resolved informally, students may present their case, at no cost, formally, by lodging a complaint in writing. This is done by completing a Complaints and Appeals Form available at Reception or www.lonsdaleinstitute.vic.edu.au. Any supporting documentation should be included in the submission Officer

- Once the Form is completed and submitted to Reception an appointment will be made, where appropriate, for a meeting with the PEO to discuss the grievance and attempt to resolve it.
- Please note that students may be accompanied and assisted by a support person at any relevant meetings

- Written advice of the outcome, including details of the reasons for it will be provided as soon as practicable within 15 working days of the formal lodgments of the grievance and supporting information.

- If the outcome of this process is still deemed to be unacceptable to the student and they wish to lodge an external appeal or complain about this decision, they can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information

Refunds

Refunds will be provided in accordance with the terms of the Lonsdale Institute Refund Policy, the ESOS Act and regulations, and the National Code 2007. In the event of any conflict between the Policy and the underlying legislative requirements, the legislative requirements will prevail. The circumstances affecting a refund and the refundable amounts are summarised in the Table below. You can access the full Lonsdale Institute Refund Policy, including the process for claiming a refund, on our web site www.lonsdaleinstitute.vic.edu.au.

Refund Summary Table		
Cause	Refund Amount	Refund Payment Date
Visa application refusal	Full refund*	Within 4 weeks
Student Default: Where a Refund Application Form is received by Lonsdale Institute Pty Ltd 10 weeks or more prior to the agreed start date of the course	70% refund	Within 4 weeks
Student Default: Where a Refund Application Form is received by Lonsdale Institute Pty Ltd has less than 10 weeks but more than 5 weeks prior to the agreed start date of the course	30% refund	Within 4 weeks
Student Default: Where a Refund Application Form is received by Lonsdale Institute Pty Ltd 5 weeks or less to the agreed start date of the course	No refund	N/A
Student Default: Visa cancelled	No refund	N/A
Student Default: Withdrawal after agreed start date	No refund	N/A
Provider default: The course does not start on the agreed starting day and the student has not withdrawn before the default day	Partial refund #	Within 14 days
Provider default: The course ceases to be provided at any time after it starts but before it is completed and the student has not withdrawn before the default day	Partial refund #	Within 14 days
Within 14 days Partial refund # Provider default: The course ceases to be provided at any time after it starts but before it is completed and the student has not withdrawn before the default day	Partial refund #	Within 14 days

Notes:

1. Full Refund covers all unused fees paid in advance.
2. The '*' refers to 'an amount to be calculated in accordance with Section 47E(4) of the Education Services for Overseas Students Regulations 2001'.
3. The '#' refers to 'unless alternative course provided to student by agreement'.

Important Notes:

In the event of any disagreement between the parties regarding the application of the Refund Policy, the dispute resolution procedures of Lonsdale Institute and the Student Enrolment Agreement do not override the students' rights to pursue his or her legal remedies under Australian consumer protection laws.



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