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Welcome Message

Hospitality Training Australia offers students the opportunity to live and learn the business of hospitality in Melbourne, Australia. Located in the heart of Melbourne we offer a tremendous opportunity for any prospective student to enrol with an established hospitality training provider that is committed to achieving best practice in training and practical job placements for the hospitality industry.

Simon Phillips Principal Executive Officer

Congratulations on your decision to enrol with Hospitality Training Australia. Our college aims to provide students with access to the best trainers, in the best facilities in the most convenient locations in Melbourne.

Established by the Restaurant & Catering Association of Victoria in 1998, our college was born from industry, shaped by industry leaders and today, in our thirteenth year, is producing graduates capable of gaining secure, well paid employment with leading hospitality venues across Melbourne and wider Victoria.

In 2008 the Fagor Cooking School and Schön Training Restaurant and Events joined our learning centre at Level 6, 250 Collins Street, Melbourne as providing students with access to the best facilities in the most convenient locations.

We look forward to welcoming you to our college and giving you the opportunity to learn from our team of hospitality industry experts.

Simon Phillips is a Principal Executive Officer of Hospitality Training Australia and is responsible for the management of the college.
**About Hospitality Training Australia**

Hospitality Training Australia is a specialist training provider for the hospitality industry delivering a range of courses from two year diplomas to short courses.

In 2014 over 25,000 participants trained in our courses.

Hospitality Training Australia was established by the Restaurant & Catering Association of Victoria in 1998 to provide industry led training solutions for the hospitality industry.

In 2007 Hospitality Training Australia took possession of a multi purpose training facility and in 2008 completed construction of a state of the art commercial training kitchen and restaurant (adjacent to the Queen Victoria Market) in Peel Street, North Melbourne. The facility compliments its CBD training centre situated at Levels 6, 250 Collins Street, Melbourne.

Now in its sixteenth year, Hospitality Training Australia continues to provide hospitality specific training.

**Location**

Hospitality Training Australia is located within the Melbourne Central Business District, is easily accessible by public transport and is only a 3 minute walk from Flinders Street Station.

**Registration**

Institute of Training and Further Education Pty Ltd, trading as Hospitality Training Australia, is a Registered Training Organization (National Code: 6372) under the VET Quality Framework (VQF).

**Trainer qualifications**

Hospitality Training Australia has a team of 35 dedicated hospitality trainers who each possess over 5 years hospitality Industry experience. Each trainer holds a current TAE40110 Certificate IV in Training & Assessment.

**CRICOS**

Hospitality Training Australia Provider Code on Commonwealth Register of Institution and Courses for Overseas Students (CRICOS) is 02737J. All courses offered to international students are also listed on CRICOS. Hospitality Training Australia operates in full compliance with the ESOS Act and the National Code.

**National Register on VET:** [www.training.gov.au](http://www.training.gov.au)

**CRICOS:** [www.crics.deewr.gov.au](http://www.crics.deewr.gov.au)

**Facilities, Equipment and Learning Resources**

**Melbourne Training Centre**

Hospitality Training Australia offers students a floor of training space in the heart of the city at 250 Collins Street, Melbourne, and complimented by our facility next to the Queen Victoria Market.

All classroom and theory based training is facilitated at Level 6, 250 Collins Street, Melbourne. Each room contains a data projector and lap top with internet access to enhance participant learning.

**Access to Library Resources:** A library is the storehouse of knowledge and HTA holds the latest books, magazines and journals through which our students can keep themselves abreast with the latest trends in the industry.

**Student Breakout Area:** To optimise interaction and make our students more comfortable, HTA has a dedicated informal breakout area

**Well-equipped Bar** helps the students to become more professional by providing intensive hands-on experience, making you more competitive in the employment market.

Internet Access with easy access, assists the students in the completion of their assignments and research in a more meaningful manner.

Student can access the Internet in the Breakout area on level 6, 250 Collins Street, Melbourne.

**Schön Training Restaurant and Events**

Schön Training Restaurant and Events is Hospitality Training Australia’s multi function restaurant and Event Centre. Nestled amongst busy restaurants and only meters from the Queen Victoria Market, student are rostered to work within the restaurant as they put into practice their training skills, giving them the opportunity to learn, reflect and change.
The Fagor Cooking School

Cookery students of the college train in our training kitchen located in Cathay Lane, North Melbourne (next door to the Queen Victoria Market).

The kitchen is sponsored by Fagor Australasia (www.fagor.com.au) and contains a state of the art modular kitchen set up that has been purpose built for training by Fagor technicians.

The flow and lighting of the kitchen space provide for a relaxed learning environment, whilst the demonstration area has been designed to maximize viewing.

The training centre is located adjacent to the Queen Victoria Market. The Queen Victoria Market is Melbourne epicentre of food produce in Melbourne. The location of the facility provides students with the opportunity to purchase fresh cooking ingredients from the market and bring these back to the kitchen for cooking.

The kitchen capacity of 22 participants is calculated at 1.5 metres of bench space, 2 gas ring burners, ½ an oven and one change room locker per student.

Training Sessions
Hospitality Training Australia delivers its training programs Monday to Saturday, 6 days per week between the hours of 8am to 9pm.

Training methods
Hospitality Training Australia is an employer focussed training organisation that offers international and local students access to a network of employers through its links with industry.

Each program delivered seeks to provide participants with the skills necessary to gain meaningful employment.

Training Focus
Our programs intend to enable students to learn the business of hospitality and to gain an understanding of what is required to operate a hospitality business in Australia.

Students will be trained in and practice all facets of the hospitality business, which includes:

- Federal, State and Local Government compliance standards;
- Cooking breakfast, lunch and dinner;
- Food and beverage service;
- Management;
- Marketing the business;
- Financial control.

Clients
Hospitality Training Australia provides training and assessment services to Restaurants, Cafes, Catering Venues and Hotels across Australia.

Traineeships
We currently provide training and assessment to Australian Citizens employed within Restaurants, Cafes, Catering Venues and Hotels in the following programs:

- Certificate III in Patisserie
- Certificate III in Commercial Cookery
- Certificate III in Hospitality
- Certificate IV in Hospitality
- Diploma of Hospitality

Apprenticeships
We currently provide training and assessment to over 100 Australian Citizens employed as apprentice chefs with Restaurants, Cafes, Hotels and Catering companies across Australia.

The apprentices undertake the Certificate III in Commercial Cookery or Certificate III in Patisserie

International Students
Hospitality Training Australia currently provides training and assessment to international students studying the Certificate III in Commercial Cookery, Certificate III in Patisserie, and the Diploma of Hospitality.

The students represent many countries of the world that include: Thailand; Malaysia; India; Vietnam; Brazil; Nepal; China; Japan and South Korea.

Short Courses
In 2014 over 25,000 people participated in Hospitality Training Australia study programs. Many of these enrolled in one of our popular Food and Beverage or Cookery Short Courses.

Courses delivered in 2013 include –

- Food Safety Handler Level 1
- Food Safety Supervisor Level 2
- Responsible Service of Alcohol (RSA)
- Responsible Service of Gaming (RSG)
- Licensees' First Step
- Apply First Aid Level 2
- Espresso Coffee Training (Introduction)
- Espresso Coffee Training (Advanced)
- Waiter Essentials (Service Cycle)
- Cooking Essentials
- Bar & Cocktail Service Essentials

Restaurant & Catering Victoria
Hospitality Training Australia was established by the Restaurant & Catering Association of Victoria in 1998 and continues a close association as a member of the Association through its training restaurant, Schón.
About Australia

Fast Facts
- Population over 22.5 million
- The only country that is also a continent, Australia is situated in the Southern Hemisphere in the south-west Pacific Ocean. Nearest neighbours to the north are Papua New Guinea and Indonesia (about an eight hour flight from Sydney). New Zealand lies to the east, about a three hour flight away.
- Almost one in four Australians were born overseas. You will meet people from all around the globe who have settled in Australia – from Europe and Asia, to Africa, Middle East and the Americas.
- Australia is a country of innovation. Australian scientists have invented many world-changing technologies including: the black box flight recorder, the heart pacemaker, ultrasound, the influenza vaccine, the bionic ear, wireless internet, Google Maps and spray-on skin for burn victims.

States and Territories
Before outlining the opportunities that await you when studying in Australia, a quick geography lessons will help you understand the layout and makeup of this diverse and beautiful country. It will also help you understand the state or territory where you will be living, as well as other areas that you may wish to visit during your time in the ‘land down under’.

Australia has six states and two territories, each with its own distinctive history, personality and attractions. The six states are:
- New South Wales (NSW)
- Victoria (Vic)
- South Australia (SA)
- Queensland (QLD)
- Western Australia (WA)
- Tasmania

The two territories:
The Northern Territory (NT)
Australian Capital Territory (ACT)


New South Wales
- Capital: Sydney
- State Population: About 7.2 million
- Climate: Jan: 66-80 °F, 19-27 °C
  July: 46-60 °F, 8-16 °C

Victoria
- Capital: Melbourne
- State Population: About 5.5 million
- Climate: Jan: 58-80 °F, 14-27 °C
  July: 46-60 °F, 6-14 °C

Queensland
- Capital: Brisbane
- State Population: About 4.5 million
- Climate: Jan: 70-87 °F, 21-31 °C
  July: 48-64 °F, 9-18 °C

Western Australia
- Capital: Perth
- State Population: About 2.2 million
- Climate: Jan: 64-88 °F, 18-31 °C
  July: 48-64 °F, 9-18 °C

South Australia
- Capital: Adelaide
- State Population: About 1.6 million
- Climate: Jan: 62-89 °F, 17-29 °C
  July: 47-60 °F, 8-16 °C

Tasmania Australia
- Capital: Hobart
- State Population: About 507,600
- Climate: Jan: 52-72 °F, 11-22 °C
  July: 38-52 °F, 3-11 °C

Australian Capital Territory
- Capital: Canberra
- State Population: About 358,900
- Climate: Jan: 54-81 °F, 12-27 °C
  July: 34-54 °F, 1-12 °C

Northern Territory
- Capital: Darwin
- State Population: About 229,700
- Climate: Jan: 69-95 °F, 20-35 °C
  July: 37-88 °F, 19-30 °C
  (Alice Springs can get to 40°C)
Experience Marvellous Melbourne

Melbourne is the capital of the State of Victoria. It is situated on the Yarra River and around Port Phillip Bay with its beautiful beaches and water sports facilities. It is a beautiful spacious city with all the parks, gardens, sporting venues and scenic places that Australian space and natural resources allow. Melbourne is a world-renowned cultural, artistic, financial and communications centre served by an international airport, a cargo and passenger seaport, and rail links to neighbouring States. Melbourne, once voted the world’s ‘most liveable city’, enjoys clean fresh air and beautiful parks and gardens.

One quarter of Melbourne’s population was born overseas making it one of the world’s most multicultural cities. There are now people from 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistro and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. The population is approximately 4 million. 

Melbourne is a sprawling city with suburbs extending up to 50km from the centre of the city.

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

The city centre features world class –
- department stores;
- historical architecture; and
- theatres, galleries and arts centres.

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

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

A multicultural city enriched by 170 ethnic groups. Sometimes called the culinary capital of Australia, Melbourne has a vast array of restaurants, offering a variety of international cuisine. Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student’s budget.

Climate

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

<table>
<thead>
<tr>
<th>Season</th>
<th>Dates</th>
<th>Average Temperatures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring</td>
<td>September to November</td>
<td>12-22°C</td>
</tr>
<tr>
<td>Summer</td>
<td>December to February</td>
<td>28-32°C</td>
</tr>
<tr>
<td>Autumn</td>
<td>March to May</td>
<td>12-20°C</td>
</tr>
<tr>
<td>Winter</td>
<td>June to August</td>
<td>10-15°C</td>
</tr>
</tbody>
</table>

Cost of Living

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution.

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Some tips when searching for accommodation include:

- The costs will vary depending on your chosen state, city, and type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from your campus and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

*Important Note: Hospitality Training Australia is not involved in the process of securing accommodation for international students.

Accommodation options you might want to consider when you first arrive in Australia include:

- Hostels and discounted rates on hotels
You can rent or ‘lease’ a property by yourself or with friends. This can be done through a real estate agent or privately. When renting a property you will need to pay a security deposit or ‘bond’ (which is usually four weeks rent), as well as rent in advance (also usually four weeks). The bond is held to repair any damage that you, your house mates or house guests cause to the property while renting. Some, or all, of this amount may be refunded to you once your tenancy agreement has terminated.

Below are some examples of the prices for accommodation. This is only a guide. All costs are in Australian dollars.

**Rent per week:**
- Hostels and Guesthouses: $80 to $135 per week
- Shared Rental: $70 to $250 per week
- On campus: $80 to $250 per week
- Homestay: $110 to $270 per week
- Rental: $100 to $400 per week
- Boarding schools: $10,000 to $20,000 a year

**Rent per Month:**
- Apartment (1 bedroom) in City Centre: $1,300.00 to $2,296.00
- Apartment (1 bedroom) Outside of Centre: $1,000.00 - 1,600.00
- Apartment (3 bedroom) in City Centre: $2,300.00 - 4,000.00
- Apartment (3 bedrooms) Outside of Centre: $2,000.00 - 2,600.00

**Buy Apartment Price:**
- Price per Square Meter to Buy Apartment in City Centre: $4,500.00 - 10,000.00
- Price per Square Meter to Buy Apartment outside of Centre: $3,500.00 - 7,000.00

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

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

Below are some examples of the prices for typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

**Other living expenses:**
- Groceries and eating out: $80 to $200 per week
- Gas, electricity: $60 to $100 per week
- Phone and internet: $20 to $50 per week
- Public transport: $10 to $50 per week
- Car (after purchase): $150 to $250 per week
- Entertainment: $50 to $100 per week


**Minimum cost of living**

The Department of Immigration and Border Protection has financial requirements you must meet in order to receive a student visa. Below is a guide on the requirements you must meet to study in Australia:

<table>
<thead>
<tr>
<th>Expenses</th>
<th>Per Person</th>
<th>Amount required in AUD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel</td>
<td>Yourself</td>
<td>Return air fare to Australia</td>
</tr>
<tr>
<td></td>
<td>Family member</td>
<td>One return air fare to Australia per person</td>
</tr>
<tr>
<td>Tuition</td>
<td>Yourself</td>
<td>Course fees</td>
</tr>
<tr>
<td></td>
<td>Children aged 5-18</td>
<td>A$8000.00 per year</td>
</tr>
<tr>
<td>Living</td>
<td>Yourself</td>
<td>A$18,610.00 per year</td>
</tr>
<tr>
<td></td>
<td>Partner</td>
<td>A$6,515.00 per year</td>
</tr>
<tr>
<td></td>
<td>First child</td>
<td>A$3,720.00 per year</td>
</tr>
<tr>
<td></td>
<td>Each other child</td>
<td>A$2,790.00 per year</td>
</tr>
</tbody>
</table>

(Source: http://www.immi.gov.au/Visas/Pages/572.aspx)
Multiculturalism
More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia’s dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

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

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

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

For more information about Melbourne visit: www.tourismvictoria.com.au

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

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa. See the information on overseas student health cover on page 1 of this prospectus.

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

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

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

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

Transport
With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, trams, ferries, two major national airlines and a number of regional airlines. Metropolitan...
areas are divided into zones and your ticket type and cost depends on which zone you are
going to travel in and for how long. Tickets can be bought at train stations, on buses and
trams and at news agencies.
Tourist students may drive in Australia on a valid overseas drivers licence but if the
document is not in the English language the visitor must carry a translation with the permit.
An international driving licence is not sufficient by itself.
Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport
terminals, main hotels or shopping centres or you can hail taxis in the street. A light and
sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then
a charge per kilometres travelled. Taxi drivers do not have to be tipped.

Sports and recreation
Australians are very keen on sport and outdoor activities and have gained a worldwide
reputation, both as individuals and as teams. Hosting the 2000 Olympic Games in Sydney,
the 2006 Commonwealth Games in Melbourne, the Australian Open Tennis Championship
and the Grand Prix Motor Race highlights Australia as a leading destination for
international events.

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

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

Travel
During semester breaks, you may like to venture beyond the capital cities to experience
more of Australia’s spectacular natural environment and great physical beauty—national
parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.
Public Holidays in Victoria 2015-2016
Please Note: Classes may be scheduled on public holidays.

<table>
<thead>
<tr>
<th>Holiday</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>Thursday 1 January</td>
<td>Friday 1 January</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Monday 26 January</td>
<td>Tuesday 26 January</td>
</tr>
<tr>
<td>Labour Day (Victoria only)</td>
<td>Monday 9 March</td>
<td>Monday 14 March</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday 3 April</td>
<td>Friday 25 March</td>
</tr>
<tr>
<td>Easter Saturday</td>
<td>Saturday 4 April</td>
<td>Saturday 26 March</td>
</tr>
<tr>
<td>Easter Sunday</td>
<td>Sunday 5 April</td>
<td>Sunday 27 March</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday 6 April</td>
<td>Monday 28 March</td>
</tr>
<tr>
<td>Anzac Day</td>
<td>Saturday 25 April</td>
<td>Monday 25 April</td>
</tr>
<tr>
<td>Queen's Birthday</td>
<td>Monday 8 June</td>
<td>Monday 13 June</td>
</tr>
<tr>
<td>Labour Day (NSW &amp; QLD only)</td>
<td>Monday 6 October</td>
<td>Monday 3 October</td>
</tr>
<tr>
<td>Melbourne Cup (Melbourne only)</td>
<td>Tuesday 3 November</td>
<td>Tuesday 1 November</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Friday 25 December</td>
<td>Tuesday 27 December (in lieu of 25 Dec 2016)</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Saturday 26 December</td>
<td>Monday 26 December</td>
</tr>
</tbody>
</table>

Courses for International Students

<table>
<thead>
<tr>
<th>Code</th>
<th>Course</th>
<th>Duration</th>
<th>Fees</th>
<th>Intakes</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIT30813</td>
<td>Certificate III in Commercial Cookery</td>
<td>1 Year</td>
<td>AU$9,200*</td>
<td>Ref. Website</td>
<td>Ref. Pg 14</td>
</tr>
<tr>
<td>SIT31113</td>
<td>Certificate III in Patisserie</td>
<td>1 Year</td>
<td>AU$9,200*</td>
<td>Ref. Website</td>
<td>Ref. Pg 16</td>
</tr>
<tr>
<td>SIT50313</td>
<td>Diploma of Hospitality</td>
<td>2 Years</td>
<td>AU$18,400*</td>
<td>Ref. Website</td>
<td>Ref. Pg 18</td>
</tr>
</tbody>
</table>

*Important Note: Hospitality Training Australia does not accept pre-paid fees from any overseas students (save for any lawful non-refundable administration charge) in advance of the commencement of any course offered.
Introduction to Vocational Studies

What is Vocational Education and Training?
Vocational Education and Training (VET) is education and training for work and is directly linked to the needs of business and industry.

Providers of VET are registered by the Australian Skills Quality Authority (ASQA) and are regularly audited for service quality. This system enables providers to operate anywhere in Australia and to issue nationally recognised qualifications. http://www.asqa.gov.au/

What is Competency Based Training?
Competency based Training (CBT) relates to the demonstration of skills, knowledge, attitude and application required for effective performance in the workplace.

Nationally agreed statements called Competency Standards are used to describe the skills and knowledge required for a person to operate effectively in the workplace. They contain descriptors of outcomes to be achieved (Elements) and criteria for performance (Performance Criteria).

CBT allows for the required level of performance and expected mode of assessment to be made clear before the commencement of training, with the rate at which a learner will progress through the program determined by their demonstrated competence rather than by time spent engaged in study.

Learning and Assessment
Assessment under the CBT system takes into account the participant’s knowledge and attitudes but requires actual performance of the competency as the primary source of evidence.

To be deemed competent the learner must be able to perform a skill to a specified standard under specific conditions.

Assessment methods incorporated at Hospitality Training Australia are:
1. **Flexible** – appropriate to a range of delivery modes, sites and learner needs.
2. **Valid** – assess what they claim to assess
3. **Reliable** – consistent from learner to learner and context to context
4. **Fair** – do not disadvantage any individuals or groups of learners.

Assessment Methods
Assessment methods are usually determined via a combination of methods, which can involve any of the following:
- Written assessments
- Class participation
- Discussions
- Project work
- Oral presentations
- One-on-one examinations
- Teacher observations
- Debates
- Role plays
- Performing practical tasks
- Workplace environment observation

Unlike the traditional education system, CBT adopts an assessment process that is continual. Assessments can take place before, during and after training to give the trainer the opportunity to assess all aspects of competence across a range of situations and over a period of time.

Mode of Study
Teaching and learning rely on two way communication, and students are encouraged to discuss and actively participate in learning. All programs provided by Hospitality Training Australia are offered in a variety of interactive teaching methods to accommodate a range of learning styles.

Students are required to attend all classes with prescribed textbooks, correct uniforms (if applicable) and all necessary equipment to ensure that they are able to meet course competencies.

Some of the different teaching methods used:
- Tutorial group discussions
- Group work (working with other students in a team environment)
- Practical activities
- Audio or visual presentations
- Self-directed learning through research
- Problem solving and problem-based learning methods within a ‘real workplace’ setting
- Reflective journals and learning portfolios kept by individual students
Certificate III in Commercial Cookery

Course Description
This qualification provides the skills and knowledge for an individual to be competent as a qualified cook. Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops. Individuals may have some responsibility for others and provide technical advice and support to a team.

Qualification
On successful completion of this course the students would be awarded the SIT30813 Certificate III in Commercial Cookery which is a nationally recognised qualification. This could help students gain entry into career paths or further education in the field of Hospitality (Commercial Cookery).

Mode & Method of Delivery
This program is delivered over a 1 year period. The student spends 1 day in off-the-job classes with 2 days in a kitchen environment (demonstration and commercial kitchens) averaging attendance of 21 hours per week.

Successful completion of all components will enable students to gain the qualification of SIT30813 Certificate III in Commercial Cookery.

For each unit, candidates are provided with a Learner Resource, which includes materials used in the training sessions including practice activities, theory reviews and worksheets assessments.

Assessments
Assessment processes cover a broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

All Assessments of units of competence will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification.

Students will be required to perform in a range of areas including and not limited to: Short Answer Test, Case Study, Presentation, Practical Demonstration, Portfolio of Evidence, Computer based activities and Written Examinations etc.

Course Code:
SIT30813

Duration:
52 Weeks (40 weeks study, 12 weeks: public holidays and breaks)

For ESOS national code purposes the study period is defined as one term of 13 weeks (including course delivery, assessment, public holidays and break).

Entry Requirements
There are no entry requirements for this qualification although applicants should be able to demonstrate to the satisfaction of the HTA that they are capable of completing the course having regard to the relevant competence levels in the training documents.

The application must have sufficient proficiency in English to be able to work successfully in a highly communicative environment.

Age requirements
For international students HTA has a requirements that all students must be over 18 years of age at the commencement of course. In relation to this qualification it would be quite unexpected for any student local or international to be under 18 year of age.

English Language
All international students should be able to meet the English requirement as required under the assessment level of the student by Department of Immigration and Border Protection (DIBP).

HTA accepts the results from International Language Test Score (IELTS), PTE Academic English or the Test of English as a Foreign Language (TOEFL) as below:
IELTS (Academic English): Overall band score of 5.5
TOEFL (Paper Based): 527
TOEFL (Internal Based): 46
PTE: 42
Hospitality Training Australia Course Fees*:
We confirm that there will be no additional cost(s) in undertaking this course.

AU$350 Enrolment Fee (non-refundable)
AU$9,200 Course Fee includes:
- Tuition Fee
- Textbooks
- Uniform
- Resources

*Important Note: Hospitality Training Australia does not accept pre-paid fees from any overseas students in advance of the commencement of any course offered.

Tuition fee is payable per term - $2,300 payable on the day of commencement of the new term

Skill Recognition/Credit Transfers
Students may apply for Recognition of Prior Learning (RPL) by providing evidence that they have the required skills and knowledge in the specific areas of competency through work /industry experience and/or completed eligible assessments in an equivalent or higher qualification.

Appropriate credit transfer may be granted to eligible students against each unit of competency on evidence to successful completion of the same unit in an equivalent or higher nationally endorsed qualification.

Students with credit transfers will finish the course in a shorter duration and are advised to consult appropriate authorities/ bodies for applicable criteria if they are planning further study.

Educational Pathways
After achieving this qualification, candidates may undertake a range of Certificate IV or Diploma level qualifications including SIT40413 Certificate IV in Commercial Cookery and SIT50313 Diploma of Hospitality within the SIT12 Services Industry Training Package, or other Training Packages.

Career Opportunities
SIT30813 Certificate III in Commercial Cookery qualification targets participants who are looking to enhance their skills and knowledge to work in a range of Commercial Cooking environments. Individuals with this qualification are able to perform role such as:
- preparing appetisers, salads, stocks, sauces and soups
- preparing vegetables, fruit, eggs and farinaceous dishes
- selecting, preparing and cooking poultry, seafood and meat
- preparing hot and cold desserts, pastries, cakes and yeast goods
- planning and preparing food for buffets.

Possible job title includes:
- Cook

Units of competence:
Core Units (22):
1. BSBSUS201A Participate in environmentally sustainable work practices
2. BSBWOR203B Work effectively with others
3. SITHCCC101 Use food preparation equipment
4. SITHKOP302 Plan and cost basic menus
5. SITHPAT306 Produce desserts
6. SITHKOP101 Clean kitchen premises and equipment
7. SITHKRM301 Coach others in job skills
8. SITXINV202 Maintain the quality of perishable items
9. SITHCCC201 Produce dishes using basic methods of cookery
10. SITHCCC202 Produce appetisers and salads
11. SITHCCC203 Produce stocks, soups and sauces
12. SITHCCC204 Produce vegetable, fruit, egg and farinaceous dishes
13. SITHCCC301 Produce poultry dishes
14. SITHCCC302 Produce seafood dishes
15. SITHCCC303 Produce meat dishes
16. SITHCCC307 Prepare food to meet special dietary requirements
17. SITHCCC306 Produce cakes, pastries and breads
18. SITHCCC309 Work effectively as a cook
19. SITXSA101 Use hygienic practices for food safety
20. SITXSA201 Participate in safe food handling practices
21. SITXWHS102 Participate in safe work practices
22. HLTAID003 Provide first aid

**Elective Units (3):**
23. SITHCCC304 Produce and serve food for buffets
24. SITHCCC306 Handle and serve cheese
25. SITXCCS303 Provide service to customers

Extra Elective Units (4)*:
26. SITXCOM201 Show social and cultural sensitivity
27. SITHCCC102 Prepare simple dishes
28. SITNPD001 Source and use information on the hospitality industry
29. SITHCCC207 Use cookery skills effectively

* Extra elective units were selected after consultation with industry

** Elective Units are subject to change
Certificate III in Patisserie

Course Description
This qualification reflects the role of pastry chefs who use a wide range of patisserie skills. They use discretion and judgement and have a sound knowledge of kitchen operations.
Work would be undertaken in various hospitality enterprises where food is prepared and served, including restaurants, hotels, clubs, pubs, cafes, cafeterias and coffee shops.
They work with some independence and under limited supervision and may provide operational advice and support to team members.

Qualification
On successful completion of this course the students would be awarded the SIT31111 Certificate III in Patisserie which is a nationally recognised qualification. This could help students gain entry into career paths or further education in the field of Hospitality (Patisserie).

Mode & Method of Delivery
This program is delivered over a 1 year period. The student spends 1 day in off-the-job classes with 2 days in a kitchen environment (demonstration and commercial kitchens) averaging attendance of 21 hours per week.
Successful completion of all components will enable students to gain the qualification of SIT31113 Certificate III in Patisserie.

For each unit, candidates are provided with a Learner Resource, which includes materials used in the training sessions including practice activities, theory reviews and worksheets assessments.

Assessments
Assessment processes cover a broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

All Assessments of units of competence will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification.

Students will be required to perform in a range of areas including and not limited to: Short Answer Test, Case Study, Presentation, Practical Demonstration, Portfolio of Evidence, Computer based activities and Written Examinations etc.

Course Code:
SIT31113

Duration:
52 Weeks (40 weeks study, 12 weeks: public holidays and breaks)

For ESOS national code purposes the study period is defined as one term of 13 weeks (including course delivery, assessment, public holidays and break).

Entry Requirements
There are no entry requirements for this qualification although applicants should be able to demonstrate to the satisfaction of the HTA that they are capable of completing the course having regard to the relevant competence levels in the training documents.

The application must have sufficient proficiency in English to be able to work successfully in a highly communicative environment.

Age requirements
For international students HTA has a requirements that all students must be over 18 years of age at the commencement of course. In relation to this qualification it would be quite unexpected for any student local or international to be under 18 year of age.

English Language
All international students should be able to meet the English requirement as required under the assessment level of the student by Department of Immigration and Border Protection (DIBP).

HTA accepts the results from International Language Test Score (IELTS), PTE Academic English or the Test of English as a Foreign Language (TOEFL) as below:
IELTS (Academic English): Overall band score of 5.5
Hospitality Training Australia Course Fees*:
We confirm that there will no additional cost(s) in undertaking this course

AU$350 Enrolment Fee (non-refundable)
AU$9,200 Course Fee includes:
- Tuition Fee
- Textbooks
- Uniform
- Resources

*Important Note: Hospitality Training Australia does not accept pre-paid fees from any overseas students in advance of the commencement of any course offered.

Tuition fee is payable per term - $2,300 payable on the day of commencement of the new term

Skill Recognition/Credit Transfers
Students may apply for Recognition of Prior Learning (RPL) by providing evidence that they have the required skills and knowledge in the specific areas of competency through work/industry experience and/or completed eligible assessments in an equivalent or higher qualification.

Appropriate credit transfer may be granted to eligible students against each unit of competency on evidence to successful completion of the same unit in an equivalent or higher nationally endorsed qualification.

Students with credit transfers will finish the course in a shorter duration and are advised to consult appropriate authorities/bodies for applicable criteria if they are planning further study.

Career Opportunities
SIT31113 Certificate III in Patisserie qualification provides a pathway to work in various hospitality enterprises where patisserie products are prepared and served, including patisseries, restaurants, hotels, catering operations, clubs, pubs, cafes and coffee shops.

Individuals with this qualification are able to perform role such as:
- Produce cakes
- Produce pastries
- Produce desserts
- Produce yeast based bakery products

Possible job title includes:
- Patisserie

Units of competence:
Core Units (18):
1. BSBUSUS201A Participate in environmentally sustainable work practices
2. BSBWOR203B Work effectively with others
3. SITHCCC101 Use food preparation equipment
4. SITHPAT306 Produce desserts
5. SITHKOP101 Clean kitchen premises and equipment
6. SITHPAT304 Produce yeast based bakery products
7. SITXHRM301 Coach others in job skills
8. SITXINV202 Maintain the quality of perishable items
9. SITHCCC201 Produce dishes using basic methods of cookery
10. SITHCCC207 Use cookery skills effectively
11. SITHPAT301 Produce cakes
12. SITHPAT302 Produce gateaux, torten and cakes
13. SITHPAT303 Produce pastries
14. SITHPAT305 Produce petits fours
15. SITXPSA101 Use hygienic practices for food safety
16. SITXPSA201 Participate in safe food handling practices
17. SITXWHS101 Participate in safe work practices
18. HLTAID003 Provide first aid

*Elective Units (4):
19. SITHFAB204 Prepare and serve espresso coffee
20. SITHIND201 Source and use information on the hospitality industry
21. SITXCCS303 Provide Service to customers
22. SITXCOM201 Show social and cultural sensitivity

*Elective Units are subject to change
Diploma of Hospitality

Course Description
This qualification provides the skills and knowledge for an individual to be competent as a manager in any hospitality functional area. This individual would possess a sound theoretical knowledge base and be able to use a range of specialised, technical or managerial competencies to plan, carry out and evaluate their own work and/or the work of their team. Work would be undertaken in various hospitality settings, such as restaurants, hotels, catering operations, motels, clubs, pubs, cafes and coffee shops.

Qualification
On successful completion of this course the students would be awarded the SIT50313 Diploma of Hospitality which is a nationally recognized qualification. This could help students gain entry into career paths or further education in the field of Hospitality.

Mode & Method of Delivery
This program is delivered over a 1 year period. The student spends 1 day in off-the-job classes with 2 days in a kitchen environment (demonstration and commercial kitchens) averaging attendance of 21 hours per week.

Successful completion of all components will enable students to gain the qualification of SIT50313 Diploma of Hospitality.

For each unit, candidates are provided with a Learner Resource, which includes materials used in the training sessions including practice activities, theory reviews and worksheets assessments.

Assessments
Assessment processes cover a broad range of skills and knowledge needed to demonstrate competency and will integrate knowledge and skills with their practical application.

All Assessments of units of competence will be conducted according to the assessment guidelines and competency standards of the official Training Package for this qualification.

Students will be required to perform in a range of areas including and not limited to: Short Answer Test, Case Study, Presentation, Practical Demonstration, Portfolio of Evidence, Computer based activities and Written Examinations etc.

Course Code:
SIT50313

Duration:
104 Weeks (80 weeks study, 24 weeks: public holidays and breaks)

For ESOS national code purposes the study period is defined as one term of 13 weeks (including course delivery, assessment, public holidays and break).

Entry Requirements
There are no entry requirements for this qualification although applicants should be able to demonstrate to the satisfaction of the HTA that they are capable of completing the course having regard to the relevant competence levels in the training documents.

The application must have sufficient proficiency in English to be able to work successfully in a highly communicative environment.

Age requirements
For international students HTA has a requirements that all students must be over 18 years of age at the commencement of course. In relation to this qualification it would be quite unexpected for any student local or international to be under 18 year of age.

English Language
All international students should be able to meet the English requirement as required under the assessment level of the student by Department of Immigration and Border Protection (DIBP).

HTA accepts the results from International Language Test Score (IELTS), PTE Academic English or the Test of English as a Foreign
Language (TOEFL) as below:
IELST (Academic English): Overall band score of 5.5
TOEFL (Paper Based): 527
TOEFL (Internal Based): 46
PTE: 42

Hospitality Training Australia Course Fees*:
We confirm that there will no additional cost(s) in undertaking this course

AU$350 Enrolment Fee (non-refundable)
AU$9,200 Course Fee includes:
• Tuition Fee
• Textbooks
• Uniform
• Resources

*Important Note: Hospitality Training Australia does not accept pre-paid fees from any overseas students in advance of the commencement of any course offered.

Tuition fee is payable per term - $2,300 payable on the day of commencement of the new term

Skill Recognition/Credit Transfers

Students may apply for Recognition of Prior Learning (RPL) by providing evidence that they have the required skills and knowledge in the specific areas of competency through work/industry experience and/or completed eligible assessments in an equivalent or higher qualification.

Appropriate credit transfer may be granted to eligible students against each unit of competency on evidence to successful completion of the same unit in an equivalent or higher nationally endorsed qualification.

Students with credit transfers will finish the course in a shorter duration and are advised to consult appropriate authorities/bodies for applicable criteria if they are planning further study.

Educational Pathways

After achieving this qualification, candidates may undertake a range of Advance Diploma level qualifications including SIT60313 Advance Diploma of Hospitality within the SIT12 Tourism, Travel and Hospitality Training Package, or other Training Packages.

Career Opportunities

SIT50313 Diploma of Hospitality qualification targets participants who are looking to enhance their skills and knowledge to work in a range of Hospitality environments. Individuals with this qualification are able to perform role such as:

• managing a department in a large hospitality enterprise
• managing a small hospitality enterprise

Possible job title includes:

• Restaurant manager
• Kitchen manager
• Motel manager
• Front office manager

Units of competence:

Core Units (13):
1. BSBDIV501A Manage diversity in the workplace
2. BSMBGT515A Manage Operational Plan
3. SITXCCS401 Enhance the customer service experience
4. SITXFIN402 Manage finances within a budget
5. SITXCSS501 Manage quality customer service
6. SITHHRM401R Roster staff
7. SITXCOM401 Manage conflict
8. SITXFIN501 Prepare and monitor budgets
9. SITXGLC501 Research and comply with regulatory requirements
10. SITXHRM402 Lead and manage people
11. SITXMGT401 Monitor work operations
12. SITXMGT501 Establish and conduct business relationships
13. SITXWHS401 Implement and monitor work health and safety practices

*Elective Units (15):
14. SITXPSA101 Use hygienic practices for food safety
15. SITHIND301 Work effectively in hospitality service
16. SITHFAB202 Operate a bar
17. SITHFAB204 Prepare and serve espresso coffee
18. SITXFIN401 Interpret financial information
19. SITXHRM501 Recruit, select and induct staff
20. SITHFAB201 Provide responsible service of alcohol
21. SITHFAB203 Prepare and serve non-alcoholic beverages
22. SITHFAB307 Provide table service of food and beverage
23. SITHGM401 Provide responsible gambling services
24. SITXFIN201 Process financial transactions
25. HLTAID003 Provide First Aid
26. SITXHRM503 Monitor staff performance
27. SITHIND201 Source and use information on the hospitality industry
28. SITHFAB305 Provide advice on Australian wines

Extra Elective Units (2)*:
29. SITHFAB304 Provide advice on beers, spirits and liqueurs
30. SITHFAB206 Serve food and beverage

* Extra elective units were selected after consultation with industry.
* * Electives Units are subject to change
Work Experience Placement

Work Experience Placement Requirements
The SIT30613 Certificate III in Commercial Cookery requires:
- Prepare, cook and present multiple items for a minimum of 48 complete food service periods (shifts) including:
  - Breakfast
  - Dinner
  - Lunch
  - Special function

SIT31113 Certificate III in Patisserie requires:
- Prepare and serve multiple items for a minimum of 12 complete service periods (shifts);

SIT50313 Diploma of Hospitality requires:
- Integrate technical skills and provide quality hospitality service to customers for a minimum of 36 complete service periods (shifts);

This means are required to gain work experience whilst you study. This will give you the opportunity to –
- apply knowledge and skills learned from your course into a workplace situation;
- gain skills that are recognised by industry; and
- increase your employment options and employability skills.

Students enrolled at Hospitality Training Australia receive a professional level training experience at the College’s own restaurant Schön located right next door to the Queen Victorian Market.

Students will be required to complete a number of work placements in Schön over different service periods in order to meet course requirements to successfully complete their studies.

Supervised work placement
Students of the college are required to work in a hospitality related role to put into practice the learning that occurs in the classroom. Students study three days at 250 Collins Street and then work 1 shift per week at Hospitality Training Australia’s bar, café and restaurant, Schön. The hands on learning experience developed across Schön operations is designed to skill students to a level where they are able to take this experience and gain employment in a well paid, meaningful role within a bar, café, restaurant or function venue of their choosing.

Sourcing Practical Placements
The process for sourcing a work placement position for students shall be undertaken as indicated below:
- Student is responsible for willing host organisation
- Nominated restaurant is screened for compliance following Hospitality Training Australia policy and procedure and on successful screening the student is registered against this organisation

To generate placements the Hospitality Training Australia shall liaise with industry to identify potential host organisations.

Hospitality Training Australia will determine suitability of potential host employers, including supervision and occupational health and safety requirements.

A site visit will be conducted by the Hospitality Training Australia for all host organisation workplaces. The site visit shall ensure the workplace is appropriate for the student’s placement and there is access to appropriate equipment while maintaining OH&S standards.

All host organisations shall be given information relating to the work placement requirements and course information. A ‘Work Placement Agreement’ shall be signed by the Hospitality Training Australia, the host organisation, and the student. The agreement will specify the roles and responsibilities of all parties, hours the work placement will take place and the total hours required to complete the outcomes of the specified units of competency requiring the work placement.

The ‘Work Placement Agreement’ shall include the requirement for the host organisation to provide an induction session with all students prior to any placement hours being completed.

Prior to Practical Placements
Students will undertake training within Hospitality Training Australia environment in all pre-requisite units and the theory components of units to be assessed in the work placement. This includes any Occupational Health and Safety training that is to be included within the course. This training shall take place within the Hospitality Training Australia classrooms and simulated work environments and shall occur prior to any work placements undertaken.

Students will undertake a workplace induction which will allow for the student to become familiar with the workplace and meet host organisations and colleagues. The induction will be conducted by the host organisation as indicated within the ‘Work Placement Agreement’.

Undertaking Practical Placements
Students will be required to complete the work placement as specified in the ‘Work Placement Agreement’. Any variations to the hours worked and conditions of the work placement must be amended in the agreement by Hospitality Training Australia and re-issued to all parties for authorisation.

Student’s attendance through the work placement shall be recorded by the host organisation and the student via the ‘Cooking Passport’. This will record all times and dates the student completes work placement hours and the total hours completed for the host organisation. The student shall be provided support and guidance from the host organisation in the completion of required workplace tasks. These tasks will ensure the student further develops their skills and knowledge in the required areas as specified in the Work Placement Agreement.

Hospitality Training Australia will monitor the work placement through trainers and assessors completing –
- Regular contact with the student through normal classes where feedback on the work placement will be sought.
- Site visits to conduct assessments at least once every two weeks in the workplace where trainers will ensure the workplace is providing adequate support and guidance to the student. The Trainers will also ensure the workplace is OH&S compliant; and
- The host organisation and student will be required to sign the cooking passport indicating the hours completed which will be monitored by trainers and assessors.

Assessment of required practical skills will be undertaken by qualified trainers and assessors where appropriate. On some occasions the trainer may require the host organisation to
participate in the assessment process through observing students in the workplace. All assessments shall be signed off by a qualified assessor from Hospitality Training Australia.

**Recording Work Activities for Assessment**

Students are provided with a Cooking Passport which is used as an evidence collection device for formative assessment. Hospitality Training Australia does not use a DIBP approved policy on student progress, and attendance is monitored and recorded using the Cooking Passport.

The document covers all aspects relating to practical learning outcomes and critical areas of assessment for the units applied for.

This document is completed by the student after each shift; this is sighted and signed by the allocated workplace mentor, who is a qualified chef or highly experienced cookery specialist. Comments as to the students' abilities are taken into account and further formal training or instruction will be undertaken.

A qualified and industry experienced assessor is assigned to each student and will undertake observed assessment of the student in the workplace at times agreed with the host restaurant.

Student visa conditions and limitations in relation to employment within Australia are observed.

**Employment**

The college assists students to strengthen their resume and employability. Personal grooming, interview skills, resume writing, short course certification (RSA, Food Safety, RSG) and work experience (Schön) is the methodology used by staff and trainers of the college to assist our students into well paid, meaningful employment within the hospitality industry.

**Books and Equipment**

The enrolment fee covers the cost of student equipment and books. You will receive the following resources –

- Bag, Pen and Personal Identification Card;
- Student Diary;
- Cooks uniform and knife kit;
- “The Road to Hospitality, Skills For the New Professional”, (Pearson Education)
- “Professional Chef”, (Cengage Learning)
- “Hospitality Management – Strategy and Operations”, (Pearson Education)
- Training, assessment and certification
- Patisserie textbook

**Facilities and services**

Hospitality Training Australia has a range of facilities and services to support learning and to help people get the most out of college life. Free advice, counselling and housing services are available to all Hospitality Training Australia students. We also provide employment services to help students plan their career, prepare for work and find a job.

**Information sessions**

If you are already in Australia to find out more information you can contact the admissions coordinator to make a one on one appointment and tour of our facilities. Alternatively you can attend an information session where you can talk to our staff, trainers and students about courses and life at college. Contact our Student Administration office for more information regarding dates and locations throughout the year.
Entrance Requirements for International Students

Students are required to meet minimum entry requirements to study at HTA.

Hospitality Training Australia will appraise all students’ enrolment application forms with the supporting documentation of evidence of English proficiency to ensure the students’ ability to complete the qualification.

All students must demonstrate that their current level of English language proficiency meets the minimum entry requirements for the level of study of the qualification to enable them to complete the course of their choice.

All enrolment applications from International Students are received and assessed by Admission Coordinator.

Enrolment Procedure:
- Refer to Section ‘Making an application for Enrolment, How to Apply on pages 36-38 of this Guide.

Enrolment applications are not accepted without appropriate supporting documentation.

English Language Requirements

All international students should be able to meet the English requirements as required under the assessment level and country of passport of the student by Department of Immigration and Border Protection (DIBP).

Hospitality Training Australia accepts the results from International English Language Test Score (IELTS), PTE Academic Entry or the Test of English as a Foreign Language (TOEFL) as below:

- IELTS (Academic English): Overall band score of 5.5
- TOEFL (Paper Based): 527
- TOEFL (Internal Based): 46
- PTE: 42

Applicants whose English results falls below above score will need to enrol in an English Language Intensive Course for Overseas Students (ELICOS) at an approved Hospitality Training Australia provider.

General Entry requirements

Applicants who meet the selection criteria will be approved for enrolment in Hospitality Training Australia courses. In line with government policy, students with disabilities are fully encouraged to participate in training. Specific entry requirements for each course are listed in this Guide.

Prospective applicants are strongly advised to carefully read and consider the entry and course requirements before applying for admission at Hospitality Training Australia.

Language Literacy and Numeracy (LLN)

Hospitality Training Australia recognised the importance of basic skills in English language, literacy, and numeracy (LLN) for students in being able to participate actively and effectively in any course of study. Improving basic skills will assist in breaking down barriers for students in communicating with their trainers, peers and in the workplace.

To achieve this, Hospitality Training Australia will ensure that all participants enrolled in our vocational training courses are given the opportunity to learn based on their individual competencies in LLN identified by an LLN Assessment test.

We recognise that not all individuals have the same skills-set in reading, writing and performing calculations. HTA trainers and staff will endeavour to help and accommodate participants with difficulties in Language, Literacy or Numeracy.

Procedure

We are required to ensure that we make every effort to assist our participants in achieving competency and the desired outcomes in our training programs. Part of this obligation is to ensure we confirm or re-affirm the information provided to us about participants and about any special needs that we needs to know about. The process used at HTA is two-fold, comprising: a review of the contents of the enrolment form, and LLN assessment test.

For international students an LLN assessment test is conducted by the admission staff on the day of orientation.

The purpose of the enrolment form is to obtain any information about previous education, disability and grasp of the English Language. The information obtained in these two processes is to determine:
- The appropriateness of HTA’s course for the individual’s own goals and aspirations
- The individual’s grasp of English
- Any relevant disabilities that need to be considered when the individual participates in the course

The purpose of the LLN assessment test is to confirm language, literacy and numeracy skills. We set the participants a time allocation of only 45 minutes to complete the test. We observe the participants for any signs of difficulty in completing the test.

The aim of this assessment is to ensure that we confirm the learning needs of our participants prior to commencement of the training. If we can identify any participant with special needs we can then ensure that we modify our learning and assessment strategies to accommodate their needs.

Equal Access

Access to training must be equal for all participants. HTA does not discriminate against participants whose needs are identified under the standards of LLN with regards to their enrolment in any current or future training course. Where LLN levels are identified as being lower than the specified requirements for the qualification or course level, HTA will provide advice and information about alternative program choices or on where they can obtain assistance with their LLN issues.
Confidentiality
All information relating to participants gathered during needs identification, training and evaluation will remain confidential. Participants will have access to any information gathered by HTA about them.

Students undertaking HTA courses will require language, literacy and numeracy capacity equivalent to the Australian Core Skills Framework (ACSF) descriptor’s as below:

Certificate III (Level 3):
- Works independently and uses own familiar support resources
- Plans, implements and adjust processes as required to achieve learning outcomes and begins to seek new challenges
- Experiments with new learning strategies in familiar contexts and applies some strategies in less familiar contexts.

Reading:
- Evaluates and integrates information and ideas to construct meaning from a range of familiar, and some unfamiliar, texts and text types.
- Selects and applies a range of reading strategies as appropriate to purpose and text type.

Writing:
- Communicates relationship between ideas and information in a style appropriate to audience and purpose
- Selects vocabulary, grammatical structures and conventions appropriate to the text

Oral Communication:
- Selects and uses appropriate strategies to establish and maintain spoken communication in familiar and some unfamiliar contexts
- Derived meaning from a range of oral texts in familiar and some unfamiliar contexts

Numeracy:
- Selects and interprets mathematical information that may be partly embedded in a range of familiar, and some less familiar, tasks and texts.
- Selects from and uses a variety of developing mathematical and problem solving strategies in a range of familiar and some less familiar contexts.

Diploma (Level 5):
- Autonomous learner who accesses and evaluates support from a broad range of sources

Learning:
- Self directs learning, actively designing and managing learning processes appropriate to the context
- Draws on a broad and expanding repertoire of strategies to facilitate personal and professional learning.

Reading:
- Organises, evaluates and critiques ideas and information from a range of complex texts.
- Draws on a broad range of strategies to build and maintain understanding throughout complex texts.

Writing:
- Generates complex written texts, demonstrating control over a broad range of writing styles and purposes.
- Demonstrates sophisticated writing skills by selecting appropriate conventions and stylistic devices to express precise meaning.

Oral Communication:
- Establishes and maintains complex and effective spoken communication in a broad range of contexts.
- Displays depth of understanding of complex oral texts which include multiple and unstated meanings.

Numeracy:
- Analyses and synthesises highly embedded mathematical information in a broad range of tasks and texts.
- Selects from, and flexibly applies, a wide range of highly developed mathematical and problem solving strategies and techniques in a broad range of contexts.

Minimum Age
We do not accept international participants under the age of 18 years. If we revisit our policy we will comply with all current and future legislation in relation to working with children.

In the event that we change our policy or begin to deliver a training programme for those under 18 years old, we will comply with all Federal and State Working with Children Legislation such as the Child Protection (Prohibited Employment) Act 1998.

If we commence operations in other states, we recognise that we will need to comply with local legislation relating to working with children. We will update this information in the participant records retained in the government record-keeping system (PRISMS).

Academic Requirements
The required International student’s Academic requirements is be evidenced with a recognised English Language testing score or equivalent, by the demonstration of one of the following requirements to gain entry:
- Successful completion of six months or more full-time years of post-secondary study (or equivalent part-time) in Australian nationally recognised training (in the English medium)
- Successful completion of English and Math language studies of which the outcomes are equivalent to the entry requirements of the course
- VCAA Year 11 or equivalent for Certificate III course
- VCAA Year 12 or equivalent for Certificate IV courses and above
- Or if a lower level, at the highest level of studies in their country
- Mature aged entry – that is, applicants who will have achieved the age of twenty-one years prior to 1 January of the year of prospective entry, with relevant work experience (evidence of prior work or life experience in an area related to the course):
  - An applicant who has at least two years documented work experience: curriculum vitae detailing the nature and duration of the work undertaken, and the level of responsibility; references from employers or company letter head)
  - Carried out in the medium of English and
  - Undertaken within two years of the application to enrol to study a course offered by HTA

Explicit statements provided by recognised external bodies are
utilised to determine acceptable equivalents:

- ESL Frameworks provides the mapping of the English language qualifications that it accepts as equivalent to particular test scores (e.g. IELTS, TOEFL).

If a student has not achieved this level then they will need to demonstrate an ability to succeed in the chosen course.

**Successful Admission**

After enrolment information has been received, Hospitality Training Australia will assess your application. If you meet the eligibility, we Hospitality Training Australia will forward to you, a letter of Offer and a Written Agreement.

Once the Written Agreement, Enrolment fee ($350) and Health Cover are received by Hospitality Training Australia, the admission coordinator will:

- Ensure the student agreement is duly signed and dated by the application
- An Electronic Confirmation of Enrolment (eCOE) is generated from PRISMS and send to you to facilitate the issuing of a student visa. Applicants must then apply for a student visa at their Australian Student Visa issuing centre and make travel arrangements to Australia once the student visa is granted.
- Any discrepancies found during the process will be immediately rectified by the Admission Coordinator.

**Visas to Study in Australia**

The Australia Government welcomes people who are not Australian citizens or Australian permanent residents to study in Australia and has set a number of requirements that operate to regulate and protect the industry and intending students.

The visa related information contained within this brochure has been obtained from the Australian Government’s Department of Immigration & Border Protection (DIBP), and not from Hospitality Training Australia.

We advise that you should seek your own advice from DIBP offices, from the student visa and skilled migration section on the DIBP website:


**Student Visas**

**Vocational Education and Training Sector Visa (subclass 572)**

This visa is designed for international students applying to study in Australia and whose main course of study is:

- Certificate III in Commercial Cookery;
- Certificate III in Patisserie;
- Diploma of Hospitality;

This visa is for you if you want to do one of the following:

- Apply for your first student visa
- Apply for subsequent student visa
- Apply to join a family member who is in Australia on a student visa.

If you are applying in Australia for this visa, you must either be the current holder of a qualifying visa or have held a certain visa no more than 28 days prior to lodging your application.

With this visa:

- You can study in Australia
- Eligible dependant family members can accompany you to Australia
- When you have commenced your course of study in Australia, you can work up to 40 hours per fortnight while your course is in session and unlimited hours during scheduled course breaks.
- Your family members can work up to 40 hours per fortnight provided you have commenced your course of study in Australia.
- Your partner can study in Australia for up to three months.

Detailed information on visas can be downloaded from the Department of Immigration & Border Protection (DIBP) web site.

Code of Practice

Satisfactory Progress
Students who do not have satisfactory academic progress will be reported to DIBP. As a general rule more than one failure in a unit or failure in more than two units in any semester will trigger a review of academic progress by Hospitality Training Australia. If at the end of the review Hospitality Training Australia is not satisfied with academic progress of a student the student will be reported to DIBP which may result in a breach of visa conditions.

Further Study
Graduates of Hospitality Training Australia courses may seek credits to the relevant degree programs in Australian Universities. There is no guaranteed entry into University programs however as a general rule students with high marks will have the best chance of being accepted by a University.

Working in Australia
Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Australian immigration laws allow students to work for a limited number of hours, currently 20 hours per week. However, work is not easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Dependents
If you are bringing children aged between five and 18 years old to Australia under a dependent on student visa, as part of the condition of this visa, they will be required to attend school full-time.

You need to be aware of schooling obligations and options for school-aged children, and understand that you may be required to pay full fees if they are enrolled in either a government or non-government school.

Like many countries, Australia’s education system is broadly divided into three broad areas:

- Primary school,
- Secondary school
- Tertiary education

Each of these areas features both public (government-funded) and private (independently funded) institutions, although the majority of private institutions also receive some government funding.

Primary School
Children attend primary school from approximately the age of 5 to 11 years. Classes are usually comprised of boys and girls together, sometimes less so in private schools, and pupils usually remain in the same class for all their lessons. A full range of subjects is normally taught by a single teacher.

Secondary School
From the age of about 12 to about 16–17, pupils attend secondary school. Some schools divide into ‘junior’ and ‘senior’ schools in recognition of the different roles they play in the overall education system.

In Australia, schooling is compulsory up until Year 10 (approximately age 15–16). Students leaving school at this level usually go into apprenticeships or begin training for a trade. Years 11 and 12, the final two years of secondary school in Australia, are designed to prepare students for higher level entry into training programs or to enter university.

On successfully completion of Year 12, students are issued with a Senior Secondary Education Certificate.

Tertiary Education
Tertiary education in Australia is different to many other countries in that it is divided into two sectors: Vocational Education and Training (VET) and Higher Education.

They are not required to attend CRICOS-registered schools because dependants are not student visa holders.

Student Support Services
The Human Resources Department is available to support you and discuss any concerns you may have during your studies with us. HR Department Staff is available to advise students in all aspects of student life. The Human Resource Officer/ Manager can help:
• With a personal/cultural problem, if you have stressful circumstances or emotional issues which interfere with your studies;
• If you are worried that you may have chosen a programme that may not suit your needs or aptitudes;
• With decision making, and mediating conflict or interpersonal communication problems;
• If you are encountering or worried about harassment or discrimination;
• With attendance problems or adjustment difficulties;
• With administrative problems or complaints; and
• With guidance on further career pathways and academic progress.

Students requiring special or intensive assistance must contact the Human Resources Manager who may refer them to appropriate support or counselling services. The HR Manager can be contacted on 03 9639 5551 during office hours.

Student Orientation
Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at Hospitality Training Australia and provide an introduction to studying, Melbourne’s costs of living, transportation, facilities and accommodation. In addition Hospitality Training Australia staff will be introduced, a tour of Hospitality Training Australia and the local area will take place and an opportunity to ask questions will be given.

Please contact Admission Coordinator on 1300 659 557.

Change of Address
Upon arriving in Australia you are required to advise Hospitality Training Australia of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 Hospitality Training Australia is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. It is your responsibility to ensure that you always update your address details at Hospitality Training Australia to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) internet site at www.immi.gov.au

ESOS Framework
The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students.

These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and a National Code 2007.

All providers and programmes available to international students are required to be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

An Act also specifies the obligations and restrictions that international students are required to observe for full compliance with the conditions of their student visa. Under the Act, education providers are required to monitor student compliance with these conditions, and report to the Department of Immigration and Border Protection (DIBP).

The Education services for overseas students (ESOS) framework protects the rights of international students studying in Australia, including:

• Your rights to receive, before enrolling, current and accurate information about the courses, fees, modes of study, and other information from your institution and your institution’s agent.
• Your right to sign a written agreement with your institution before paying fees, setting out the services to be provided, fees payable, and information about refunds of course money. Make sure to 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 institution is unable to teach your course. Read more about this service on the Tuition Protection Service website.

Full-time study
Holders of a student visa can only be enrolled at Hospitality Training Australia in a full-time programme of study. HTA defines normal full time enrolment as a minimum of 20 contact hours per week.

Part-time study
Part time study is only permitted during the final session of the course to complete the course requirements in case one or more units have to be repeated. Please note that credit granted for previous studies, and/ or failing to meet pre-requisite requirements, do NOT exempt a student from the requirement of full-time enrolment. You must be enrolled full time regardless of the session you commence in. When applying for extension that will involve part-time study, you must obtain a letter from HTA confirming that your part-time enrolment has been approved for the specified term.

Distance Education
International students cannot enrol in distance education courses in Australia. Full-time study must be undertaken on campus, full-time. No more than 25% of a course can be delivered by distance learning (in accordance with Standard 9 of the National Code).

An exception may be made when participants enrolled in their final semester are required to repeat a unit of study. Participants are not typically permitted to repeat a unit more than once (exceptions may apply).

Satisfactory Academic Performance
Condition 8202 requires student visa holders to maintain satisfactory academic progress in their studies so that they are able to complete their studies within the specified visa duration.

Repeating Failed Units of Study
Students may typically be permitted to repeat a failed unit only once. As indicated above, the only situation in which an international student may be permitted to enrol part-time is when the remaining unit to be completed does not constitute a full-time load.

More information on ESOS Framework:
Use of Personal Information

Information is collected on the written agreement and during the enrolment in order to meet the HTA obligations of the ESOS Act and the National Code 2007; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulation 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

Information collected about you on this form and during your enrolment can be provided in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme (TPS) Director and the Secretary.

The information includes:
- Full name, gender, date of birth, nationality and country of birth
- Amount of money paid prior to confirmation of enrolment
- The participant’s passport number
- Results of English language proficiency tests taken
- Starting date and expected date of completion
- Termination of studies by an accepted participant before completion of the course
- Changes to course or duration of study
- Breaches of student visa conditions relating to attendance and satisfactory academic performance
- Visa details if the participant holds an Australian visa
- Any changes to the participant’s enrolment.

In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

The Privacy Act 1988 enables HTA to disclose personal information to third parties in the following circumstances (Section 14, Principle 11):
- You are reasonably likely to have been aware, or made aware by way of a privacy notice, that your personal information is usually passed to the relevant parties
- You have consented to the information being disclosed
- HTA believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of criminal law or a law imposing a pecuniary penalty, or for the protection of the public revenue.
- Where personal information is disclosed for the purposes of enforcement of the criminal law or a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, HTA will include in the student record a note of the disclosure.

Under the Tuition Protection Service (TPS) framework, all providers have a statutory obligation to report to the TPS Director and the Secretary about provider and student default.

TPS Website: https://tps.gov.au

The Tuition Protection Service (TPS) collect the following information relating to:
- Education providers who deliver services to international students; and
- International students – including their contact details and education records

The TPS Director collects the information relating to you to be used for the following purposes:
- To provide you with information requested from TPS, relating to TPS’s products or services
- To provide information on other products with the TPS Director considers could be of interest to you, where you have consented to receive such information
- To notify you about any changes to TPS website, such as improvements or service/product changes, that may affect our service.

If you are an existing international student, the TPS Director may contact you with information about educational services or alternative services in certain circumstances.

Recognition Prior Learning (RPL)/ Credit Transfer

Course credit is defined by the National Code 2007 as follows: ‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency current held. This include academic credit and recognition of prior learning.’

Students are strongly advised to obtain a copy of HTA’s Course Credit and RPL policy and procedure prior to lodging the application.

Students can enter a qualification without completing earlier qualifications or doing the pre-requisite competencies if they feel they are already competent in those areas. They are however required to undergo a course credit assessment.

Applications for recognition of prior learning and/or course credit will not result in students being exempt from completing that subject, and receiving course credit. Applications for exemptions should be submitted either at the pre-enrolment, enrolment stages or in the first term of study at HTA.
A Credit Transfer application must be accompanied by nationally recognised Certificates with detailed Statement of Attainments indicating the units successfully completed including unit codes and titles and dates of completion. Students who have completed a Nationally Recognised qualification / unit that have the exact same code as a unit currently enrolled will be eligible for credit transfer for the particular unit(s), but must provide the original certificate to be sighted for verification of the Credit Transfer.

Where Recognition of Prior Learning (RPL) is being applied for the students must include all relevant evidence of work experience and where learning has occurred. Where students have gained relevant skills and knowledge other than undertaking accredited training for the unit, a student may be eligible for Recognition of Prior Learning. Applicants must complete an application form and submit to Admissions Coordinator with supporting evidence as required.

Applications for Exemption will only be accepted if:
- The student is enrolled in an approved course of HTA
- The appropriate fee has been paid, and
- The application is made before applying for student visa or in the first term of study at HTA.

Exemptions will be granted based on skills and education that a student has already acquired from other appropriate courses. The granting of exemptions is based on the concept of Recognition of Prior Learning (RPL) and/or Credit Transfer.

Exemptions will only to be granted where it can be established that the student has successfully competed other studies that are:
- Of a similar duration
- At a similar or higher level of study
- And of similar content

Hospitality Training Australia will recognise qualifications from other countries as long as they meet the above criteria.

When a student applies for RPL the student is asked to provide evidence of their skills and studies. This evidence can include:
- Certification
- Academic transcripts
- Subject descriptions
- Testimonials
- References from employers and work samples

Students who have completed a qualification, or components/competencies of a qualification, that comes within the Australian Qualification Framework or other qualifications deemed to be acceptable to HTA, may apply under this same process to have that recognised under the process of Credit Transfer.

Exemptions are applicable only to the courses in which the student is enrolled at the time that app applying for exemptions. If a student changes courses, exemptions granted will be reassessed to ensure that they are still appropriate.

If the college grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the COE will indicate the actual net course duration for the course. If the course credit is granted after the student visa is granted, the change of course duration will be reported to Department of Education via PRISMS within 14 days as specified under Section 19 of the ESOS Act.

Access and equity policy
The Hospitality Training Australia Code of Practice includes an access and equity policy. This document is available on request, it is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Privacy
Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the VET Quality Framework administered by the Australian Skills Quality Authority (ASQA) who is the regulatory body for registered training organisations in Australia.

The requirements of the registering authority may mean the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies and the fund manager of the ESOS assurance agency. It is a requirement of the Australian Qualifications Framework that students can access personal information held by Hospitality Training Australia and may request corrections to information that is incorrect or out of date. Apply to the Registrar if you wish to view your own records.

Pathways
Registered Training Organisations and TAFE Colleges must recognise the qualifications and statements of attainment issued by any other Registered Training organisation. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations and TAFE Colleges based on what you achieve with Hospitality Training Australia.

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

Refunds
1. Full Refund
1.1.1. A student visa application is rejected; or
1.1.2. A student withdraws from the course and returns home before a course commences because of exceptional and extenuating circumstances of a compassionate nature such as a death or severe illness in the immediate family.
1.1.3. A student holds a DIBP approved transfer and unconditional letter of offer to another institution if writing claim was no less than 28 days before the starting day of the course.

1.2. In the event of HTA default:
HTA will refund all of your course money for that part of a course that has not yet been delivered within the period of fourteen (14) days after the default day if:
1.2.1. The course does not start on the agreed starting day on the electronic Confirmation of Enrolment Certificate; Or
1.2.2. The course ceases to be provided to the student at the location at any time after it starts and before its completion; or
1.2.3. The course is not provided in full because a condition has been imposed on the registration of the HTA on CRICOS, or the registration has been suspended or cancelled, and student has not withdrawn before the occurrence of any one of the events stated above; Or
1.2.4. You may be offered an alternative course at the
HTA at no extra cost to you. We will ask student to sign a document to confirm his/her acceptance of the placement in another course.

4.3. Continuing students:
If a student fails to meet course progression rules and is thus not permitted to re-enrol and the tuition fees were paid in advance of the notification of the exclusion from further studies at the Institute.

1.3.1. Any such refund will be paid within four (4) weeks of receipt of a written claim.

2.1. Withdrawn students:
HTA will refund the balance of unused tuition fees determined on a pro rata basis, other than the AU$350 enrolment fee, paid by an international student or intending international student within four (4) weeks of receipt of a written claim in relation to a course if:

2.1.1. A student withdraws from a course and returns home after a course commences because of exceptional and extenuating circumstances of a compassionate nature such as a death or severe illness in the immediate family.

HTA will not refund course money paid by an international student or intending international student if:

3.1.1. A student withdraws from the course after the commencement period of the new term

3.1.2. A student obtained an offer to a course at HTA on the basis of fraudulent documents, the HTA reserves the right to retain Tuition Fee paid on the commencement of the new term.

All requests for refunds must be made in writing.

4.1. You must complete the ‘Application for Refund’ form:

- An international student or an intending international student must make a claim for a refund in writing to:
The Chief Executive Officer
Hospitality Training Australia
Level 6, 250 Collins Street
Melbourne, VIC 3000 Australia

- The claim must identify the reason for the refund and must include supporting documentation according to the circumstances such as:
  - A letter from DIBP advising of a rejection of the student visa application or a refusal to extend a student visa; or
  - Proof of exceptional and extenuating circumstances affecting a close family member; or
  - An unconditional letter of offer from another institution along with a DIBP approval letter to transfer; or
  - A completed and approved Hospitality Training Australia withdrawal form.

4.2. HTA will process refunds within four (4) weeks of receiving a written claim from a student.

- The date of notification of the request for a refund is from the date the request is received at the Hospitality Training Australia.

4.3. We pay all refunds by bank draft in Australian dollars to the student’s address registered with Hospitality Training Australia.

4.4. HTA will not make split payments to two or more parties.

4.5. If a request for a refund is approved, the refund for a DIBP approved transfer to another Australian Institution will only be made payable to the applicant’s receiving institution in Australian dollars.

4.6. When student’s refund is processed, the refund will be reported to the Director, Tuition Protection Service, on your Confirmation of Enrolment.

5. Appeal Process

5.1. A student who is refused a refund under the HTA Refund Agreement may appeal within seven (7) days in writing to the CEO – Hospitality Training Australia whose decision will be final.

5.2. Hospitality Training Australia’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

6. Legal Services

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

6.1. Free legal advice and referral services are available from a number of national and state organisations, including:

- Victorian Legal Aid, www.legalaid.vic.gov.au
- Phone: 1300 792 387.

6.2. Consumer Protection

Australian has a strong protection framework to protect the rights of Australian consumers, including international students in Australia.

Visit: www.australia.gov.au
or www.consumerlaw.gov.au

6.3. Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman’s services are free, independent and impartial.

Visit: www.oso.gov.au
www.ombudsman.vic.gov.au

6.4. Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as ‘Education Provider’ under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you withdraw from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

Visit: https://tps.gov.au
Hospitality Training Australia will act according to ESOS Act 2000 which requires:

7.1. Notify Secretary and TPS Director in writing within 3 business days of the default occurring. The notice will include:
- The circumstances of the default;
- The details of the students in relation to whom the HTA has defaulted;

7.2. Notify, in writing, of the default the students in relation to whom the HTA has defaulted.

7.3. Hospitality Training Australia will arrange for the student within the period of 14 days after the default day a place offer in an alternative course at the provider’s expense and if the student accepts the offer, the student should accept the offer in writing. Or

7.4. Hospitality Training Australia will provide a refund of the amount of any unspent pre-paid fees received by the HTA in respect of the student.

7.5. Hospitality Training Australia will give a notice to the Secretary and the TPS Director within 7 days after the end of the HTA obligation period. The notice will include:
- Details of the students the HTA arranged alternative courses for; and
- Details of the courses arranged; and
- Evidence of each student’s acceptance of an offer of an alternative course; Or
- Details of the students the HTA provided refunds to; and
- Details of the amount of the refunds provided;

Relevant legislation

Hospitality Training Australia is committed to complying with all relevant commonwealth state and territory legislation and regulatory requirements. This applies to all operations within the HTA’s scope of registration as listed on www.training.gov.au.

HTA maintains current copies of all legislation and regulatory requirements relevant to the scope of its registration and informs its staff and students of access procedures to relevant legislation and regulations that may impact on their duties and or training.

These legislations are continually being updated and our staff members are made aware of any changes to current legislations. Students can download current copies of legislations online at www.comlaw.gov.au and www.parliament.vic.gov.au/legislation

Hospitality Training Australia identified following commonwealth, state or territory legislation and regulatory requirements relevant to its operations:

**Commonwealth Legislations:**
- National Vocational Education and Training Regulatory Act 2011
- Standards for NVR Registered Training Organisations 2011
- The National Code for Registration of Authorities and Providers of Education and Training To Overseas Participants
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students (Assurance Fund Contributions) Act 2000
- Education Services for Overseas Students Regulations 2001

- Disability Standards or Education 2005
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act and National Privacy Principles (2003)

**State Based Legislations (Victoria):**
- Education and Training Reforms Act 2006
- Equal Opportunity Act 2010
- Child Employment Act 2003
- Disability Act 2006
- Occupational Health and Safety Act 2004

Information on relevant legislation can be found at each of these websites:
- Privacy, www.privacy.gov.au ;
- Study In Australia : www.studyingaustralia.gov.au

**Student Code of Behaviour**

Students at Hospitality Training Australia –

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status;
- The right to be free from all forms of intimidation;
- The right to work in a safe, clean, orderly and cooperative environment;
- The right to have personal property (including computer files and student work) and Hospitality Training Australia’s property protected from damage or other misuse;
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure);
- The right to work and learn in a supportive environment without interference from others;
- The right to express and share ideas and to ask questions; and
- The right to be treated with politeness and courteously at all times.

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

- Step 1: A member of Hospitality Training Australia will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file.
- Step 2: Where the issue or behaviour continues, students will be invited for a personal interview with the Assistant Director to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file.
- Step 3: If the issue or behaviour continues, the student would be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student’s personal file.

After the three steps in the discipline procedure have been
followed, and the issue or behaviour continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been terminated.

At any stage of this procedure students are able to access the Grievance Procedure to settle any disputes that may arise.

The independent mediator will be provided by the Australian Counsel for Private Education and Training.

**Full Time Study**

Australian law requires International students to study at a full time study load. The only reason why you may undertake a reduced study load is because you need to undertake a part-time enrolment to complete a course of study where you need to repeat one or more failed units for the first time.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake from later years to ensure they have a 100% full time study load.

**Legal Services**

Students requiring legal guidance and advice can be referred to an appropriate legal professional by the Admission Coordinator.

Free legal advice and referral services are also available from a number of national and state organisations, including the:


In the event of emergency the phone number for an ambulance, police or fire service in Australia is 000.

Students with any medical concerns and requirements of medical attention can contact Admission Coordinator who will be able to provide contact numbers to the appropriate doctor or medical professional.

**Consumer Protection**

Australian has a strong protection framework to protect the rights of Australian consumers, including International students in Australia.


**Overseas Students Ombudsman**

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman’s services are free, independent and impartial.


**Tuition Protection Service**

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.


**Student Associations:**

Australia has a number of student associations representing and assisting students from Australian institutions.

**National associations include:**


**Disability support**

Australia has laws that protect individuals from discrimination in many areas of public life, including education. A person with a disability has just as much right to study as any other student.


**Lifeline:**

Provides crisis support, suicide prevention and mental support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

- Call 13 11 14

**Poison Information Centre**

Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

- Call 13 11 26

**Doctor**

Mid-Town Medical Clinic
Level 4, 250 Collins Street, Melbourne,
Ph: 03 9650 4284

**Dentist**

City Dental Care
200 Spencer St (Enter via Little Bourke St), Melbourne, VIC, 3000;
Ph: 03 9600 1123
Deferral, Suspension and Cancellation of Enrolment

Policy

Hospitality Training Australia may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.

The following procedure will ensure that Hospitality Training Australia follows the required process when a student wishes to defer, suspend, or cancel their enrolment with Hospitality Training Australia.

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

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

Students have the right to appeal a decision by Hospitality Training Australia to defer, suspend or cancel their studies and Hospitality Training Australia will not notify Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.

Definitions

Deferral – postponement of commencement of course
Suspension – temporary postponement of enrolment during course.
Cancellation – cessation of enrolment in course.

Procedure

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Admissions Coordinator.

Student Leave of Absence

- A student wishing a leave of absence must do so prior to the commencement of the course. Students must complete a Leave of Absence Application specifying the return date (no longer than 28 days) and submit to Admission Coordinator.

- Hospitality Training Australia is only able to temporarily accept a Leave of Absence after the commencement of the course on the grounds of compassionate or compelling circumstances.

Student Suspension

- Hospitality Training Australia is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
  - A traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident; or
    - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
  - Where Hospitality Training Australia is unable to offer a pre-requisite unit;
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

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

- Students will be required to complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Admissions Coordinator.
- Students will also be required to provide evidence of the compassionate or compelling circumstances in their application. (i.e. a medical certificate or police report, etc.)

Student Cancellation

- Students wishing to cancel their enrolment must complete an ‘Application to defer, suspend or cancel enrolment’ and submit to the Admissions Coordinator.

- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course of study must provide a letter of offer from an alternative training provider. This is required under Standard 7 of the National Code and further information can be gained from the ‘International Students Transfer Policy and Procedure’.

Hospitality Training Australia Initiated Deferral, Suspension or Cancellation of Enrolment

Hospitality Training Australia Deferral

Hospitality Training Australia may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason Hospitality Training Australia deems necessary to cancel the course.

Hospitality Training Australia Suspension

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

1. Academic Misconduct

The following gives an indication to the types of behaviour that constitute ‘Academic Misconduct’ within Hospitality Training Australia:

Examinations

- Students must not help or receive assistance from other
students.

- Students must not request the loan of or lend materials or devices to other students.
- Students must not bring any materials into the examination room other than those specified for that examination.
- Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- Unauthorised absence from class.
- Failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests.
- Academic misconduct.
- General misconduct (see below).

Other assessment tasks

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

2. General Misconduct

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

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

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

Students are able to access the Complaints and Appeals procedure if they feel that the decision is unfair or they have other grounds to appeal the decision.

The penalties the Director can impose are:

- Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYCing zero for an assessment, deemed NYC
- A charge for any costs that the general misconduct may have caused
- Temporary exclusion from Hospitality Training Australia in the form of suspending enrolment for a period of time.

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

Where the severity of misconduct is severe, the Director may decide to cancel the enrolment

**Hospitality Training Australia Cancellation**

In some cases where the student’s misconduct is severe, Hospitality Training Australia has the right to cancel the enrolment.
Procedure for Complaints, Grievance and Appeals

Informal Procedure
Where possible all non-formal attempts shall be made to resolve the grievance. This may include advice, discussion, and general mediation in relation to the issue and the student’s grievance. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint/appeal the following procedure will be followed.

General Complaints
- All complaints or appeals are submitted to the Training Centre Manager. It is their responsibility to deal with the complaint in the first instance.
- Once a complaint is received it is to be entered into the ‘Complaints log book and register’ which is monitored by the Training Centre Manager regularly.
- A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint.
- Once a complaint has been filled and logged in the ‘complaints and appeals book’ the Training Centre Manager will notify the National RTO Manager of the complaint and provide any further documentation related to the matter.
- The Training Centre Manager and/or National RTO Manager will then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.
- Once a decision has been reached the Training Centre Manager and/or National RTO Manager will be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
- Copies of all documentation, outcomes and further action required will be placed into the ‘complaints and appeals book’ by the Training Centre Manager and on the student file.
- Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right of appeal. To appeal a decision Hospitality Training Australia must receive, in writing, grounds of the appeal.
- Students are referred to the appeals procedure.

Internal Appeals
- All students have the right to appeal decisions made by Hospitality Training Australia where reasonable grounds can be established. The areas in which a student may appeal a decision made by Hospitality Training Australia may include:
  - Assessment Conducted
  - Reported breaches of academic performance or attendance requirements
  - Deferral, suspension, or cancellation decisions made in relation to the student’s enrolment
  - Or any other conclusion that is made after a complaint has been dealt with by Hospitality Training Australia in the first instance.
- To activate the appeals process the student is to complete an ‘appeal’ application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from the Human Resources Manager.
- The Training Centre Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed.

General Appeal
- Where a student has appealed a decision or outcome of a formal complaint they are required to notify Hospitality Training Australia in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- The appeal shall be lodged through the Training Centre Manager, who shall ensure the details of the appeal are added to the ‘complaints and appeals book’
- The National RTO Manager will be notified and will seek details regarding the initial documentation of the complaint and will make a decision based on the grounds of the appeal.
- The student will be notified in writing of the outcome and the ‘complaints and appeals book’ updated.

External Appeals
If the students internal appeal is dismissed the student will be notified in writing of the outcome. A Letter will be sent to their home address indicating the outcome including details for the reasons for the outcome and informing the student of their ability to access the external appeal and complaints process.

The student can do so by contacting the Overseas Student Ombudsman. You can access contact details and information at the following website at www.oso.gov.au. The student will have 10 days from the date of the ‘dismiss appeal letter’ to submit their external appeal.

Where this is the case, the matter shall be referred to the following:
- Overseas Student Ombudsman
  PO Box 442
  Canberra ACT 2601
  Ph: 1300 362 072    Fax: (02) 6276 0123
  Website: www.oso.gov.au/making-a-complaint

The decision of this independent mediator is final and any further action the student wishes to take is outside Hospitality Training Australia’s policies and procedures. The student will be referred to the government agencies and this information can be gained from the Training Centre Manager.

Where a decision or outcome is in favour of the student, Hospitality Training Australia will follow the required action to satisfy the student’s grievance as soon as practicable.

Please note: The student’s enrolment will remain during the complaints and appeal process.
Making an Application for Enrolment

How to Apply

Hospitality Training Australia welcomes your application to study with us here in Australia.

This Enrolment Application contains –

- Application Procedures;
- Country Assessment Level Table;
- Overseas Student Health Fund
- Payment of Tuition Fees;
- Refund Agreement;
- 2015 Application for Enrolment as an International Student; and
- Payment Options.

To proceed with your application, please complete the enclosed Long Course Enrolment Form, and submit it to –

Admissions Department, Hospitality Training Australia
Level 6, 250 Collins Street, Melbourne 3000 Australia
Telephone + 61 1300 659 557
Email us at admissions@hosptrain.edu.au

Throughout the enrolment process, please do not hesitate to contact our friendly admissions officers.

Documents that must be submitted with your Application

To ensure that your application is successful please ensure that you have completed all sections of the application forms and attached each of the following documents –

- Copy of identification pages of your passport
- Copy of current visa (if you are in Australia)
- Copy of Overseas Student Health Cover (if available) as well as names and date of birth of family member(s) if applying for family cover
- Certified copies of relevant academic records in your home country such as high school or college / university certificates
- Certified copy of IELTS certificate (if available)
- Certified copy of other English language proficiency test certificate (if applicable)
- Certified copies of work references (if relevant)
- Guardian Advice Notification form (if applicable)
- Copy of English language course enrolment if you are undertaking an English language course in Australia, including the eCoE from the English language centre plus a letter reporting your attendance level, completion date and English language proficiency level
- Certified copy of English language certificate and attendance report if you have completed an English language course

After this information has been received, Hospitality Training Australia will assess your application. If you meet the eligibility, we Hospitality Training Australia will forward to you, a Letter of Offer and a Written Agreement.

Please do not send any money until after you have received your Letter of Offer and Written Agreement.
Application Procedures

Your Application for Enrolment as an International Student form must follow the below listed application procedure to enable immigration authorities to approve your student visa application.

To apply for a place as an international student at Hospitality Training Australia you should –

1. Determine your DIBP Country Assessment Level by consulting the table on the next page or by visit www.immi.gov.au;
2. Complete an Application for Enrolment as an International Student form in this guide;
3. If you come from a Country Assessment Level 3 or 4, you should now:
   a. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an eCoE and an offer letter for the degree course. If the university will not issue an eCoE, you should provide the offer letter. A visa will only be issued for the duration of the courses covered by eCoEs.
   b. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an offer letter for the degree course. A visa may be issued for the duration of the courses covered by the offer letters under visa subclass 573.
4. If you come from a Country Assessment Level 1 or 2, you should now –
   a. If you are completing an English language course prior to commencing at Hospitality Training Australia you must also provide an eCoE and an offer letter from the English language centre. This may enable your visa to be issued for the duration of the two courses under visa subclass 572.
   b. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an eCoE and an offer letter for the degree course. If the university will not issue an eCoE, you should provide the offer letter. A visa will only be issued for the duration of the courses covered by eCoEs.
5. The Australian Mission will advise you on the requirements for a medical examination and when the visa is likely to be issued so that you can commence organising your flight schedule for arrival into Australia.
6. You should complete and send to the Institute the Airport On-Arrival and Accommodation Placement Service Request form in this guide if you require Hospitality Training Australia to assist you with these services.

Country Assessment Level 3 or 4

To accept the offer of a place if you come from a DIBP Country Assessment Level 3 or 4, you should now:

1. Submit an application for a student visa at the nearest Australian Mission (or DIBP office if applying in Australia) and your IELTS score along with the offer letter from Hospitality Training Australia for a preliminary assessment of your ability to meet the requirements of the student visa.
   a. If you are completing a preliminary English course prior to studies at Hospitality Training Australia, you should also submit the offer letter from the English language centre with your visa application. This may enable your visa to be issued for the duration of the two courses under visa subclass 572.
   b. If the preliminary assessment of your visa application is favourable, the Mission (or DIBP office if applying in Australia) will notify you by letter.
2. If the preliminary assessment of your visa application is favourable, the Mission (or DIBP office if applying in Australia) will notify you by letter.
3. Send the letter advising of a favourable outcome of your preliminary assessment along with a bank draft (or other approved method of transferring funds) for full payment of the AU$350 non-refundable enrolment fee to Hospitality Training Australia.
4. Once Hospitality Training Australia has received your Written Agreement and enrolment fee, an electronic Confirmation of Enrolment (eCoE) certificate will be sent to you via email, fax or post.
5. The Australian Mission will advise you on the requirements for a medical examination and when the visa is likely to be issued so that you can commence organising your flight schedule for arrival into Australia.
6. You should complete and send to the Institute the Airport On-Arrival and Accommodation Placement Service Request form in this guide if you require Hospitality Training Australia to assist you with these services.

Country Assessment Level 1 or 2

To accept the offer of a place if you come from a DIBP Country Assessment Level 1 or 2, you should now –

1. Complete, sign and submit the ‘Acceptance Agreement for an Intending International Student’ form and the ‘Notification of Payment’ form from this Written Agreement, along with a bank draft (or other approved method of transferring funds) for full payment of the AU$350 non-refundable enrolment fee to Hospitality Training Australia.
2. Once Hospitality Training Australia has received your Written Agreement and enrolment fee, an electronic Confirmation of Enrolment (eCoE) certificate will be sent to you via email, fax or post.
3. You should take the eCoE certificate and the offer letter to the nearest Australian Mission (or DIBP office if applying in Australia).
4. You may be able to apply for your visa electronically through the DIBP website www.immi.gov.au.
   a. If you come from a Country Assessment Level 3 or 4, you should now:
      a. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an eCoE and an offer letter from the English language centre. This may enable your visa to be issued for the duration of the two courses under visa subclass 572.
      b. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an offer letter for the degree course. A visa may be issued for the duration of the courses covered by the offer letters under visa subclass 573.
   b. If you come from a Country Assessment Level 1 or 2, you should now:
      a. If you are completing an English language course prior to commencing at Hospitality Training Australia you must also provide an eCoE and an offer letter from the English language centre. This may enable your visa to be issued for the duration of the two courses under visa subclass 572.
      b. If you plan to continue to a degree course at a university after your studies at Hospitality Training Australia, you should provide an offer letter for the degree course. A visa may be issued for the duration of the courses covered by the offer letters under visa subclass 573.
5. The Australian Mission will advise you on the requirements for a medical examination and when the visa is likely to be issued so that you can commence organising your flight schedule for arrival into Australia.
6. You should complete and send to the Institute the Airport On-Arrival and Accommodation Placement Service Request form in this guide if you require Hospitality Training Australia to assist you with these services.
5. You should take the eCoE certificate and the offer letter to the Australian Mission (or DIBP office if you are applying in Australia).
   a. If you are completing an English language course prior to studies at Hospitality Training Australia, organize to have an eCoE issued by the English language centre. Submit this with the offer letter from the English centre along with the eCoE from Hospitality Training Australia so that the visa can be issued for the duration of both courses under visa subclass 572.
   b. If you plan to complete a degree course after your studies at Hospitality Training Australia, organize to have an eCoE issued by the university.
      Submit this with the offer letter from the university along with the eCoE from Hospitality Training Australia and the English language centre (if applicable) so that a visa can be issued for the duration of all courses. If the university will not issue an eCoE, then the visa will only be issued to cover the duration of the eCoEs submitted.

6. The Australian Mission will advise you on the requirements for a medical examination and when the visa is likely to be issued so that you can commence organising your flight schedule for arrival into Australia.

7. You should complete and send to the Institute the Airport On-Arrival and Accommodation Placement Service Request form in this guide if you require Hospitality Training Australia to assist you with these services.

Country Assessment Level 5
If you come from a DIBP Country Assessment Level 5, you should visit the nearest Australian Mission or DIBP office for advice.

Processing Times for Applications and Visas
Hospitality Training Australia will endeavour to issue an offer to you within two business days* of receipt of your application and all supporting documentation. Delays will be experienced should forms or documentation be incomplete. The processing of your student visa by DIBP varies from country to country, so you should check with the local Australian Diplomatic Mission for advice on normal visa processing times.

*Please Note: Hospitality Training Australia is closed on Sundays and public holidays (check dates with Australian Diplomatic Mission).

Policies and Procedures
Hospitality Training Australia policies and procedures for international students are in accordance with the Australian Government Education Services for Overseas Students Act 2000, Education Services for Overseas Students Regulations 2001, National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, The Australian Recognition Framework Standards for Registered Training Organisations and the Vocational Education and Training Act 1990. Other policies and procedures can be found in the Hospitality Training Australia Student Guidelines.

Declarations
Hospitality Training Australia has used its best endeavours to ensure that the material contained in this publication was accurate at the time of printing. We give no warranty and accept no responsibility for the accuracy or completeness of information.

Hospitality Training Australia reserves the right to make changes to, amongst other things, course schedules, location, admission requirements, fees and staffing without notice at any time (even once you have enrolled in the course) in its absolute discretion. You should frequently check with the Hospitality Training Australia website for the most current information available.
**Country Assessment Level Table**

This table is to be used to determine your country assessment level required to obtain a student visa to study at Hospitality Training Australia. This information is from the DIBP home page at [http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf](http://www.immi.gov.au/allforms/pdf/assessment-levels.pdf) (Guide Only)

The details were correct as of October 2013. You are advised to check for alterations to this table before you submit your Application for Enrolment as an International Student at Hospitality Training Australia.

The assessment levels relate generally to how likely students are to comply with their visa conditions, based on previous students' behaviour. Assessment level 1 represents the lowest assessment level and assessment level 5 the highest. The higher the assessment level, the more evidence you will need to provide to demonstrate your financial capacity, understanding of the English language and other relevant matters.

If you hold a passport from an assessment level 2, 3, 4 or 5 country, then you must make your first student visa application to study at Hospitality Training Australia.


- If you submit a student visa to study at Hospitality Training Australia, you are advised to check for alterations to this table before you submit your Application for Enrolment as an International Student at Hospitality Training Australia.

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Department or Unit Code and Title: Student Administration.
Hospitality Training Australia. Registered Provider No. (RTO) 6372. CRICOS Provider No. 02737J.
Overseas Student Health Cover (OSHC)

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation – commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

The annual subscription for the OSHC as administered by Medibank Private for a single international student is AU$510.00, and for a student and family (spouse and dependent children under 18 years of age if they are living with you) is AU$1,800.00 (as of December 2014). You should check for any changes on the Medibank website. Medibank also provides a ‘whole of visa’ cover that insures you and your family if they are living with you, for more than 12 months.

You can find out more about purchasing OSHC at www.health.gov.au or visit the Medibank website at www.medibank.com.au/productservices/overseas/students/intro.asp.

Payment of Tuition Fees

Hospitality Training Australia does not accept pre paid fees from any overseas students (save for any lawful non refundable administration charge) in advance of the commencement of any course offered.

1. Payments

   Enrolment fee: $350.00 (Not Refundable):
   - A non refundable enrolment fee is paid to HTA to secure an eCoE;

   Overseas student Health Cover/Year (OSHC) - $510.00

   Total Course Fee for:
   - Certificate III in Commercial Cookery is $9,200. It includes:
     o Tuition Fee
     o Textbooks
     o Uniform
     o Resources
   - Certificate III in Patisserie is $9,200. It includes:
     o Tuition Fee
     o Textbooks
     o Uniform
     o Resources
   - Diploma of Hospitality is $18,400. It includes:
     o Tuition Fee
     o Textbooks
     o Uniform
     o Resources

   Note: HTA does not collect Tuition in advance, Tuition fee is payable per term - $2,300 payable on the day of commencement of the new term

2. Payment Methods
   a. The non refundable enrolment fee must be paid in the form of a bank draft, cash, credit card or telegraphic transfer;
   b. All bank charges relating to telegraphic transfer (TT) of funds to Hospitality Training Australia are the responsibility of the international student or intending international student and a processing fee of AU$25 must be deposited in addition to the tuition fees;
   c. If a telegraphic transfer method of payment is used, a copy of the Bank Confirmation containing all details of the transaction must be faxed to Hospitality Training Australia after the transaction is completed so that Hospitality Training Australia can identify the payment. The Institute's fax no is +613 9639 5600 and Tel no is +61 1300 659 557.
   d. The Institute’s banking details are -
      Westpac Bank
      Account title: Hospitality Training Australia
      BSB No: 033-157
      Account No: 168-355
      Swift Code for international transfers: WPAC AU2S

3. Repeat Subjects
   a. Tuition fees must be paid for repeat subjects or components of repeat subjects and/or re-assessment of repeat subjects or components of repeat subjects. A learning plan will be developed for students who are repeating subjects to ensure that they maintain a full-time load except in the final semester. The fee will be determined pro rata.

4. Non-Payment
   a. Invoices for the next year’s fees are issued to each student with a payment schedule to the student’s local address registered with the Institute. Non-receipt of this invoice will not be accepted as reason for non-payment of tuition fees by the scheduled date:
Refund Agreement

Refunds

1. Full Refund
   1.1.1. A student visa application is rejected; or
   1.1.2. A student withdraws from the course and returns home before a course commences because of
           exceptional and extenuating circumstances of a compassionate nature such as a death or severe illness in the immediate family.
   1.1.3. A student holds a DIBP approved transfer and unconditional letter of offer to another institution if writing claim was no less than 28 days before the starting day of the course.

1.2. In the event of HTA default:
HTA will refund all of your course money for that part of a course that has not yet been delivered within the period of fourteen (14) days after the default day if:
   1.2.1. The course does not start on the agreed starting day on the electronic Confirmation of Enrolment Certificate; Or
   1.2.2. The course ceases to be provided to the student at the location at any time after it starts and before its completion; or
   1.2.3. The course is not provided in full because a condition has been imposed on the registration of the HTA on CRICOS, or the registration has been suspended or cancelled, and student has not withdrawn before the occurrence of any one of the events stated above. Or
   1.2.4. You may be offered an alternative course at the HTA at no extra cost to you. We will ask student to sign a document to confirm his/her acceptance of the placement in another course.

1.3. Continuing students:
If a student fails to meet course progression rules and is thus not permitted to re-enrol and the tuition fees were paid in advance of the notification of the exclusion from further studies at the Institute.
   1.3.1. Any such refund will be paid within four (4) weeks of receipt of a written claim.

2. Partial Refund

2.1. Withdrawn students:
HTA will refund the balance of unused tuition fees determined on a pro rata basis, other than the AU$350 enrolment fee, paid by an international student or intending international student within four (4) weeks of receipt of a written claim in relation to a course if:
   2.1.1. A student withdraws from a course and returns home after a course commences because of exceptional and extenuating circumstances of a compassionate nature such as a death or severe illness in the immediate family.
   2.1.2. A student obtains an offer to a course at HTA on the basis of fraudulent documents, the HTA reserves the right to retain Tuition Fee paid on the commencement of the new term.

3. Non Refund
HTA will not refund course money paid by an international student or intending international student if:
   3.1.1. A student withdraws from the course after the commencement period of the new term
   3.1.2. A student obtained an offer to a course at HTA on the basis of fraudulent documents, the HTA reserves the right to retain Tuition Fee paid on the commencement of the new term.

4. The Process for claiming a Refund
All requests for refunds must be made in writing.
4.1. You must complete the ‘Application for Refund’ form:
   • An international student or an intending international student must make a claim for a refund in writing to:
     The Director
     Hospitality Training Australia
     Level 6, 250 Collins Street
     Melbourne, VIC 3000 Australia
   • The claim must identify the reason for the refund and must include supporting documentation according to the circumstances such as:
     o A letter from DIBP advising of a rejection of the student visa application or a refusal to extend a student visa; or
     o Proof of exceptional and extenuating circumstances affecting a close family member; or
     o An unconditional letter of offer from another institution along with a DIBP approval letter to transfer; or
     o A completed and approved Hospitality Training Australia withdrawal form.

4.2. HTA will process refunds within four (4) weeks of receiving a written claim from a student.
   • The date of notification of the request for a refund is from the date the request is received at the Hospitality Training Australia.

4.3. We pay all refunds by bank draft in Australian dollars to the student’s address registered with Hospitality Training Australia.

4.4. HTA will not make split payments to two or more parties.

4.5. If a request for a refund is approved, the refund for a DIBP approved transfer to another Australian Institution will only be made payable to the applicant’s receiving institution in Australian dollars.

4.6. When student’s refund is processed, the refund will be reported to the Director, Tuition Protection Service, on your Confirmation of Enrolment.

b. An international student will be excluded from further studies if tuition fees are not paid by the due dates as identified in the invoice sent to a student’s registered address. In such circumstances a ‘Student Notified of Cessation of Studies’ report will be sent to DIBP identifying a possible breach in the condition of the student visa in relation to maintenance of satisfactory attendance;

c. Outstanding fees will attract collection agency charges that must be paid by a student before the Institute will issue any course certification to the student.

d. .

Hospitality Training Australia.

Hospitality Training Australia. Registered Provider No. (RTO) 6372. CRICOS Provider No. 02737J.
5. Appeals Process

5.1. A student who is refused a refund under the Hospitality Training Australia Refund Agreement may appeal within seven (7) days in writing to the Director – Hospitality Training Australia whose decision will be final.

5.2. Hospitality Training Australia’s dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

6. Legal Services

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

6.1. Free legal advice and referral services are available from a number of national and state organisations, including the:


6.2. Consumer Protection

Australian has a strong protection framework to protect the rights of Australian consumers, including international students in Australia.


6.3. Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman’s services are free, independent and impartial.

Visit: www.oso.gov.au
www.ombudsman.vic.gov.au

6.4. Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as ‘Education Provider’ under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you withdrew from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

Visit: https://tps.gov.au

7. What happens in the event of a course not being delivered:

Hospitality Training Australia will act according to ESOS Act 2000 which requires:

7.1. Notify Secretary and TPS Director in writing within 3 business days of the default occurring.

The notice will include:

- The circumstances of the default;
- The details of the students in relation to whom the HTA has defaulted;

7.2. Notify, in writing, of the default the students in relation to whom the HTA has defaulted.

7.3. Hospitality Training Australia will arrange for the student within the period of 14 days after the default day a place offer in an alternative course at the provider’s expense and if the student accepts the offer, the student should accept the offer in writing. Or

7.4. Hospitality Training Australia will provide a refund of the amount of any unspent pre-paid fees received by the HTA in respect of the student.

7.5. Hospitality Training Australia will give a notice to the Secretary and the TPS Director within 7 days after the end of the HTA obligation period.

The notice will include:

- Details of the students the HTA arranged alternative courses for; and
- Details of the courses arranged; and
- Evidence of each student’s acceptance of an offer of an place in an alternative course; Or
- Details of the students the HTA provided refunds to; and
- Details of the amount of the refunds provided;
2015 Application for Enrolment as an International Student

Long Course Enrolment Form

Instructions –
1. Complete all sections in CAPITAL letters using BLUE or BLACK ink pen.
2. Attach ALL required certified supporting documents
3. Submit your completed application to –
   Admissions Department, Hospitality Training Australia,
   Level 6, 250 Collins Street, Melbourne, Victoria 3000 Australia.
   Tel: +61 1300 659 557 Fax: +613 9639 5600
   Email: admissions@hosptrain.edu.au Internet: www.hosptrain.edu.au

Important: DO NOT send payment with this Application. Hospitality Training Australia does not accept pre-paid fees from any overseas students (save for any lawful non-refundable administration charge) in advance of the commencement of any course offered.

Personal Details for Correspondence

Family Name/s: ..........................................................
Given Name/s: ..........................................................
Western Name/s (if used): ...........................................
Title: ☐ Ms ☐ Mrs ☐ Mr ☐ Other: ................................. Gender: ☐ Male ☐ Female Date of Birth: D D / M M / Y Y Age: ............................
Residential Address (Home Country):
Suburb/Town: ................................................................ Postcode: ............................
Telephone (Day): .................................................... (Home): ..................................
(Mobile): ............................................................. Facsimile: ............................

Residential Address (in Australia):
Suburb/Town: ................................................................ Postcode: ............................
Telephone (Day): .................................................... (Home): ..................................
(Mobile): ............................................................. Facsimile: ............................
Email: ..................................................................................

What is your first language?: ........................................
Country of birth: ..................................................... Citizenship: .................................
Are you currently in Australia?: ☐ Yes ☐ No If ‘Yes’, state your Visa type: ☐ Student ☐ Working ☐ Visitor ☐ Other: ..........................
Passport Number: (attach copy of front pages of your passport) Expire Date: D D / M M / Y Y
Visa Number (attach a copy): ................................. Visa Expiry Date: D D / M M / Y Y
Overseas Student Health Cover Number: ........................ Expire Date: D D / M M / Y Y

Hospitality Training Australia Course Preference

☐ SIT30813 Certificate III in Commercial Cookery
Start Date: D D / M M / Y Y Y Y

☐ SIT31113 Certificate III in Patisserie
Start Date: D D / M M / Y Y Y Y

☐ SIT50313 Diploma of Hospitality
Start Date: D D / M M / Y Y Y Y

Office Use Only
Previous Education

Highest level of education completed in home country or Australia (Certified documentary evidence required)

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<th>Qualification:</th>
<th>Institution:</th>
<th>Country:</th>
<th>Date Completed:</th>
</tr>
</thead>
</table>

Education in Australia, if relevant (Certified documentary evidence required)

If "Yes", name of Institution: | Course: | Course Start Date: | Course End Date: |
|---------------------------|--------|------------------|------------------|

Are you currently studying in Australia?: □ Yes □ No

If "Yes", name of Institution: | Course: | Course Start Date: | Course End Date: |
|---------------------------|--------|------------------|------------------|

Previous Work Experience

Summary of Work Experience, if relevant (Certified documentary evidence required)

Have you attached evidence of work experience?: □ Yes □ No

English Language Proficiency

☐ English is my First Language; or ☐ English was the language of instruction in my secondary/tertiary studies.

☐ Completed English Language course in Australia (Certified documentary evidence required).

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<th>Institution Name:</th>
<th>Score:</th>
<th>Have you attached evidence of your Test Results?: □ Yes □ No</th>
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☐ IELTS Test (Certified documentary evidence required).

☐ Other Language Test (Certified documentary evidence required).

☐ Currently enrolled in English course in Australia (Documentary evidence required).

Have you attached evidence of enrolment?: □ Yes □ No

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<th>Institution Name:</th>
<th>Score:</th>
<th>Have you attached evidence of your Test Results?: □ Yes □ No</th>
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Do you intend to complete an English Language course before you commence studies at Hospitality Training Australia?: □ Yes □ No

If "Yes", Institution Name: | Course Name: | Attach copy of offer letter and/or eCoE from English Language Centre (if applicable). Have you attached evidence of enrolment?: □ Yes □ No
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Other Language Test

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<th>Have you attached evidence of your Test Results?: □ Yes □ No</th>
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Further Studies

Do you intend to study for a degree after your VET studies at Hospitality Training Australia?: □ Yes □ No

If "Yes", Institution Name: | Course Name: |
|-------------------|--------------|

Declaration of Applicant

I declare that I have read the Hospitality Training Australia’s “2014 Course Guide and Enrolment Pack for International Students”, and that the information provided by me is true and correct.

I acknowledge that Hospitality Training Australia reserves the right to vary or reverse any decision regarding admission or enrolment made on the basis of incorrect, fraudulent or incomplete information.

I accept that information provided by me will be made available to Australian and State Government authorities pursuant to obligations under ESOS Act 2000 and the National Code of Practice2007 relating to conditions of the student visa.

I undertake to make timely payments of any fees or associated costs for which I am liable, and that I have the necessary financial capacity to meet all such costs for the duration of my course.

I further accept that Hospitality Training Australia reserves the right to discontinue or alter any course, subject, fee, admission requirement, staffing or other arrangements without prior notice.

I have read and understand the above conditions and am prepared to accept them fully.

Applicant’s Signature: _____________________________ Date: ____/____/_____
Payment Options

Payment Methods

☐ Cash
  Payments in person at:
  Hospitality Training Australia
  Level 6, 250 Collins Street,
  Melbourne

☐ Credit Card
  • Visa
  • MasterCard
  • Bankcard
  • AMEX

☐ Bank Draft or Money Order
  Make your bank draft or money order payable to ‘Hospitality Training
  Australia’

In Australian dollars and to an
Australian Bank. Hospitality Training
Australia does not accept personal
cheques for first time enrolment

☐ Telegraphic Transfer (TT)
  To make telegraphic transfer (TT) you will need to make a payment into our
  bank account and then fax us the details of the transfer made by your
  bank.

  You will need these details to make
  the payment into our bank account:
  Payee: Hospitality Training Australia
  Bank: Westpac Bank
  Branch: Melbourne
  BSB No: 033-157
  Account No: 168-355
  SWIFT Code: WPAC AU2S

  Fax the details of the TT from your
  bank to us on:
  Fax: +61 3 9639 5600