



Strathfield College

A U S T R A L I A

2 0 2 0 S T U D Y G U I D E

Table of Contents

- 03.** Welcome message
- 04.** Strathfield College at a glance
- 06.** Student testimonials
- 08.** Education and Living Cost in Australia
- 16.** Sydney and Melbourne
- 18.** Courses: Business Administration
- 24.** Courses: Leadership & Management
- 28.** Courses: Information Technology
- 32.** Courses: Hospitality
- 38.** Courses: Graduate Studies
- 42.** Student responsibilities and Strathfield College commitments
- 43.** Student life
- 44.** Student support services
- 48.** Deferral, suspension or cancellations
- 50.** Transfers and refunds
- 55.** RPL and Credit Transfer
- 57.** Complaints and Appeals
- 58.** How to apply

Welcome

Welcome to Strathfield College. Whether you are studying with us for a short time or for a few years, we have created a community spirit at the College which we hope you will remember for the rest of your life.

Strathfield College takes pride in delivering excellence in teaching and training. Our academic staff are professional and experienced. Our support staff provides you quality customer service and readily assists you with any queries or concerns you might have.

We also make sure we have fun along the way – we frequently host interesting events on campus and around the city, such as parties, excursions, religious celebrations and workshops.

Come and enjoy the Strathfield experience!
We'll be waiting for you at our Melbourne and Sydney campuses.

In this study guide, you will find all the information you need about Strathfield College, the vocational programs we offer, the academic entry requirements, a glimpse of the social activities that our students enjoy and the support that we provide them to ensure that they enjoy their stay!

You can also follow us on Facebook to see what the Strathfield College life is all about.

Strathfield College Australia

Strathfield College at a glance

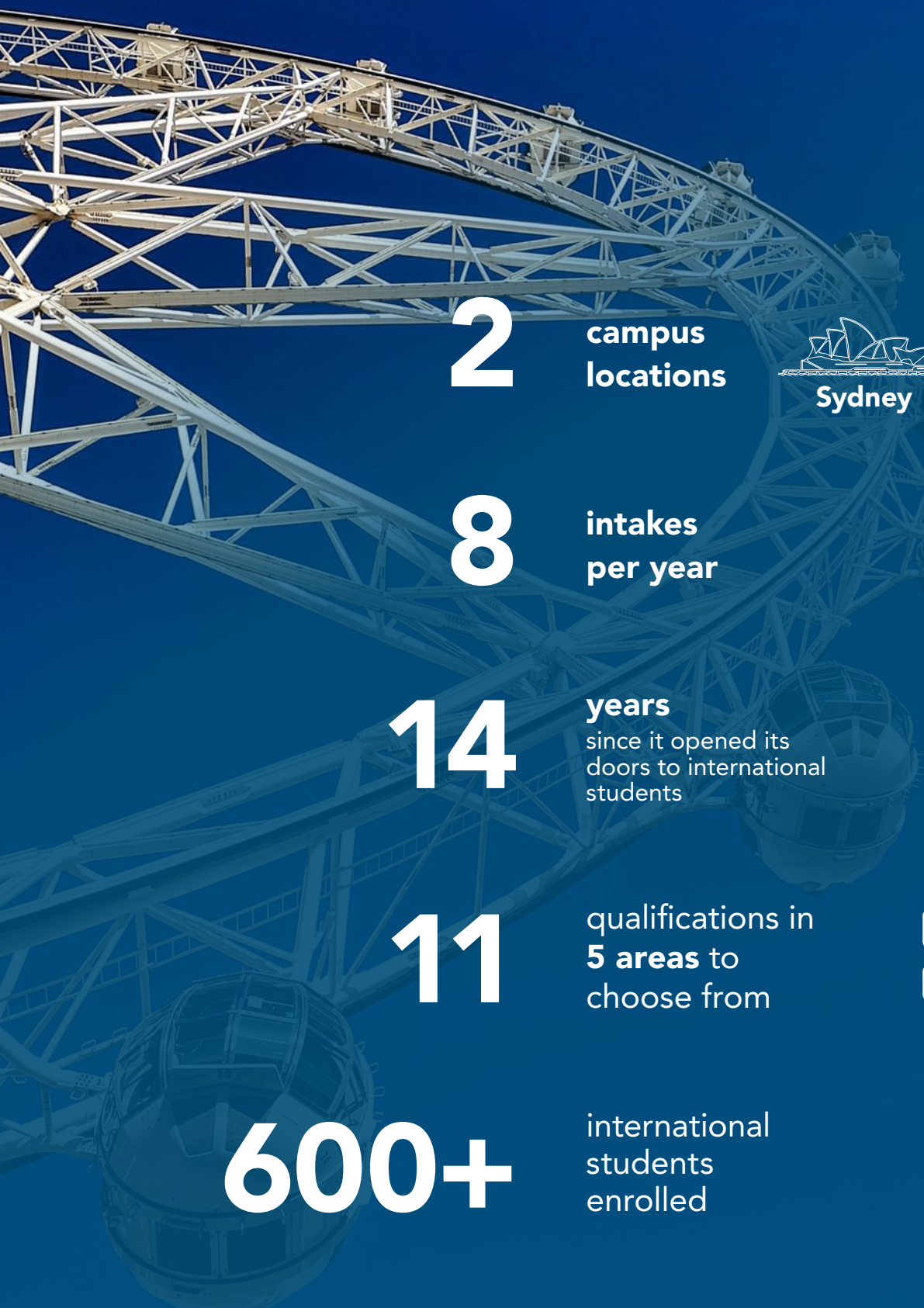
Strathfield College offers international students a vibrant study experience. Our campuses are located in two of Australia's top student cities—Melbourne and Sydney—where we deliver nationally-recognised vocational programs.

Our programs are flexible in nature, allowing you to combine qualifications and extend your education with pathways into Australian bachelor degrees.

Why choose Strathfield College?

- Offers programs in Business, Information Technology, Hospitality Management and Leadership & Management
- Admission is all year round with intakes almost every month*
- Recognised qualifications with pathways to Australian bachelor degrees
- A close-knit community with strong international student support programs
- Affordable fees, invaluable qualifications!

* Strathfield College's intake dates fall in the months of January, February, April, May, July, August, October and November.



2

campus locations



Sydney



Melbourne

8

intakes per year



14

years since it opened its doors to international students



11

qualifications in 5 areas to choose from



600+

international students enrolled





Student Testimonials



Micheal

My trainer is a very good teacher who is passionate about what he does. If you do not have much experience in IT, it may be challenging, but the trainer will guide you through the course. You'll learn quickly as long as you have the right attitude. My classmates are friendly and kind, and I have built a lot of friendships with people from different nationalities. Travelling to and from the College is easy as there is a good transportation system around. Strathfield College is very close to Central Station.



Andrea

I like studying at Strathfield College because I believe it's one of the most professional colleges in Sydney. Since English is not my first language, I get extra support in improving my grammar and vocabulary. The trainers are very helpful, so I'm thankful I got to know them. The staff is also supportive and approachable especially when students have problems.



Kiara

I have heard a lot of good things about Strathfield College. The teachers are supportive and approachable and I am happy that I enrolled here.



Juliana

I liked Strathfield College even from day one. The multicultural environment, the industry-relevant learning materials and the individual approach. I'm glad I picked Strathfield to study my Diploma in Leadership and Management in.

Education and Living Cost in Australia

Students should be aware that the costs of studying in Australia will depend on the level of study you choose and your study location. Knowing the average living costs in Australia is an important part of your financial preparation.

For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars). The costs below are an approximate guide only and does not take into account your budget and spending habits.



Accommodation (cost per week)

- Hostels and Guesthouses - A\$ 90 to A\$ 150
- Shared Rental - A\$ 95 to A\$ 215
- Homestay - A\$ 235 to A\$ 325
- Rental - A\$ 185 to A\$ 440



Other living expenses (cost per week)

- Groceries and eating out - A\$ 140 to A\$ 280
- Gas, electricity - A\$ 10 to A\$ 20
- Phone and Internet - A\$ 15 to A\$ 30
- Public transport - A\$ 30 to A\$ 60
- Car (after purchase) - A\$ 130 to A\$ 260
- Entertainment - A\$ 80 to A\$ 150

Cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2019, the 12-month living costs are;

- For students or guardians - A\$21,041
- For partners coming with you - A\$7,362
- For a child coming with you - A\$3,152

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as an international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble whilst in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

To convert to your own currency, visit <http://www.xe.com>

Costs may vary and is indicative only. Find out more at www.studyinaustralia.gov.au/english/live-in-australia/living-costs.

Accommodation options

There are a range of accommodation options available in Sydney and Melbourne. Most international students choose temporary accommodation before arriving in Australia and then look for a longer term alternative afterwards. Find out more about accommodation options at:

www.studyinaustralia.gov.au/news/-student-accommodation-in-australia.

Budgeting during your stay

It's important to be aware of the cost of living in Sydney or Melbourne before you arrive. Australia has a high standard of living and the cost of living can reflect this; fortunately, you are eligible to work up to 20 hours per week while you study to help offset any costs.

Please be aware that individual preferences and circumstances play a major role in your overall expenses as an international student.

Student visa

To apply for your student visa, you must first be accepted into full-time study at the College. As part of your visa application, you will need to provide evidence to the Australian Government of your eligibility to:

- Be enrolled in a course of study and provide evidence.
- Have enough money for your stay.
- Meet English language requirements.
- Have health insurance.
- Meet Australia's health requirements.
- Meet Australia's character requirements.
- Acknowledge the Australian values statement.
- Have a certain visa.
- Be a genuine temporary entrant.

Find out more about visa requirements at www.homeaffairs.gov.au.

Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 24.5 million?

This isn't surprising when you consider Australia has six of the top 100 universities in the world!

In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of France, Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has seven of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity; all important elements for students when choosing the best study destination. And with more than A\$300 million provided by the Australian Government each year in international scholarships, it is becoming easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Arts and Humanities, Clinical, Pre-clinical and Health, Engineering and Technology, Life Sciences, Physical Sciences and Social Sciences.

Not only is Australia recognised as a great place to live; but it also offers a world class education. The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world.

Their global achievements include the "black box"; now on every airplane, the Earth Hour initiative, and the invention of Wi-Fi. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations; including penicillin, IVF, ultrasound, the Bionic Ear and the cervical cancer vaccine to make their lives, and the lives of others, better. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds.

Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world.

The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- The Commonwealth Ombudsman that can investigate complaints about problems that international students have with their institutions. You can find out more about this support at: ombudsman.gov.au/how-we-can-help/overseas-students/useful-links

International Students rate Australia highly

In 2018, the Australian Government, in collaboration with peak education bodies and state/territory government education departments, conducted a survey of current international students to obtain information about their living and learning experience in Australia. The key findings of the survey included:

- 89% of international student respondents are 'satisfied' or 'very satisfied' with their overall experience in Australia.
- 89% of international student respondents are 'satisfied' or 'very satisfied' with their study experience in Australia.
- 90% of international student respondents are 'satisfied' or 'very satisfied' with living in Australia.

Your learning environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australia and all over the world; including many from your home country who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, instructors, and other faculty; collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

Australia: A research intensive country

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery of the Accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A\$140 million over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

Life in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander people, whose unique culture and traditions are amongst the oldest in the world.

The first migrants were mostly from Britain and Ireland and this Anglo-Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

Fundamental Freedoms

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

Respect for the equal worth, dignity and freedom of individuals

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

Freedom of speech

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio, television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

Support for parliamentary democracy and the rule of law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

Equality under the law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, religion, gender or marital status.

Equality of men and women

Men and women have equal rights in Australia. Jobs and professions are open equally to both women and men. Men and women can serve in the military and both can also hold positions in government.

Equality of opportunity and spirit of egalitarianism

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live. Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger. There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

Shared Values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interest of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

Australian society today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.



Sydney

Sydney is Australia's most recognisable and famous city, home to two of the landmarks the country is known for: the Sydney Opera House and the Sydney Harbour Bridge. It is also home to an amazing coastline, where you can live near some of the world's most beautiful and famous beaches, such as Manly and Bondi.

What's it famous for?

- New Year's Eve fireworks, the Mardi Gras, the Sydney Harbour Regatta and Vivid Sydney.
- Bridge climb, bush walking, surfing and hiking.
- Day trips to the Blue Mountains, Jenolan Caves and the Hunter Valley.

Our Sydney campus

Strathfield College Sydney is located at Level 2, 128 Chalmers Street in the eastern suburb of Surry Hills within Sydney's inner city. The Central Railway Station, Sydney's largest station, is less than a 5 minute walk from the campus.



Melbourne

Melbourne is known as the cultural capital of Australia, home to a thriving and diverse food, arts and sports scene. Living in Melbourne, you will have access to a great range of shopping options, leisure activities, cafes and restaurants found throughout the city and its suburbs.

What's it famous for?

- Sporting events such as the Australian Open, Formula 1, the Melbourne Cup and the Australian rules football.
- Great Ocean Road trips, Yarra Valley wineries, Mt Buller and Lake Mountain in winter.
- Shopping, festivals such as the the White Night and Moomba Festival and the endless dining options.

Our Melbourne campus

Strathfield College in Melbourne is located at Level 8, 108 Lonsdale Street and is a 10-minute walk from the Parliament Station. The campus is close to several shopping centres, the Greek precinct and Chinatown so food options are as diverse as the student population.







Business Administration

Office Manager median salary[†]

A\$60,282

[†]annual median salary by [payscale.com](https://www.payscale.com)



Highly-trained staff members who can manage meetings, design business documents, recruit and induct staff, deliver business presentations and can manage customer service and workplace diversity are a valuable resource for companies.

At Strathfield College, you will gain knowledge and skills in all these key administrative processes and procedures, as well as develop skills in team and people management.

A business qualification from Strathfield College will prepare you to work across a range of industries. You may work in administrative roles or even at a managerial level for clerical and administration staff.

Course	Course and CRICOS Code	Duration	Academic Entry Requirements	Location
Cert. IV in Business Administration	BSB40515 087037 A	42 weeks	Year 11 or equivalent, IELTS 5.5	Sydney
Diploma of Business Administration	BSB50415 087301A	52 weeks	Year 11 or equivalent, IELTS 5.5	Sydney, Melbourne
Advanced Diploma of Business	BSB60215 087479G	52 weeks	Year 12 or equivalent, IELTS 5.5	Sydney, Melbourne

Top industries hiring graduates of this qualification*:

- Health & Community Services
- Retail, Hair & Beauty Services
- Business, Education & Training

* Source: www.myskills.gov.au/courses

BSB40515 Certificate IV in Business Administration

Qualification CRICOS CODE	087037A
Qualification Status	Current
AQF Level	4
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 11 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 10 Units of Competency	
Total Elective Units	10	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 8,400,00 being:</u>
	Tuition Fee	A\$ 8,000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00

Total Course Duration 42 weeks (5 weeks of holidays)

Total Terms 3.5 Terms

Possible employment pathways Executive Assistant, Personal Assistant, Project Assistant, Office Administrator, Administration Officer.

Credit Transfer Credits may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Certificate IV in Business Administration Course Structure

UNIT	NAME	
BSBINN301	Promote innovation in a team environment	Elective
BSBCUS401	Coordinate Implementation of Customer Service Strategies	Elective
BSBADM406	Organise Business Travel	Elective
BSBADM405	Organise Meetings	Elective
BSBCMM401	Make a Presentation	Elective
BSBWRT401	Write Complex Documents	Elective
BSBRES411	Analyse and Present Research Information	Elective
BSBITU402	Develop and Use Complex Spreadsheets	Elective
BSBMKG413	Promote products and services	Elective
BSBITU401	Design and Develop Complex Text Documents	Elective

BSB50415 Diploma of Business Administration

Qualification CRICOS CODE	087301A
Qualification Status	Current
AQF Level	5
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 11 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 8 Units of Competency	
Total Elective Units	8	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 10.400,00 being:</u>
	Tuition Fee	A\$ 10.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	52 weeks (12 weeks of holidays)	
Total Terms	4 Terms	
Possible employment pathways	Project Manager, Office Manager, Administration Manager	
Credit Transfer	Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.	

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment	Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:
--------------------------	---

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Diploma of Business Administration Course Structure

UNIT	NAME	
BSBADM502	Manage meetings	Elective
BSBADM503	Plan and manage conferences	Elective
BSBADM504	Plan and implement administrative systems	Elective
BSBADM506	Manage business document design and development	Elective
BSBCUS501	Manage quality customer service	Elective
BSBPMG522	Undertake project work	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBWOR502	Lead and manage team effectiveness	Elective

BSB60215 Advanced Diploma of Business

Qualification CRICOS CODE	087479G
Qualification Status	Current
AQF Level	6
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 12 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 8 Units of Competency	
Total Elective Units	8	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 12.400,00 being:</u>
	Tuition Fee	A\$ 12.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	52 weeks (12 weeks of holidays)	
Total Terms	4 Terms	
Possible employment pathways	Project Manager, Office Manager, Administration Manager	
Credit Transfer	<p>Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.</p> <p>For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.</p>	
Course Assessment	<p>Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:</p> <ul style="list-style-type: none"> • Case Study • Project • Written Report • Written Question • Role Play • Observation/Presentation 	

Advanced Diploma of Business Course Structure

UNIT	NAME	
BSBFIM601	Manage finances	Elective
BSBINM601	Manage knowledge and information	Elective
BSBINN601	Lead and manage organisational change	Elective
BSBMGT605	Provide leadership across the organisation	Elective
BSBMGT617	Develop and implement a business plan	Elective
BSBMKG608	Develop organisational marketing objectives	Elective
BSBMKG609	Develop a marketing plan	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective





Business is constantly evolving and many managers handle risk and change through motivating staff to be creative and innovative problem-solvers.

Training in the management sector will provide you with the skills and knowledge required to manage strategic and operational areas of any given organisation. These skills include customer service, developing operational plans, managing projects, recruiting staff and financial planning.

Course	Course and CRICOS Code	Duration	Academic Entry Requirements	Location
Diploma of Leadership and Management	BSB51918 098731K	52 weeks	Year 11 or equivalent, IELTS 5.5	Sydney, Melbourne
Advanced Diploma of Leadership and Management	BSB61015 089396F	52 weeks	Year 12 or equivalent, IELTS 5.5	Sydney, Melbourne

Top industries hiring graduates of this qualification*:

- Health & Community Services
- Retail, Hair & Beauty Services
- Business, Education & Training
- Government, Safety & Environment

* Source: www.myskills.gov.au/courses

Leadership and Management

Business Manager median salary[†]

A\$79,396

[†]annual median salary by [payscale.com](https://www.payscale.com)

BSB51918 Diploma of Leadership and Management

Qualification CRICOS CODE	0098731K
Qualification Status	Current
AQF Level	5
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 11 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 12 Units of Competency	
Total Core Units	4	
Total Elective Units	8	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 10.400,00 being:</u>
	Tuition Fee	A\$ 10.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00

Total Course Duration 52 weeks (12 weeks of holidays)

Total Terms 4 Terms

Possible employment pathways Office Manager, Information Services Manager, Operations Manager, Business Development Manager, Warehouse Manager, Corporate Services Manager, Senior Manager

Credit Transfer Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Diploma of Leadership and Management Course Structure

UNIT	NAME	
BSBLDR502	Lead and manage effective workplace relationship	Core
BSBLDR511	Develop and use emotional intelligence	Core
BSBMGT517	Manage operational plan	Core
BSBWOR502	Lead and manage team effectiveness	Core
BSBADM502	Manage meetings	Elective
BSBCUS501	Manage quality customer service	Elective
BSBFIM501	Manage budgets and financial plans	Elective
BSBHRM513	Manage workforce planning	Elective
BSBMGT502	Manage people performance	Elective
BSBMGT516	Facilitate continuous improvement	Elective
BSBPMG522	Undertake project work	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective

BSB61015 Advanced Diploma of Leadership and Management

Qualification CRICOS CODE	089396F
Qualification Status	Current
AQF Level	6
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 12 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 12 Units of Competency	
Total Core Units	4	
Total Elective Units	8	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 12.400,00 being:</u>
	Tuition Fee	A\$ 12.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00

Total Course Duration 52 weeks (12 weeks of holidays)

Total Terms 4 Terms

Possible employment pathways Area Manager, Business Analyst, Quarry Business Manager, Senior Executive, Business Development Director, Executive Director, Department Manager, Managing Director, Chief Executive Officer

Credit Transfer Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

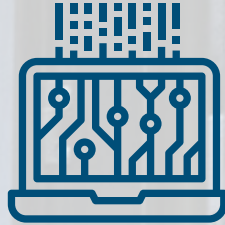
Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Advanced Diploma of Leadership and Management Course Structure

UNIT	NAME	
BSBFIM601	Manage finances	Core
BSBINM601	Manage knowledge and information	Core
BSBINN601	Lead and manage organisational change	Core
BSBMGT605	Provide leadership across the organisation	Core
BSBMGT608	Manage innovation and continuous improvement	Elective
BSBMGT616	Develop and implement strategic plans	Elective
BSBMGT617	Develop and implement a business plan	Elective
BSBMKG607	Manage market research	Elective
BSBMKG609	Develop a marketing plan	Elective
BSBRISK501	Manage risk	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBWHS605	Develop, implement and maintain WHS management systems	Elective





Digital technology is constantly evolving and is driving massive changes that impact business efficiency and productivity as well as the skill sets that businesses need to thrive in their industries. Information technology professionals, with their technical capabilities, are seen as an essential resource expected to drive the growth and innovation of Australian businesses.

At Strathfield College, you will become competent in designing systems and solutions that use technology to meet the needs of the user. You will develop skills in a range of areas crucial for IT professionals, including analysis, project management, client support, and e-business.

A qualification in IT will prepare you to work in small to medium businesses in areas including IT support, database development, website design and programming.

Course	Course and CRICOS Code	Duration	Academic Entry Requirements	Location
Diploma of Information Technology	ICT50118 086614 C	52 weeks	Year 11 or equivalent, IELTS 5.5	Sydney, Melbourne
Advanced Diploma of Information Technology Project Management	ICT60415 086747 A	52 weeks	Year 12 or equivalent, IELTS 5.5	Sydney, Melbourne

Top industries hiring graduates of this qualification*:

- Science & Technology
- Retail, Hair & Beauty Services
- Business, Education & Training
- Tourism & Hospitality

* Source: www.myskills.gov.au/courses

Information Technology

Web Developer median salary[†]

A\$61,279

[†]annual median salary by [payscale.com](https://www.payscale.com)

ICT50118 Diploma of Information Technology

Qualification CRICOS CODE	086614C
Qualification Status	Current
AQF Level	5
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 11 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 20 Units of Competency	
Total Core Units	4	
Total Elective Units	16	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 12.400,00 being:</u>
	Tuition Fee	A\$ 12.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	52 weeks (12 weeks of holidays)	
Total Terms	4 Terms	
Possible employment pathways	Business Administration, Information Technology, Quality Auditing, Information Technology Support Services	

Credit Transfer Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy.

Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Diploma of Information Technology Course Structure

UNIT	NAME	
BSBSUS501	Develop workplace policy and procedures for sustainability	Core
BSBWHS501	Ensure a safe workplace	Core
ICTICT509	Gather Data to Identify Business Requirements	Core
ICTICT517	Match ICT needs with the strategic direction of the enterprise	Core
CUADIG502	Design digital applications	Elective
ICTICT406	Build a graphical user interface	Elective
ICTICT501	Research and review hardware technology options for organisations	Elective
ICTICT508	Evaluate vendor products and equipment	Elective
ICTNWK511	Manage network security	Elective
ICTNWK529	Install and manage complex ICT networks	Elective
ICTNWK536	Plan, implement and test enterprise communication solutions	Elective
ICTPMG501	Manage ICT projects	Elective
ICTPRG505	Build advanced user interface	Elective
ICTPRG525	Build Java applets	Elective
ICTSAD505	Develop technical requirements for business solutions	Elective
ICTSAD506	Produce a feasibility report	Elective
ICTWEB429	Create a markup language document to specification	Elective
ICTWEB501	Build a dynamic website	Elective
ICTWEB502	Create dynamic web pages	Elective
ICTWEB504	Build a document using extensible markup language	Elective

ICT60415 Advanced Diploma of Information Technology Project Management

Qualification CRICOS CODE	086747A
Qualification Status	Current
AQF Level	6
Entry Requirements	There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they: <ul style="list-style-type: none"> • Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. • Have successfully completed Australian year 12 or equivalent • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 15 Units of Competency	
Total Core Units	6	
Total Elective Units	9	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	A\$ 12.400,00 being:
	Tuition Fee	A\$ 12.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	52 weeks (12 weeks of holidays)	
Total Terms	4 Terms	
Possible employment pathways	E-Business Project Manager, ICT Project Manager, IT Business Manager, IT Manager, IT Procurement Manager, IT Program Manager, Quality Assurance Manager, IT Projects, Senior Project Manager	

Credit Transfer	Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.
Course Assessment	For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure. Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to: <ul style="list-style-type: none"> • Case Study • Project • Written Report • Written Question • Role Play • Observation/Presentation

Advanced Diploma of Information Technology Project Management Course Structure

UNIT	NAME	
ICTICT610	Manage copyright, ethics and privacy in an ICT environment	Core
ICTPMG601	Establish ICT project governance	Core
ICTPMG602	Manage ICT project initiation	Core
ICTPMG603	Manage ICT project planning	Core
ICTPMG604	Manage ICT project delivery	Core
ICTPMG605	Manage ICT project closure	Core
BSBINN601	Lead and manage organisational change	Elective
ICTICT509	Gather data to identify business requirements	Elective
ICTICT602	Develop contracts and manage contracted performance	Elective
ICTICT608	Interact with clients on a business level	Elective
ICTPMG606	Manage ICT project quality	Elective
ICTPMG607	Manage and control ICT project risks	Elective
ICTPMG608	Manage ICT project systems implementation	Elective
ICTPMG609	Plan and direct complex ICT projects	Elective
ICTSUS601	Integrate sustainability in ICT planning and design projects	Elective





For dedicated students with aspirations for a rewarding hospitality career, this course in hospitality management offers valuable learning combined with practical experience and skills.

The course will give you a broad understanding of hospitality and allow you to explore theoretical concepts so you stand out for your expertise. You'll learn concepts and skills as broad as business operations, human resources, legal knowledge and service quality, preparing you to enter a management position.

Course	Course and CRICOS Code	Duration	Academic Entry Requirements	Location
Diploma of Hospitality Management	SIT50416 091021G	52 weeks	Year 11 or equivalent, IELTS 5.5	Sydney, Melbourne
Advanced Diploma of Hospitality Management	SIT60316 096073M	52 weeks*	Year 12 or equivalent, IELTS 5.5	Sydney, Melbourne

*52 weeks duration if the student has completed the Diploma qualification. Otherwise, it takes 76 weeks to complete.

Top industries hiring graduates of this qualification**:

- Health & Community Services
- Retail, Hair & Beauty
- Business, Education & Training

** Source: www.myskills.gov.au/courses

Hospitality

Hotel Manager median salary[†]

A\$62,514

[†]annual median salary by [payscale.com](https://www.payscale.com)

SIT50416 Diploma of Hospitality Management

Qualification CRICOS CODE	091021G
Qualification Status	Current
AQF Level	5
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none">• Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes.• Have successfully completed Australian year 11 or equivalent• Are at least 18 years old at the date of course commencement• Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 28 Units of Competency
Total Core Units	13
Total Elective Units	15
Mode of Delivery	<p>Face-to-face 20 hours per week</p> <p>Students will be required to undertake additional load of study in the term where SITHIND004 Work effectively in the hospitality service is delivered and assessed. Students are required to complete their 36 service periods prior to the commencement of their next term. Students who are undertaking this unit of competency in the last term of their course are required to complete their 36 service periods within their eCoE period. Possibility of eCoE extension to complete the work placement may be considered depending on the individual's circumstances and where, if any compassionate or compelling or any extenuating circumstances are identified.</p>

Course Fees	<table><tr><td><u>Total Course Fee</u></td><td><u>A\$ 12.400,00 being:</u></td></tr><tr><td>Tuition Fee</td><td>A\$ 12.000,00</td></tr><tr><td>Application Fee</td><td>A\$ 200,00 (non refundable)</td></tr><tr><td>Materials Fee</td><td>A\$ 200,00</td></tr></table>	<u>Total Course Fee</u>	<u>A\$ 12.400,00 being:</u>	Tuition Fee	A\$ 12.000,00	Application Fee	A\$ 200,00 (non refundable)	Materials Fee	A\$ 200,00
<u>Total Course Fee</u>	<u>A\$ 12.400,00 being:</u>								
Tuition Fee	A\$ 12.000,00								
Application Fee	A\$ 200,00 (non refundable)								
Materials Fee	A\$ 200,00								

Total Course Duration 52 weeks (12 weeks of holidays)

Total Terms 4 Terms

Possible employment pathways Banquet or Function Manager, Bar Manager, Caf  Manager, Chef de Cuisine, Chef P tissier, Club Manager, Executive Housekeeper, Front Office Manager, Gaming Manager, Motel Manager, Restaurant Manager, Sous Chef, Unit Manager, Catering Operations Manager

Credit Transfer Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Diploma of Hospitality Management Course Structure

UNIT	NAME	
BSBDIV501	Manage diversity in the workplace	Core
BSBMGT517	Manage operational plan	Core
SITXCCS007	Enhance customer service experiences	Core
SITXCCS008	Develop and manage quality customer service practices	Core
SITXCOM005	Manage conflict	Core
SITXFIN003	Manage finances within a budget	Core
SITXFIN004	Prepare and monitor budgets	Core
SITXGLC001	Research and comply with regulatory requirements	Core
SITXHRM002	Roster staff	Core
SITXHRM003	Lead and manage people	Core
SITXMGT001	Monitor work operations	Core
SITXMGT002	Establish and conduct business relationships	Core
SITXWHS003	Implement and Monitor Work Health and Safety Practices	Core
BSBADM502	Manage meetings	Elective
BSBCMM401	Make a presentation	Elective
BSBFIA302	Process payroll	Elective
BSBITU306	Design and produce business documents	Elective
BSBMKG401	Profile the market	Elective
BSBR501	Manage risk	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
SITHIND002	Source and use information on the hospitality industry	Elective
SITHIND004	Work effectively in hospitality service	Elective
SITXFIN002	Interpret financial information	Elective
SITXFSA001	Use hygienic practices for food safety	Elective
SITXHRM004	Recruit, select and induct staff	Elective
SITXHRM006	Monitor staff performance	Elective
SITXMPR007	Develop and implement marketing strategies	Elective
SITXWHS002	Identify hazards, assess and control safety risks	Elective

SIT60316 Advanced Diploma of Hospitality Management

Qualification CRICOS CODE	096073M
Qualification Status	Current
AQF Level	6
Entry Requirements	<p>There are no pre-requisites for any of the units of competency contained within it. This course is available to all international students and Strathfield College requires that students are able to provide evidence that they:</p> <ul style="list-style-type: none">• Have demonstrated an IELTS level of at least 5.5 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes.• Have successfully completed Australian year 12 or equivalent• Are at least 18 years old at the date of course commencement• Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 33 Units of Competency
Total Core Units	16
Total Elective Units	17
Mode of Delivery	Face-to-face 20 hours per week.

Students will be required to undertake additional load of study in the term where SITHIND004 Work effectively in the hospitality service is delivered and assessed. Students are required to complete their 36 service periods prior to the commencement of their next term. Students who are undertaking this unit of competency in the last term of their course are required to complete their 36 service periods within their eCoE period. Possibility of eCoE extension to complete the work placement may be considered depending on the individual's circumstances and where, if any compassionate or compelling or any extenuating circumstances are identified.

Course Fees	Total Course Fee	A\$ 18.400,00 being:
	Tuition Fee	A\$ 18.000,00
	Application Fee	A\$ 200,00 (non refundable)
	Materials Fee	A\$ 200,00

Total Course Duration 76 weeks (16 weeks of holidays)

Total Terms 6 Terms

Possible employment pathways Area Manager or Operations Manager, Cafè Manager, Club Secretary or Manager, Executive Chef, Executive Housekeeper, Executive Sous Chef, Food and Beverage Manager, Head Chef, Motel Manager, Room Division Manager

Credit Transfer Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Case Study
- Project
- Written Report
- Written Question
- Role Play
- Observation/Presentation

Advanced Diploma of Hospitality Management Course Structure

UNIT	NAME	
BSBDIV501	Manage diversity in the workplace	Core
BSBFIM601	Manage Finances	Core
BSBMGT517	Manage operational plan	Core
BSBMGT617	Develop and implement a business plan	Core
SITXCCS008	Develop and manage quality customer service practices	Core
SITXGLC001	Research and comply with regulatory requirements	Core
SITXHRM003	Lead and manage people	Core
SITXHRM004	Recruit, select and induct staff	Core
SITXHRM006	Monitor staff performance	Core
SITXMGT001	Monitor work operations	Core
SITXMGT002	Establish and conduct business relationships	Core
SITXMPR007	Develop and implement marketing strategies	Core
SITXWHS004	Establish and maintain a work health and safety system	Core
BSBADM502	Manage meetings	Elective
BSBCMM401	Make a presentation	Elective
BSBFIA302	Process payroll	Elective
BSBHRM604	Manage employee relations	Elective
BSBITU306	Design and produce business documents	Elective
BSBITU402	Develop and use complex spreadsheets	Elective
BSBMKG401	Profile the market	Elective
BSBSUS501	Manage risk	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
SITHIND002	Source and use information on the hospitality industry	Elective
SITHIND004	Work effectively in hospitality service	Elective
SITXCCS002	Provide visitor information	Elective
SITXCCS004	Provide lost and found services	Elective
SITXCOM005	Manage conflict	Elective
SITXFIN002	Interpret financial information	Elective
SITXFSA001	Use hygienic practices for food safety	Elective
SITXHRM002	Roster staff	Elective
SITXMPR001	Coordinate production of brochures and marketing materials	Elective
SITXMPR004	Coordinate marketing activities	Elective
SITXWHS002	Identify hazards, assess and control safety risks	Elective





Graduate Studies

RTO General Manager median salary†

A\$92,716

†annual median salary by payscale.com

BSB80515 Graduate Certificate in Management (Learning)

Qualification CRICOS CODE	0101912
Qualification Status	Current
AQF Level	8
Entry Requirements	<ul style="list-style-type: none"> • Have successfully completed a Bachelor's degree or have completed an Advanced Diploma qualification and 2 years equivalent full-time experience at management level. • Have satisfactorily completed Australian Year 12 or equivalent. • Have demonstrated an IELTS level of at least 6.0 or equivalent (test results must be no more than 2 years old) or the successful completion of at least General English Advanced or English for Academic Purposes at the same level. • For the purposes of entry into this qualification a degree, advanced diploma or diploma from any jurisdiction (country of origin) is acceptable. Work experience at sufficient complexity will be assessed using a process similar to RPL. • Are at least 18 years old at the date of course commencement • Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 4 Units of Competency	
Total Elective Units	2	
Total Core Units	2	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 7.950,00 being:</u>
	Tuition Fee	A\$ 7.500,00
	Application Fee	A\$ 250,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	26 weeks (2 study periods of 10 weeks each, 6 weeks of holidays term breaks)	
Total Terms	2 Terms	
Possible employment pathways	RTO Manager, Career Development Manager (Education Sector), RTO Education Advisor, RTO General Manager.	

Credit Transfer

Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment

Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy. Assessment evidence may include but is not limited to:

- Observation
- Project activities
- Portfolio
- Case Study
- Third-party evidence
- Reflective Journal
- Written report
- Written questions

Graduate Certificate in Management (Learning) Course Structure

UNIT	NAME	
BSBLDR801	Lead personal and strategic transformation	Core
BSBLDR802	Lead the strategic planning process for an enterprise	Core
BSBLDR803	Develop and cultivate collaborative partnerships and relationships	Elective
BSBINN601	Lead and manage organisational change	Elective

BSB80615 Graduate Diploma of Management (Learning)

Qualification CRICOS CODE	0101913
Qualification Status	Current
AQF Level	8
Entry Requirements	<ul style="list-style-type: none"> Have successfully completed BSB80515 Graduate Certificate of Management (Learning) or any other qualification at Graduate Certificate level (AQF level 8) / Have successfully completed a Bachelor's degree / have completed an Advanced Diploma qualification and 2 years equivalent full-time experience at management level. Have demonstrated an IELTS level of at least 6.0 or equivalent or the successful completion of at least General English Upper Intermediate or English for Academic Purposes. For the purposes of entry into this qualification a degree, advanced diploma or diploma from any jurisdiction (country of origin) is acceptable. Work experience at sufficient complexity will be assessed using a process similar to RPL. Are at least 18 years old at the date of course commencement. Have a suitable level of language, literacy and numeracy (LLN), to complete course requirements.

Please Note: All the students commencing this course are required to complete an LLN test on the orientation day to assist Strathfield College to identify student's needs for additional support during their study with Strathfield College.

Total Units	This qualification has 8 Units of Competency	
Total Elective Units	6	
Total Core Units	2	
Mode of Delivery	Face-to-face 20 hours per week	
Course Fees	<u>Total Course Fee</u>	<u>A\$ 15.450,00 being:</u>
	Tuition Fee	A\$ 15.000,00
	Application Fee	A\$ 250,00 (non refundable)
	Materials Fee	A\$ 200,00
Total Course Duration	52 weeks (4 study periods of 10 weeks each, 12 weeks of holidays term breaks)	
Total Terms	4 Terms	
Possible employment pathways	RTO Manager, Career Development Manager (Education Sector), RTO Education Advisor, RTO General Manager.	
Credit Transfer	Credit may be awarded on the basis of a combination of Credit Transfer plus an individual RPL assessment for additional learning.	

For international students, any reduction in overall course duration brought about by RPL/Credit Transfer is reported via PRISMS and an appropriate eCoE issued. For details, please refer to RPL/Credit Transfer Policy and Procedure.

Course Assessment	<p>Trainer/Assessor will use the correct assessment tools to gather sufficient and quality evidence about student performance in order to make the assessment decision based on the qualification training and assessment strategy.</p> <p>Assessment evidence may include but is not limited to:</p> <ul style="list-style-type: none"> Observation Project activities Portfolio Case Study Third-party evidence Reflective Journal Written questions
--------------------------	---

Graduate Diploma of Management (Learning) Course Structure

UNIT	NAME	
BSBINN801	Lead innovative thinking and practice	Core
BSBRES801	Initiate and lead applied research	Core
BSBLDR803	Develop and cultivate collaborative partnerships and relationships	Elective
BSBINN601	Lead and manage organizational change	Elective
BSBLDR801	Lead personal and strategic transformation	Elective
BSBLED802	Lead learning strategy implementation	Elective
BSBFIM801	Manage financial resources	Elective
BSBINM601	Manage knowledge and information	Elective

Students Responsibilities and Strathfield College Commitments

It is your responsibility to:

Maintain integrity, work hard and treat others with courtesy and respect.

Be aware of the Student Code of Conduct relating to your responsibilities as a student in the Strathfield College community, including those summarised in this brochure, the Student Handbook and the pre-enrolment information as well as your Visa clauses.

Keep yourself informed and keep the college informed. This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all Strathfield College tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which Strathfield College communicates with you (e.g. course progress, assessment results, outstanding fees).
- Replying in a timely manner to all the college's trainer and administrative communications to you, including emails, phone calls and text messages.
- Immediately updating your contact details if changes take place during your study period. You must provide your current address at all times as per your visa condition.

To be eligible for the College to issue the qualification, you must successfully complete all the assessment requirements of the course.

Strathfield College Commitments:

- Training contents and course materials are current and reflect the training package requirements.
- Appropriate training facilities and equipment meet the relevant requirements and are accessible to all students.
- Trainers are qualified and have current industry experience and are supportive to students.
- Trainers provide students with constructive learning and assessment feedback in a timely and professional manner.
- Students' voices are heard through student surveys on curriculum, training and assessment, trainers and assessors and academic support and student services.
- Orientation and learning support throughout the study period is provided.
- Students receive accurate information and enrolment guidance prior to the course start.
- Policies and procedures are readily accessible to students.
- Qualifications are issued within 30 days upon successful completion of all course requirements.
- Everyone is treated fairly and equitably.
- Students have access to learning and welfare support when needed.
- The quality of the training and assessment provided is in compliance with the Standards for Registered Training Organisations (RTOs) 2015.
- Students' rights are protected under "Australian Consumer Law".
- Students will not be disadvantaged if Strathfield College changes the requirements of, or discontinues the training product in which they are enrolled, in which case, Strathfield College will advise affected students of pathways to complete that program, or an appropriate alternative program, according to their needs and with their consent.
- Fair opportunity and access to Strathfield College complaints and appeals processes is provided.

Student Life

Students at Strathfield College benefit from a culturally-inclusive and supportive environment where social activities are a big part of campus life. A lot of effort is put towards not just teaching but also in making the students' life in the College as fun and memorable as possible.

When you enrol at Strathfield College, expect to be invited to a few BBQs, to meet new friends from different parts of the world, to join excursions and to explore the unique Australian landscape.





Student support services



Learning Support

Learning support is available if you need assistance in your studies.

Some of the activities that can be organised for students are:

- Workshops on language, numeracy and study skills.
- Assistance through one-on-one support if you are struggling with your coursework.
- Catch-up classes.
- Support and intervention meetings with your trainer and the Director of Studies.

Your course progress is monitored to help identify opportunities to offer additional support where necessary.

Student Welfare

Our Student Welfare Counsellors are here to support you if you are experiencing any issues outside of your studies. This may include adjusting to life in Australia, stress related to your studies or even loneliness which may affect your wellbeing and overall experience as an international student in Australia. This service is provided free of charge and all concerns discussed with Student Welfare are kept completely confidential.

Student Support Services Policy and Procedure

Student Orientation

At the beginning of a course of study, students are required to attend an Orientation session which includes the following:

- Details of the course, timetable, staff members contact details, welfare and Academic issues.
- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs.
- Legal, emergency and health services.
- Facilities and resources at the College.
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeals (please refer to the complaints and appeals policy and procedure).
- A tour of the campus identifying classrooms, student areas, student administration area and any other relevant areas such as toilets, fire exits, and restricted areas.
- Life in Melbourne and/or Sydney and Australia.
- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their studies in Australia.
- Services students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- Detailed information on how to seek assistance for reporting an incident that significantly impacts on a student's wellbeing, including critical incidents, can be obtained from the 'critical incident policy and procedure'.
- Visa requirements and work conditions.

Student Support Services

The following support services are made available and accessible for all students studying with the College. The College will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the College at no cost to the student, but fees and charges may apply where an external service is used by the student. This should be clarified by the student prior to using such services outside of the College.

- **English Language and Study Assistance Programs**

Identifying LLN Support Prior to Enrolment or Commencement:

A LLN Test will be conducted on the orientation day. The test will be administered by a qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified, learners will be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

Student Support during training:

The College will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional student support and discuss options with the Director of Studies. The Trainer/Assessor will create a short report in conjunction with the Director of Studies.

When support needs arise, the Director of Studies and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual student identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to ELICOS or other language courses.
- Referral to an external agency (e.g. Department of Home Affairs).
- Creation of an Individual Training Plan.

Responsibilities for initiating the above support services are:

Learner Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessors	Compliance Manager
Modification of the classroom configuration to improve mobility	Trainer/Assessors	Director of Studies
Referral to ELICOS or other language courses	Trainer/Assessors	Director of Studies
Referral to an external agency (e.g. Department of Home Affairs)	Compliance Manager	CEO
Creation of an Individual Training Plan	Director of Studies	Director of Studies
Monitoring of Individual Training Plans	Director of Studies	Compliance Manager

• **Facilities and resources**

At Orientation students are given a guided tour of the campus and all the College’s facilities. During that process they will become aware of all the resources available to them.

• **Policies and Procedures**

All students will be given a brief about relevant policies and procedures, including but not limited to the College’s course progress policy and procedure, Fee and Refund policy and procedure and Complaints and Appeals policy and procedure. Students will be able to access these on the College’s website.

• **Work Rights**

At Orientation, all students will be given an overview of their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

• **Academic Issues**

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies. Students’ course progress is monitored; and guidance and support provided where non-satisfactory results are identified. A student is able to access Student Support staff to discuss any academic or other related issues to studying at the College at any time. Student Support staff will be able to provide advice and guidance, or referral, where required.

• **Personal / Social Issues**

There are many issues that may affect a student’s social or personal life and Students have access to the Student Support staff through normal College hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where Student Support staff feels further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While Strathfield College does not offer accommodation services or take any responsibility for accommodation arrangements the College is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but Student Support staff can refer students to appropriate accommodation services.

- **Medical Issues**

Student Support staff will have a list of medical professionals within access from the College location and any student with medical concerns should inform Student Support staff who will assist them in finding an appropriate medical professional. Local medical services can be gained from the Student Support staff.

For any critical incident, the College has a documented Critical Incident Policy and Procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

For more details, please refer to Critical Incident – Policy and Procedure.

- **Legal Services**

The College is able to provide some advice and guidance on a limited range of situations. Where Student Support staff feel it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

- **Social Programs**

Apart from the Student Orientation session the Student Support staff will occasionally organise social events that allow all students enrolled with the College to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to Student Support staff.

Student Support Services Referral List

Student Support staff can provide links to external sources of support where staff at the College are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by Student Support staff.

(for further details, please refer to the 'Student Support Services' Policy and Procedure)

Deferring, Suspending or Cancelling an Overseas Student's Enrolment Policy and Procedure

Student Initiated Deferral, Suspension and Cancellation

- Students wishing to defer, cancel, suspend (i.e. take a leave of absence or withdraw) from their studies, should apply to do so, using the student Deferral/Suspension/Cancellation/Leave Request Form, available on the Strathfield College website or at reception. Students must submit the completed form to reception.
- Upon receipt of the completed form, the Director of Studies will make an assessment of the application including a VEVO check.
- The assessment will consider the grounds on which the application has been made, the evidence provided to support the application and the timing of the request and academic progress (if submitted during a period of study).
- If the application is rejected, the student will be informed (in writing) of the outcome and the reasons for that outcome. The student will be advised that they can access Strathfield College's Complaints and Appeals process in accordance with the Complaints and Appeals Policy and Procedure. Students will be advised that they have 20 working days in which to access this process.

- If the application is approved, the student will be informed (in writing) of the outcome as follows:
 - Deferrals: The student will be advised in writing that changes to their course duration will be recorded on PRISMS and that this may have implications for their student visa.
 - Cancellations: The student will be notified in writing that their CoE will be cancelled.
- If the student advises the College that they no longer wish to remain enrolled in the course or the student indirectly cancels their enrolment through their conduct, the College will advise DoHA via PRISMS, and their CoE will be cancelled.
- Strathfield College will retain copies of all written material related to deferrals, suspensions or cancellations in the student's file.

College initiated cancellation

- When the College determines that a student should be cancelled based on the criteria listed in this policy, the Director of Studies will inform the student in writing of its intention to suspend or cancel the student's enrolment. That notification will include a clear explanation of the reasons for the proposed cancellation and outline the appeals process available to the student.
- The student is required to respond to the notification within 5 working days.
- Based on the student's response the College will either initiate the cancellation process or reconsider the decision to intend to cancel the student's enrolment.
- If the Director of Studies deems the cancellation should proceed, the student will be reminded of the appeals process and advised to seek advice from immigration regarding their visa status.
- Following the appeal expiry date or negative outcome from an appeal (in accordance with the Complaints and Appeals Policy and Procedure) the Director of Studies will report the cancellation of the student on PRISMS.

If the Director of Studies is satisfied with the student response, he/she will dismiss the case and inform the student (in writing) of this outcome.

(for further details, please refer to the 'Deferment Suspension and Cancellation' Policy and Procedure)

Transfer between Registered Providers Policy and Procedure

Strathfield College assesses requests from students for a transfer between the College and other registered providers, prior to the student completing 6 months of his/her principal course of study, in accordance with this policy and procedure.

In line with Standard 7 of the National Code 2018, Strathfield College will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing 6 months of their principal course of study, except in limited circumstances as below:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- Releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

Note that in the very rare circumstances where the original provider or course has ceased to be registered, or sanctions have been placed by the Australian government or by the Federal Regulator, by which a student cannot continue his/her course at the original provider, Strathfield College will not consider 'release' information on PRISMS. Evidence of this occurrence will be placed in the student file.

Transfer to Strathfield College

- Any requests that are received in relation to a student transfer will be directed to the Admissions Manager (PRISMS officer). The Admissions Manager will then assess the application to transfer education providers and advise the student about the outcome as outlined in the procedure.
- Admissions Manager accesses the student information via documents provided by the student at the time of enrolment/application. This is done to determine if the student has completed 6 months of study in their principal course or not.
- If they have completed more than 6 months of their principal course of study, then the Admissions Manager will process the application and will seek the fee pending status from the finance department.
- If the student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded release of the student.
- If releasing from the previous provider is required on PRISMS, for students who have not completed 6 months of their principal course of study, Strathfield College will not enrol the student.
- If the Admissions Manager rejects the application of transfer to Strathfield College, the student is informed about the decision via email.
- If student release from the previous provider is provided, then the Admissions Manager processes the application in accordance with Strathfield College's Admissions Policy and Procedure.

Transfer from Strathfield College

- Students who seek to transfer to another provider prior to completing 6 months of their principal course must make a written request to the Admissions Manager. The application must be accompanied with a valid 'Letter of Offer' from the new provider authenticating the transfer and the justification on how the new intended course will benefit the student.
- The following circumstances are outlined below where the College will grant the transfer request in the overseas student's best interests, including but not limited to:
 - Strathfield College has cancelled/ceased to offer the course as outlined in the Written Agreement.
 - The Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
 - There is evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
 - Student has provided sufficient evidence of compassionate or compelling circumstances.
 - Student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy in accordance with Standard 8 of National Code 2018 and the Strathfield College's Course Progress Policy and Procedure.
 - There is evidence that the student's reasonable expectations about their current course are not being met.
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
 - Exceptional circumstances (documentation required to support circumstances).
- If the application is found to be genuine and the Admissions Manager approves the transfer, the student's enrolment at Strathfield College will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact the Department of Home Affairs and check if their existing visa allows them to study the intended course.
- The Admissions Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.

- The approval of transfer does not guarantee or does not indicate the agreement to provide any refund.
- Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be rejected. Reasons for rejection may include but are not limited to:
 - Outstanding debt to Strathfield College
 - New course or location or outcome is not suitable to student situation
 - Intended Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
- This decision of the appropriateness of the transfer will be made by the Admissions Manager and shall be given to the student in writing. The above process should not take more than 7 days once the student has provided the necessary documentation.
- In an event where the student's application of transferring to another provider is rejected, the student will be informed in writing about the student's right to appeal against the decision.
- Students will have access to Strathfield College's Complaints and Appeals processes. Students can appeal against the decision within 20 working days after the outcome is informed to the student.
- Strathfield College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or student has chosen not to access the complaints and appeals processes within the 20-working day period, or student withdraws from the process.
- Strathfield College will maintain records of all requests from students and the assessment of and decision regarding the request for a period of 2 years after student ceases to be an accepted student.

(for further details, please refer to the 'Transfer of Students Between Providers' Policy and Procedure)

Refund Applications

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student wanting to apply for a refund must submit a completed 'Refund Application Form' to Student Services. The application form can be accessed by:

- Contacting Student Administration
- Accessing the Strathfield College website

All refund applications are to be assessed by the Admissions Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

1. Refund applications after course commencement is in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.
2. Strathfield College is not liable to provide any refunds for fees paid to third parties such as health insurance or fees paid directly to an education agent.
3. Where the student breaches Strathfield College Policies and Procedures no refund is payable, except for the unused tuition fees for the subsequent terms.
4. Students cannot apply for a refund where there is default on payment of Tuition and material fees.
5. Payment of a refund application cancels a student's enrolment.

Full Refunds

Strathfield College will make a refund of course fees paid in the following circumstances:

- **Visa refused before commencement date**
In the event that a student's initial visa is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee.

Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.

- **Strathfield College does not commence or ceases delivery of a course**
Strathfield College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.
If Strathfield College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.
Where Strathfield College is unable to complete the course due to unforeseen circumstances, any 'unused' tuition fees are to be refunded to the student.
Where there is an instance of provider default in the above circumstances, Strathfield College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Strathfield College will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In the case of provider default, student tuition fees are protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international students, please visit: <https://tps.gov.au/>

Partial Refund

- **Student withdraws more than 60 days before course commencement date or within cooling off period**
If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less the Application fee.
- **Student withdraws less than 60 days but more than 28 days before the course commencement date**
If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fees are refundable.

No Fee Refund

- **Student withdraws less than 28 days before the course commencement date**
If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be no refund.
Strathfield College will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the Complaints and Appeals Policy.
Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be a refund on unused tuition fee for future study period/s. Overseas students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fees for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by Strathfield College to transfer to another provider prior to completion of six-month study of the principal course, there will only be a refund on unused tuition fees for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of the student with Strathfield Colleges' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Strathfield College except unused tuition fees for future study period/s.

In the event that a Student's extension of Visa is not granted; there will only be a refund on unused tuition fees for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a student abandons their course without formally cancelling their enrolment, there will not be any refund. The student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where the student's visa is cancelled due to any action of the student, there is no refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case basis.

Refund Procedure

All applications for refunds must be made in writing using the 'Refund Application Form' and must be submitted to the Finance Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is the student's responsibility to provide correct account details. Strathfield College will not authorise the transfer of fees to any other student's account. Refunds for students will be completed using the same method by which the fees were originally paid.

Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to A\$40 will be deducted from any refund. Strathfield College will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by Strathfield College.
(Refer Policy and procedure- Complaints and Appeals).

Summary of Refunds

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund
Strathfield College is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the College more than 60 days prior the course commencement date or within the cooling off period	Full refund
Withdrawal prior to agreed start date: Notify the College less than 60 days and greater than 28 days prior to the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the College less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Strathfield College is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to the Department of Home Affairs, as required by law.	No Refund
	No Refund
Student's extension of Visa is not granted.	If all fees have been paid, refund of unused tuition fees less (fees for ongoing term and administration fee)
Visa is cancelled due to any action of student	No Refund
RPL assessment	No Refund

for further details, please refer to the 'Fees and Refunds' Policy and Procedure

RPL / Credit Transfer Policy and Procedure

RPL Process

1. The candidate contacts Strathfield College and enquires about RPL.
2. The College provides the candidate with information about RPL. If the candidate decides they would like to proceed with RPL, the College must supply them with a copy of the RPL Self-Assessment Tool.
3. The candidate completes the RPL Self-Assessment Tool, identifying units they would like to apply for and evidence they could submit.
4. The candidate sends their RPL Self-Assessment Tool, a copy of their CV and any certified copies of relevant qualifications back to the College.
5. Strathfield College reviews the self-assessment checklists to determine if the candidate is suitable to proceed with the RPL process. This will include contacting the candidate to discuss the following:
 - Their work experience and anything of interest in their CV (for example, has the candidate worked in a different number of job roles, have they worked in a number of different workplaces, or the same one, professional development experiences, etc.).
 - The items they ticked/did not tick in their self-assessments.
 - The items listed in their evidence brainstorm (for example, will these add value to their application, or will you see evidence of their work when they complete the assigned tasks?).
 - The third party person – who is it, how long have they known the candidate in a professional capacity, etc.
6. The assessor makes a decision on the candidate's suitability for RPL. (If the candidate's work experience, skills and knowledge do not accurately reflect the requirements of the qualification or units therein, the candidate should be provided with information about formal training opportunities for this qualification). The candidate can then make a decision as to whether they would like to enrol in the course.
7. The successful candidate receives a copy of the:
 - Written agreement.
 - Invoice for RPL assessment.
 - RPL Evidence Tool.
 - RPL Third Party Tool (assessor must indicate in this document which units are being applied for, if the candidate is not applying for the entire qualification).
8. The assessor contacts the candidate to discuss:
 - How to work through the RPL Evidence Tool.
 - Arrangements for workplace observations (where applicable, and in consultation with the candidate's workplace supervisor to ensure that workplace visits are scheduled appropriately and that the workplace has access to required equipment and resources).
9. The assessor participates in the RPL assessment process, which will include:
 - Visiting the candidate's workplace to observe completion of practical tasks (where applicable).
 - Completing verbal questioning (either over the phone, Skype or other video conference tool, or in person).
 - Being available to provide support and assistance to the candidate as required.
10. The candidate submits their RPL Evidence Tool booklet and their evidence portfolio.
11. The assessor checks the third party person's ratings, feedback and comments in the RPL Third Party Tool.
12. Where necessary, the assessor contacts the third party person to discuss anything that requires further clarification.
13. The assessor contacts the candidate's professional referees to discuss the candidate's workplace competency.
14. The assessor contacts the candidate once an outcome has been made – all outcomes are to be summarised in the Assessment Outcome Summary in this document.
15. The assessor forwards all documents to Strathfield College's office for record keeping (see below).

RPL Gap training

If training is required to achieve a full qualification (and the candidate wishes to gain the full qualification), the assessor must document a plan for meeting the training needs and make appropriate arrangements.

C.T. - Credit Transfer

1. Applicants for credit transfer must complete:
 - Credit Transfer Application form
 - Attach a copy of a Qualification
 - Statement of Results (academic transcript) or
 - Statement of Attainmentand submit the application to the Admissions Manager.
2. The Admissions Manager must check the qualifications, Statement of Results (academic transcript) or Statement of Attainment, and grant credit transfers for identical units that have been identified as being completed at another Registered Provider.
3. The student and the Admissions Manager must sign the completed credit transfer record.
4. Granting of credit transfer must be recorded as a unit outcome in the student file/student management system.
5. After credit transfer is granted, a student's course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student file.
6. If possible, a full-time load for the student should be maintained by adjusting a student's course schedule and duration for completion of the course.
7. Any course duration reduction as a result of Credit Transfer granted to students must be indicated on:
 - Confirmation of Enrolment, if granted prior to the issue of a Visa, or
 - PRISMS, if granted after the issue of a Visa.
8. The following documents must be placed in the student file:
 - Verified copies of qualifications
 - Statement of Results (academic transcript)
 - Statements of Attainment
 - Credit Transfer Application form

Strathfield College will ensure that the decision to grant Credit Transfer will preserve the integrity of the award to which it applies and comply with requirements of the underpinning educational framework of the course.

In the event the College grants Credit Transfer to an overseas student, it will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Should Strathfield College grant Credit Transfer that reduces the overseas student's course length, it will:

1. Inform the student of the reduced course duration following granting of CT and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course
2. Report any change in course duration in PRISMS if CT is granted after the overseas student's visa is granted

(for further details, please refer to the 'RPL and Credit Transfer' Policy and Procedure)

Complaints and Appeals

Strathfield College ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which the College must act in response to a student complaint or appeal against a decision made by the College.

- Strathfield College will ensure that students have a clear understanding of the steps involved in the procedure by providing information on its website, in the student Written Agreement and by explaining the process during orientation.
- All students submitting a complaint or appeal must be treated fairly, professionally, transparently and without repercussion for making such a complaint or appeal.
- The processing of a complaint or appeal must be commenced within 10 days of it being received by the College.
- Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.
- In all cases where a formal complaint or grievance is made, the College will provide a response to the student.
- In all cases where an outcome has been reached, the College will inform the student (in writing) of the outcome of the appeal that clearly explains the reasons for that outcome. The College will retain copies of all such written communications, outcomes and reasoning.
- All students attending an appeal panel review are entitled to be accompanied by a support person of their choice.
- In situations where a student's internal appeal has been rejected, the student will be informed of the options available to them outside those offered by the College, if they wish to escalate the complaint or appeal beyond the College's processes. The College will inform students of their options for external appeal within 10 working days of making a decision.
- In a situation where an appeal (internal or external) is upheld, the College will immediately action that outcome and advise the student of the outcome and any follow up action.
- The College will ensure corrective action is taken in response to any complaint or appeal to mitigate any reoccurrence that may lead to similar complaints and appeals being lodged in the future.
- The College will collect the data about complaints and appeals and record the data in the Complaint Register.
- This data will include action taken to address the root cause of complaints, the follow-up and the outcome of the complaints/appeals. Evidence of complaints and appeals will be saved in the Complaints and Appeals folder, as well as the minutes of staff meetings at which actions arising from complaints were agreed and other relevant documentation. The folder will be managed by the Director of Studies and placed in a secured place.
- Complaints and appeals may be made in regards with but not limited to the following issues:
 - Enrolment process
 - Education agents
 - Campus facilities and resources (including the kitchen resources)
 - Training
 - Staff
 - Academic results
 - Course progress
 - Discrimination, harassment and bullying
 - Fees and refunds
 - Other students of Strathfield College
 - Any other party directly or indirectly related to Strathfield College

(for further details, please refer to the 'Complaints and Appeals Policy and Procedure')

How to apply

- Must be at least 18 years old at the time of enrolment.
- All courses are delivered face to face and include some online self-study.

Step 1



Print the application form from our website. Complete the form, attach the required supporting documents and send it to the email in the form or drop it off at:

SYDNEY

Level 2, 128 Chalmers Street,
Surry Hills NSW 2010

MELBOURNE

Level 8, 108 Lonsdale Street,
Melbourne VIC 3000

Step 2



Successful applicants will receive a Letter of Offer and Acceptance Form from the College within two business days.

Step 3



Complete the Acceptance Form and return it to the College. Pay the required fees according to the instructions in the Letter of Offer.

Step 4



Receive your Confirmation of Enrolment and apply for your student visa!





StrathfieldCollegeAustralia



strathfieldcollege.edu.au



info@strathfieldcollege.edu.au



@strathfieldcollegeaustralia

SYDNEY CAMPUS

Level 2, 128 Chalmers Street,
Surry Hills NSW, 2010
+61 (02) 9212 7799

MELBOURNE CAMPUS

Level 8, 108 Lonsdale Street
Melbourne VIC, 3000
+61 (03) 8658 5200

Strathfield College Pty Ltd
CRICOS Code: 02736K • RTO Number: 91223 • ABN: 85 168 435 667

The information in this study guide is current at the time of printing. For the most updated information, visit our website: www.strathfieldcollege.edu.au.

Publish and print date: February 2020