



International Student Prospectus

Legal Name: Australian National Education Pty. Ltd
Trading Name: ANE College
Phone: 02 9281 5929
Email: sydney.campus@ane.edu.au
Website: www.ane.edu.au
Postal Address: Suite 67-68, Level 6, 8-24 Kippax Street, Surry Hills NSW 2010
CRICOS Provider ID: 03859B
RTO ID: 45624
ABN: 18634728466

Welcome to ANE College

Thank you for your interest in studying at ANE College. ANE College enjoys a reputation in Australia and throughout the world as a center of excellence and innovation in the design and delivery of quality educational programs. We offer an extensive range of vocational courses to students of varying backgrounds, with all our courses being accredited by the Australian government.

As a student at ANE College you will experience an Institute characterized by an uncompromising commitment to outstanding teaching and learning and the development of highly motivated, work-ready, and respected graduates. Our simulated workplaces and industry partnerships ensure our students gain the practical skills required for future employment.

Our commitment to ensuring an outstanding study experience at ANE College for our international students also includes the availability of a wide range of support services

We look forward to welcoming you to ANE College.

Shane Lee
Chief Executive Officer

Effective for 2022

Information contained in this publication was correct at the time of production and is subject to change without notice. Distribution of this publication does not guarantee that the course(s) will be offered. Availability of courses is dependent upon student demand. All prices are quoted in Australian dollars.

ANE College
CRICOS Provider Code: 03859B
September 22

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About ANE College

Insert information about your Institution. Background should include the Directors

Our Team

Title	Name	Responsibilities
<i>Principle Executive Officer</i>	Shane Lee ceo@ane.edu.au +61 2 9281 5929	The PEO is responsible for the overall operations of ANE College, including compliance with legislation and to maintain a viable and ethical education business operation.
<i>Academic Manager</i>	Shane Lee trainingmanager@ane.edu.au +61 2 9281 5929	The Academic Manager is responsible for managing all vocational and English programs, as well as managing the team at ANE College
<i>Student Support Officer</i>	Pranab Chalise Student.service@ane.edu.au +61 2 9281 5929	The Student Support Officer is the central point of contact for student issues, by supporting students with various issues, including administration of enrolment and progression of students through their studies.
<i>Enrolment Manager</i>	Anupa Adhikari enrolmentmanager@ane.edu.au +61 2 9281 5929	The Enrolment Manager is the central point of contact for student issues, including administration of enrolment and progression of students through their studies.
<i>Trainer/Assessor</i>	Amitava Guha Jackie Gonzalez Maila Decena Kuzmanov Ryka Johnson Sunil Kandathil	Your Trainer is your key point of contact at ANE College, they are responsible for delivery of your training and assessment, as well as guide you through your Academic studies.

Facilities and Equipment

ANE College premises feature a unique integration of modern architecture and teaching facilities which is located at level 6 of KMS building in Kippax Street, Surry Hills, part of the Redfern inner-city area. The building has disabled access, lifts and wheelchair accessibility throughout the campus premises. It takes about 3 minutes-walking in the South direction from Central station and Sydney CBD central building. Students can take few steps to access to taxi, tram, bus and train routes towards the Inner West & Eastern suburbs, and surrounding Sydney CBD. In the surroundings, student can walk to various restaurants, local cafes, clothing shops, music school, banks and vibrant bar scene that continues to increase with the CBD's expansion. Some of the other facilities provided by the College are:

- Computer Lab Facility
- Photocopying and scanning
- Internet access and Wi-Fi

- Break out area for lunch/light meal
- Fridge/Microwave
- Tea/Coffee Services
- Emergency and health services
- Counselling Services
- Course-specific facilities
- Airport Pick-Up Service

ENTRY REQUIREMENTS

English Proficiency	<ul style="list-style-type: none"> ▪ International English Language Testing System (IELTS) score of at least 5.5; or ▪ TOEFL Internet-based Test minimum score of 46; or ▪ Cambridge English: Advanced (Certificate in Advanced English) score of at least 162; or ▪ Pearson Test of English academic (PTE Academic) score of at least 42; or ▪ Occupational English Test score of at least B for each test component
Minimum Age	Minimum age is 18 years
Required documents	Original or certified copies of all documentation must be submitted with application. Further details for these requirements can be found at www.homeaffairs.gov.au
Intakes	Refer to Academic Calendar on ANE College website.
Hours (Full Time)	20 hours per week
Study Mode	Face to face in a classroom for 15 hours and 5 hours online training delivery.
Assessment	All vocational courses are assessed through a combination of assessment methods and may include case studies, written questions, presentations, project work, role plays, self-reflection and/or oral questioning.
Visa Status	Subclass 500
Learning materials	<p>You will need specific resources to complete this course. Following is an example of resources that the student will require to complete the training:</p> <ul style="list-style-type: none"> • Laptop or Digital Device • Word processing software • Access to Internet • Reliable Internet connection <p>These additional learning materials are not covered in your course fees</p>

NOTE: International Students must hold a valid visa to undertake study with ANE College

SIT40121 – Certificate IV in Kitchen Management

Course Code	SIT40121	Enrolment Application Fee	\$250
Course Title	Certificate IV in Kitchen Management	Material Fees	\$1500
CRICOS Code	109585J	Term Fees	\$2658
Duration	76 Weeks (including Holidays)	Total Fees	\$15950
Hours (FT)	20 Hours per week		
Study Mode	Face to face: 15 hours in the classroom and 5 hours of online training delivery (Microsoft Teams, Zoom).		

Course Description

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

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

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

Course Structure

Code	Title	Core or Elective
SITHCCC023	Use food preparation equipment	Core
SITHCCC027	Prepare dishes using basic methods of cookery	Core
SITHCCC028	Prepare appetizers and salads	Core
SITHCCC029	Prepare stocks, sauces, and soups	Core
SITHCCC030	Prepare vegetable, fruit, eggs, and farinaceous dishes	Core
SITHCCC031	Prepare vegetarian and vegan dishes	Core
SITHCCC035	Prepare poultry dishes	Core
SITHCCC036	Prepare meat dishes	Core
SITHCCC037	Prepare seafood dishes	Core
SITHCCC041	Produce cakes, pastries, and breads	Core
SITHCCC042	Prepare food to meet special dietary requirements	Core

SITHCCC043	Work effectively as a cook	Core
SITHKOP010	Plan and cost recipes	Core
SITHKOP012	Develop recipes for special dietary requirements	Core
SITHKOP013	Plan cooking operations	Core
SITHKOP015	Design and cost menus	Core
SITHPAT016	Produce desserts	Core
SITXCOM010	Manage conflict	Core
SITXFIN009	Manage finances within a budget	Core
SITXFSA005	Use hygienic practices for food safety	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXFSA008	Develop and implement a food safety program	Core
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXINV006	Receive, store and maintain stock	Core
SITXMGT004	Monitor work operations	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITHCCC044	Prepare Specialised Food Items	Elective
SITHCCC040	Prepare and serve cheese	Elective
SITHCCC039	Produce pates and terrines	Elective
SITHASC024	Prepare Asian Salads	Elective
BSBTWK501	Lead diversity and inclusion	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective
Term Schedule		
Term 1: 10/01/2022 – 20/03/2022 (10 Weeks)		Term Break: 21/03/2022 – 03/04/2022 (2 Weeks)
Term 2: 04/04/2022 – 12/06/2022 (10 Weeks)		Term Break: 13/06/2022 – 26/06/2022 (2 Weeks)
Term 3: 27/06/2022 – 04/09/2022 (10 Weeks)		Term Break: 05/09/2022 – 18/09/2022 (2 Weeks)
Term 4: 19/09/2022 – 27/11/2022 (10 Weeks)		Term Break: 28/11/2022 – 08/01/2023 (6 Weeks)

SIT50416 Diploma of Hospitality and Management

Course Code	SIT50416	Enrolment Application Fee	\$250
Course Title	Diploma of Hospitality Management	Material Fees	\$850
CRICOS Code	102541M	Term Fees	\$1883
Duration	78 Weeks (including Holidays)	Total Fees	\$11300
Hours (FT)	20 Hours per week		
Study Mode	Face to face: 15 hours in the classroom and 5 hours of online training delivery (Microsoft Teams, Zoom).		

Course Description

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

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

Course Structure

Code	Title	Core or Elective
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
SITXFSA001	Use hygienic practices for food safety	Elective
SITHKOP005	Coordinate cooking operations	Elective
SITHCCC001	Use food preparation equipment	Elective
SITHCCC013	Prepare seafood dishes	Elective
SITHCCC014	Prepare meat dishes	Elective
SITHPAT006	Produce desserts	Elective
SITHCCC019	Produce cakes, pastries and breads	Elective
BSBRES401	Analyse and present research information	Elective
BSBADM502	Manage meetings	Elective
SITXWHS002	Identify hazards, assess and control safety risks	Elective
SITXHRM004	Recruit, select and induct staff	Elective
SITXCCS006	Provide service to customers	Elective
SITXHRM001	Coach others in job skills	Elective
SITHIND002	Source and use information on the hospitality industry	Elective
BSBSUS401	Implement and monitor environmentally sustainable work practices	Elective

Term Schedule

Term 1: 10/01/2022 – 20/03/2022 (10 Weeks)	Term Break: 21/03/2022 – 03/04/2022 (2 Weeks)
Term 2: 04/04/2022 – 12/06/2022 (10 Weeks)	Term Break: 13/06/2022 – 26/06/2022 (2 Weeks)
Term 3: 27/06/2022 – 04/09/2022 (10 Weeks)	Term Break: 05/09/2022 – 18/09/2022 (2 Weeks)
Term 4: 19/09/2022 – 27/11/2022 (10 Weeks)	Term Break: 28/11/2022 – 08/01/2023 (6 Weeks)

CHC43115 – Certificate IV in Disability

Course Code	CHC43115	Enrolment Application Fee	\$250
Course Title	Certificate IV in Disability	Material Fees	\$850
CRICOS Code	102537G	Term Fees	\$2850
Duration	76 Weeks (including Holidays)	Total Fees	\$11400
Hours (FT)	20 Hours per week		

Study Mode	Face to face: 15 hours in the classroom and 5 hours of online training delivery (Microsoft Teams, Zoom).		
Course Description			
<p>This qualification reflects the role of workers in a range of community settings and clients' homes, who provide training and support in a manner that empowers people with disabilities to achieve greater levels of independence, self-reliance, community participation and wellbeing. Workers promote a person-centred approach, work without direct supervision and may be required to supervise and/or coordinate a small team.</p> <p>To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.</p>			
Course Structure			
Code	Title	Core or Elective	
CHCCS015	Provide individualised support	Core	
CHCDIS002	Follow established person-centred behaviour supports	Core	
CHCDIS005	Develop and provide person-centred service responses	Core	
CHCDIS007	Facilitate the empowerment of people with disability	Core	
CHCDIS008	Facilitate community participation and social inclusion	Core	
CHCDIS009	Facilitate ongoing skills development using a person-centred approach	Core	
CHCDIS010	Provide person-centred services to people with disability with complex needs	Core	
CHCDIV001	Work with diverse people	Core	
CHCLEG003	Manage legal and ethical compliance	Core	
HLTAAP001	Recognise healthy body systems	Core	
HLTWHS002	Follow safe work practices for direct client care	Core	
HLTWHS004	Manage work health and safety	Elective	
CHCAGE001	Facilitate the empowerment of older people	Elective	
CHCCS011	Meet personal support needs	Elective	
Term Schedule			
Term 1: 10/01/2022 – 20/03/2022 (10 Weeks)		Term Break: 21/03/2022 – 03/04/2022 (2 Weeks)	
Term 2: 04/04/2022 – 12/06/2022 (10 Weeks)		Term Break: 13/06/2022 – 26/06/2022 (2 Weeks)	
Term 3: 27/06/2022 – 04/09/2022 (10 Weeks)		Term Break: 05/09/2022 – 18/09/2022 (2 Weeks)	
Term 4: 19/09/2022 – 27/11/2022 (10 Weeks)		Term Break: 28/11/2022 – 08/01/2023 (6 Weeks)	

CHC52015 – Diploma of Community Services

Course Code	CHC52015	Enrolment Application Fee	\$250
Course Title	Diploma of Community Services	Material Fees	\$1000
CRICOS Code	102539E	Term Fees	\$3200
Duration	76 Weeks (including Holidays)	Total Fees	\$19200
Hours (FT)	20 Hours per week		
Study Mode	Face to face: 15 hours in the classroom and 5 hours of online training delivery (Microsoft Teams, Zoom).		

Course Description

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

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

Course Structure

Code	Title	Core or Elective
CHCCS007	Develop and implement service programs	Core
CHCCOM003	Develop workplace communication strategies	Core
CHCDEV002	Analyse impacts of sociological factors on clients in community work and services	Core
CHCDIV003	Manage and promote diversity	Core
CHCLEG003	Manage legal and ethical compliance	Core
CHCMGT005	Facilitate workplace debriefing and support processes	Core
CHCPRP003	Reflect on and improve own professional practice	Core
HLTWHS004	Manage work health and safety	Core
CHCDEV001	Confirm client developmental status	Elective
CHCCSM005	Develop, facilitate and review all aspects of case management	Elective
CHCCSM006	Provide case management supervision	Elective
CHCCS004	Assess co-existing needs	Elective

CHCCSM004	Coordinate complex case requirements	Elective
CHCCDE011	Implement community development strategies	Elective
CHCADV002	Provide advocacy and representation services	Elective

Term Schedule

Term 1: 10/01/2022 – 20/03/2022 (10 Weeks)	Term Break: 21/03/2022 – 03/04/2022 (2 Weeks)
Term 2: 04/04/2022 – 12/06/2022 (10 Weeks)	Term Break: 13/06/2022 – 26/06/2022 (2 Weeks)
Term 3: 27/06/2022 – 04/09/2022 (10 Weeks)	Term Break: 05/09/2022 – 18/09/2022 (2 Weeks)
Term 4: 19/09/2022 – 27/11/2022 (10 Weeks)	Term Break: 28/11/2022 – 08/01/2023 (6 Weeks)

CHC50113 – Diploma of Early Childhood Education and Care

Course Code	CHC50113	Enrolment Application Fee	\$250
Course Title	Diploma of Early Childhood Education and Care	Material Fees	\$1500
CRICOS Code	102538F	Term Fees	\$2612.5
Duration	76 Weeks (including Holidays)	Total Fees	\$20900
Hours (FT)	20 Hours per week		
Study Mode	Face to face: 15 hours in the classroom and 5 hours of online training delivery (Microsoft Teams, Zoom).		

Course Description

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

They may have responsibility for supervision of volunteers or other staff.

Course Structure

Code	Title	Core or Elective
CHCDIV002	Promote Aboriginal and /or Torres Strait Islander cultural safety	Core
CHCECE001	Develop cultural competence	Core
CHCECE002	Ensure the health and safety of children	Core
CHCECE003	Provide care for children	Core
CHCECE004	Promote and provide healthy food and drinks	Core

CHCECE005	Provide care for babies and toddlers	Core
CHCECE007	Develop positive and respectful relationships with children	Core
CHCECE009	Use an approved learning framework to guide practice	Core
CHCECE016	Establish and maintain a safe and healthy environment for children	Core
CHCECE017	Foster the holistic development and wellbeing of the child in early childhood	Core
CHCECE018	Nurture creativity in children	Core
CHCECE019	Facilitate compliance in an education and care service	Core
CHCECE020	Establish and implement plans for developing cooperative behaviour	Core
CHCECE021	Implement strategies for the inclusion of all children	Core
CHCECE022	Promote children's agency	Core
CHCECE023	Analyse information to inform learning	Core
CHCECE024	Design and implement the curriculum to foster children's learning and development	Core
CHCECE025	Embed sustainable practices in service operations	Core
CHCECE026	Work in partnership with families to provide appropriate education and care for children	Core
CHCLEG001	Work legally and ethically	Core
CHCPRT001	Identify and respond to children and young people at risk	Core
HLTAID004	Provide an emergency first aid response in an education and care setting	Core
HLTWHS003	Maintain work health and safety	Core
CHCDIV001	Work with diverse people	Elective
CHCMGT003	Lead the work team	Elective
CHCPOL002	Develop and implement policy	Elective
CHCSAC005	Foster the holistic development and wellbeing of the child in school age care	Elective
CHCPRP003	Reflect on and improve own professional practice	Elective
Term Schedule		
Term 1: 10/01/2022 – 20/03/2022 (10 Weeks)		Term Break: 21/03/2022 – 03/04/2022 (2 Weeks)
Term 2: 04/04/2022 – 12/06/2022 (10 Weeks)		Term Break: 13/06/2022 – 26/06/2022 (2 Weeks)

Term 3: 27/06/2022 – 04/09/2022 (10 Weeks)	Term Break: 05/09/2022 – 18/09/2022 (2 Weeks)
Term 4: 19/09/2022 – 27/11/2022 (10 Weeks)	Term Break: 28/11/2022 – 08/01/2023 (6 Weeks)

Other fees

Enrolment Application Fee	AUD \$250
Overseas Student Health Cover	Single cover from \$55 p/month
Homestay placement Fee	Starts from: \$290 Approx
Homestay	Starts from: Single \$290 p/week, double \$260 p/week Approx
Home Share	Starts from: \$250 p/week (without meals) Approx
Airport pick-up fees	\$200
Airport Return (back to airport)	\$250
Re-enrolment Fee	\$500
Replacement Certificate	\$100.00
1st Assessment	No Fee
2nd Assessment – same unit	No Fee
3rd and subsequent Reassessment – Maximum 4 (same unit)	\$250.00
Re sit assessment due to Academic Misconduct	\$400.00
Replacement Certificate	\$100.00
Overdue Tuition Fee – 7 Days	\$100
Overdue Tuition Fee – 14 days & above	\$200
Interim Academic Transcript/Progress Report	\$50
Change of CoE Details/Course variation fee	\$100
Welfare Service - External Professional Fees	\$60 +

*All prices are in Australian Dollars and are subject to change. All courses and prices are subject to change without notice and courses are offered subject to availability. Neither service (Accommodation or Airport Pick-up) will be provided without full payment and arrival dates. Minimum of 1 week booking is required for Homestay. Applicants who are applying through accredited agents and IDP Education Offices are exempt from paying an application fee.

Learning and Assessment

Student Orientation Day

As many students find life in Australia quite different from life in their home country, Student's will be provided with a Student Orientation Session, which is a presentation that has been designed to help students become familiar with Australian culture and customs and to introduce students to ANE College and its services.

At the Student Orientation Day, a presentation will be delivered with key information about the following:

- Course structure and Timetable
- Student's Rights and Responsibilities
- International Student Handbook
- Key staff within the Institution
- Local shops, cafés and restaurants
- Living in Australia including
 - Accommodation
 - Support Services
 - Visa compliance
 - Australian Culture
 - Visa requirements
 - Working in Australia
 - Living Costs
 - Health and Safety
 - Insurance
 - Banking
 - Phone and Internet
 - Public transport

All Students will be required to sign an Attendance Sheet for the Student Orientation Day and their attendance will be recorded within the Student Database.

Course Assessment

Assessment is a combination of written assignments, tests and practical application projects. In some courses, assessment is based on competency, i.e. the ability to perform specific skills and is done through a combination of observation, discussion, written assignments, tests, examinations and/or practical application/work related projects.

Students are required to attend in-class assessments as scheduled by ANE College

Teaching Methods

Teaching methods may comprise supervised classroom learning, online learning, lectures, tutorials, individual feedback sessions, supervised practical components, work experience/practical placement, language support and field trips.

Course information may also be provided to students via the use of the intranet.

Learning Resources

A list of learning resources will be provided to students on commencement of their course. Students will be required to purchase books and other materials as part of their course. They should allow for additional payments per year for these materials. Some materials may be provided online and are made available through ANE College

In some courses, there are no specific learning resources except those provided by ANE College in hard and soft copy.

Course Credit

International students may be eligible for credit for previous studies they have undertaken. In Australia, we call this Credit Transfer (CT) or Recognition of Prior Learning (RPL).

Credit Transfer may be granted on the basis of previous study of the same or similar modules/units of competency at ANE College or at other approved Registered Training Organisations by the Australian Skills Quality Authority. Recognition of Prior Learning is used to evaluate qualifications gained from other formal studies or training.

Information on how to apply for this type of credit will be provided during the orientation program. If you believe you will be making an application for course credit on arrival at ANE College, please bring with your original copies of your academic transcripts and a verifiable, detailed outline of each subject that you undertook as part of the course.

If you think you are eligible for this type of credit or you wish to apply for exemptions, you should lodge your application at with ANE College before the end of the orientation week at the latest. Applications received after that time will not be considered.

RPL/CT will be granted subject to meeting the requirements of the National Code – completion within the expected duration of study. Refer to www.aei.gov.au/ESOS. Until you have received notification that you have been granted RPL or CT, you must attend all classes.

There is no refund of fees for any credit granted. If you are granted RPL or CT, you will be allowed to enrol in additional subjects, subject to places being available. In this way, you may be able to complete your course in a shorter amount of time.”

Please refer to the conditions for RPL under the Terms and Conditions of Enrolment.

Deferring, Suspending or Cancelling Enrolment Policy (S)

Students need written permission from ANE College to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by ANE College when there are compassionate or compelling circumstances (e.g., illness where a medical certificate states that the student is unable to attend classes), or misbehavior by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

ANE College is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

ANE College will inform the student of its intention to suspend or cancel the student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access ANE College’s internal Complaints and Appeals procedure.

About Surry Hills

Surry Hills is an inner-city suburb of Sydney, in the state of New South Wales, Australia. Surry Hills is immediately south-east of the Sydney central business district in the local government area of the City of Sydney. Surry Hills is surrounded by the suburbs of Darlinghurst to the north, Chippendale and Haymarket to the west, Moore Park and Paddington to the east and Redfern to the south. It is often colloquially referred to as "Surry".

It is bordered by Elizabeth Street and Chalmers Street to the west, Cleveland Street to the south, South Dowling Street to the east, and Oxford Street to the north. Crown Street is a main thoroughfare through the suburb with numerous restaurants, pubs and bars. Central is a locality in the north-west of the suburb around Central station. Prince Alfred Park is located nearby. Strawberry Hills is a locality around Cleveland and Elizabeth Streets and Brickfield Hill to the east of that.

A multicultural suburb, Surry Hills has had a long association with the Portuguese community of Sydney.

Source: https://en.wikipedia.org/wiki/Surry_Hills,_New_South_Wales

Cycling

Surry Hills Cycleways has all the information you need to get you riding on a bike, including maps, tips and many more resources. There's even a list of bike hire options, so you don't have to worry if you haven't brought your own bike!

Public transport

Our area features a comprehensive public transport network of train, bus and ferry services. Light rail, sightseeing buses and taxis complement the network.

Walking

Walking is one of the best ways to get around our area. All the city's villages are within walking distance or just a short commute to the city centre.

Public toilets

Surry Hills has a large network of public toilets, some of which are coin-operated.

Shopping and business hours

Most major shops and department stores are open 7 days a week. Late night shopping takes place on Thursday evenings, with many stores open until 9pm.

Banks and post offices are open Monday to Friday. Some post offices open on Saturday mornings.

Time zone

Surry Hills is located within Australian Eastern Standard Time (AEST).

Tipping

Tipping is not the general custom in Australia, but it is your choice at any time.

Links

www.homeaffairs.gov.au

www.studyinaustralia.gov.au

Map of Surry Hills



Student Life

Average weekly living costs in Australian Dollars

	AUD
Accommodation (shared or single)	120-380
Telephone/postage	15-40
Food cooked at home	90-130
Transport	20-55
Electricity/Gas	35-55
Clothes/Entertainment	50+
TOTAL	330-645

Regular purchased items in Australian Dollars

	AUD
Take-away food	\$8-\$12
Dining Out	\$25-\$55
Instant Coffee 125gms	\$5-\$8
Loaf of bread	\$3-\$5
1 Litre Milk	\$3-\$5
1 Litre Water	\$3-\$5
Movie Ticket	\$15-\$20
Chocolate	\$3-\$5
Bus/Train	\$5-\$15

Study in Australia

Use the Studying in Australia website (<http://www.studyinaustralia.gov.au/>) to make an informed decision about studying in Australia.

The website has information for international students studying and living in Australia, including:

- Accommodation
- Support Services
- Visa compliance
- Australian Culture
- Visa requirements
- Working in Australia
- Living Costs
- Health and Safety
- Insurance
- Banking
- Phone and Internet
- Public transport

Student Service & Support

Course advice and enrolment assistance

Students are introduced to the academic staff and to their Course Coordinator at Orientation. Students will also be provided with course advice and assistance at enrolment.

Counselling Services

Counsellors are available to assist international students with personal and study problems and to provide educational and vocational counselling. Students receive full assistance to achieve their study goals in Australia.

Counselling service charges will be determined by the service provider.

Full support services list with contacts can be obtained through ANE College head office.

Accommodation Options

Several options are available for students including rental accommodation, shared accommodation and home stay. Most international students prefer to share rental accommodation to reduce costs. We can assist students to find accommodation. The beginning of each term is a busy time, students should request assistance to find accommodation at least two weeks prior to arrival. For further information contact us at {{Email}} Students are required to make a request for this service at least two weeks in advance.

Airport Reception Services

ANE College can make arrangements to pick you up at the airport upon request. All students requiring assistance with airport reception services MUST inform ANE College of their flight details at least ONE WEEK prior to their arrival to ensure suitable accommodation and airport reception can be arranged. Please contact ANE College for more information.

Student Banking

International Students can open a bank account before they arrive in Australia. The Commonwealth Bank is one of Australia's leading financial institutions, offering a comprehensive range of personal, business and institutional banking products and services under one roof. By choosing the bank more Australians choose, you can rest assured your money is in safe hands. This is a free service.

For further information on how to open a bank account online, simply visit www.commbank.com.au/movingtoaustralia

Overseas Student Health Cover

As an international student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health whilst studying in Australia.

For more information on Overseas Student Health Cover:

<http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>

Medical Services

National Health Services Directory is an online search engine whereby you can search the directory to find health services near you. The website provides information about General Practice Doctors, pharmacies, hospitals and emergency departments. <http://www.nhsd.com.au/>



Emergency Services

In the event of an emergency, where there is a danger to life or a crime is in progress, you should **call 000**. This number will give you access to Police, Fire or Ambulance. This is a free call.

Legal Services

International students can seek legal advice in relation to immigration (Visa's), discrimination and many other matters. Legal advice and assistance can be obtained for free or at a minimal cost. For further information go to: <http://www.legalaid.nsw.gov.au/>

Beach Safety

Be careful when swimming in Australian water. Some parts of the coast have powerful currents and tides. Shark attacks are rare, but sometimes do occur. It is safest to swim at beaches that are supervised by Surf Lifeguards, these are beaches that are marked by red and yellow flags.



Student Visa Obligations

Visa

If you have a problem or question about your visa talk to the Student Support Officer or the Principal or you can talk to the Department of Home Affairs (DAH) about your visa or other immigration matters.

<https://www.homeaffairs.gov.au/>

Under the ESOS framework as an overseas student on a student visa you have responsibilities to: Satisfy your student visa conditions, maintain your Overseas Student Health Cover (OSHC) for the period of your stay, inform your provider if you change your address, maintain satisfactory course progress and maintain satisfactory attendance.

ESOS Framework

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

Following is a link to a fact sheet that contains essential information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study. <https://docs.education.gov.au/node/39586>

Change of Address

It is a requirement of your visa to notify ANE College of any changes to your address whilst living in Australia. This is essential to ensure that your Student Records are true and correct and to enable ANE College to maintain contact with you whilst enrolled with ANE College. If you have a student visa, you must also advise the Department of Home Affairs of the change of address.

Working in Australia

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa.

Permission to work

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session.

Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

If the voluntary work could have been undertaken by an Australian resident who would have received a wage, then this is included in the 40 hours.

Family members granted permission to work

Family members:

- must not start work until the primary visa holder has commenced their course in Australia
- can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

Additional information about student visa work conditions

You can view your visa online using Visa Entitlement Verification Online (VEVO) [http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

Tax File Number

You must obtain a Australian Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. <https://taxfilenumberaustralia.com.au>

Your workplace rights

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

Application Process

Important information to read before completing your Enrolment Application Form

Please read this information carefully, complete all sections and ensure that certified copies of your academic transcripts and English language assessments are attached.

Enrolment Application Form

Before completing the Enrolment Application Form you should have read the information contained in this prospectus. In particular, you should ensure that you fully understand ANE College's Terms and Conditions of Enrolment and the Fee Payment and Refund Procedures which are outlined on the Enrolment Application Form.

You must attach to your application certified copies of your academic results including your English language assessment.

You are required to confirm and consent to important items at the end of the Enrolment Application Form – under the heading "Declaration". Please read them carefully before you sign the Enrolment Application Form.

Application Fee

Applications will only be considered when they are accompanied by a non-refundable Application Fee of AUD \$250.

This fee covers the administrative process for ANE College to review your application.

Applicants who are applying through accredited agents and IDP Education offices are exempt from paying this application fee.

Provisional Acceptance / Rejection

Upon receipt of your application ANE College will notify you whether you have been accepted.

If you are NOT accepted, your application fee will be refunded.

If you are accepted, ANE College will forward to you a Letter of Offer and the Fee Schedule.

Letter of Offer/Written Acceptance

Students who are successful in their enrolment with ANE College will be notified in writing through a formal Letter of Offer.

In line with the requirements of Department of Home Affairs (DHA), the letter of offer includes the following information to support student Visa applications:

- Qualification Code and Title or Unit Code and Title
- Break down of units (for full qualifications only)
- Fees including course fees, administration fees, material fees and any other charges
- Re-assessment fees (where applicable)
- Course refunds policies
- Terms and conditions of enrolment
- Written agreement with the student, confirming that they agree with the terms and conditions of enrolment

Confirmation of Enrolment Forms / Visas

On receipt of your tuition fees ANE College will forward you an official Electronic Confirmation of Enrolment (eCOE) which will allow you to apply at Australian Embassies and Consulates abroad for a student visa to enter Australia.

Packaged Courses

You can apply to undertake two or more courses on your Student Visa (subclass 500) where there is a clear progression from one course to another. This is known as course packaging.

You will need to provide a Confirmation of Enrolment (CoE) or prove that a CoE is not required for each intended course with your visa application.

The final course that you will undertake as part of your package of courses is your main (or principal) course of study. Your main course of study will be used to determine your financial and English language evidentiary requirements.

TERMS & CONDITIONS OF ENROLMENT

1. Student Responsibilities - VET

- a) Students must satisfy entry requirements for course of enrolment.
- b) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
- c) If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
- d) If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
- e) All students will undergo an induction with ANE College, which will include the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
- f) Students are issued with a Student Handbook & International Student Handbook, which includes the student's rights and responsibilities that will affect their participation in training.
- g) The student acknowledges that they must observe ANE College's policies and procedures, according to State and Federal Government legislative and regulatory requirements and the Student Visa requirements, as set out in the Student Handbook and the International Student Handbook.

2. Visa Requirements

According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE). Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which may result in the cancellation of their student visa.

If a student does not commence studies on the agreed commencement date, after 14 days ANE College will cancel the student's CoE unless a new starting date has been agreed to. Any student who does not commence studies will be reported to the DHA, and this may result in the cancellation of the student's visa.

Students are required to have in place, prior to commencement of studies, Overseas Student Health Cover (OSHC) throughout the duration of their course of studies. Our organisation has agreements in place with OSHC providers and can assist you with accessing health cover.

3. Enrolment & Selection (5.3)

- a) This form is just for registering your initial interest into training with ANE College and is not confirmation of your enrolment into ANE College. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
- b) All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
- c) The student is responsible for notifying ANE College if they have a medical condition or disability or require assistance in their training.
- d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
- e) It is the student's responsibility to note the date, time and location of the course as advertised.
- f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- h) If you are unable to complete your course, due to changed personal circumstances, ANE College will make every effort to ensure you are placed into an alternative pre-scheduled course.
- i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- j) ANE College reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. ANE College's students are covered by public liability insurance whilst studying on campus.
- l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- m) Completing the Enrolment Application Form does not guarantee a place with ANE College.
- n) ANE College reserves the right to decline an application.

- o) Students from assessment level 3 and 4 countries are advised to apply through ANE Colleges representative (International Student Agent).
- p) Applications will be processed when all required documents and the non-refundable enrolment fee are received by ANE College.
- q) Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made.
- r) When the duration of studies at ANE College needs to be extended to complete the course, the student is required to pay additional fees for this extension.
- s) The student is responsible for keeping a copy of the letter of offer, as provided by ANE College.

4. Course Fees and Payments (5.3)

- a) Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) Fees must be paid in Australian dollars by bank cheque or bank transfer to ANE College's bank account. ANE College will not be responsible for any monies paid to agents.
- c) ANE College reserves the right to vary fees.
- d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
- e) The Enrolment Application Fee is non-refundable in any circumstances.
- f) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- g) Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- h) The student puts at risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with ANE College administration before the due date.
- i) The student is responsible for retaining a copy of the receipts received for all payments made
- j) An **Enrolment Application Fee of \$250**. This is required to be paid with this Enrolment Application Form, which is non-refundable
- k) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$100** will be charged.
- l) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- m) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- n) ANE College is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

5. Refund Policy (further details, please refer to ANE College – Refund Policy on our website

<https://ane.edu.au/wp-content/uploads/Refund-Policy.pdf>).

Claims for refunds must be made in writing using the Refund Request Form available from ANE College. Following outlines, ANE Colleges Policy on Refunds:

1. If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
2. Students are also eligible for a Refund if ANE College cancels the enrolled course, or the principal course application has been denied.
3. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
 - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.
 - b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
4. There will be no refund issued following commencement of studies
5. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.

6. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
7. If ANE College cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
8. ANE College is not responsible for the agency fee you paid to the Education Agency (EA).
9. When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
10. ANE College is only responsible for the refund of the commission received by the student's EA.
11. To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
12. Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
13. Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
14. Refunds may be made to an immediate family member in the instance that a student has been non-contactable for at least 6 months or in the event of the student's death.
15. If ANE College is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a refund as calculated by ESOS legislation. Further information about TPS is available from www.tps.gov.au
16. This policy may be waived by ANE College in exceptional circumstances at its absolute discretion and the decision of ANE College is final.
17. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
18. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

19. Deferring, Suspending or Cancelling Enrolment

Students need written permission from ANE College to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by ANE College when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

ANE College is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

ANE College will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access ANE College's internal Complaints and Appeals procedure.

20. Accommodation and Airport Pickup Service

If you require assistance with making arrangements for Accommodation and/or Airport Pickup Service, ANE College will require a minimum 28 days' notice to arrange accommodation and 14 days for airport pick-up service.

If the student has requested an Airport Pickup Service, on arrival the student will be accompanied from the airport by an approved delegate of ANE College.

21. Students Contact Details

All international students are required to inform ANE College of their Australian residential address within seven (7) days of arrival in Australia and must advise any changes of address or other contact details such as contact number, email address, etc, within five (5) working days.

22. Termination

ANE College reserves the right to expel a student for breaching enrolment or/and visa conditions. Fees will not be refunded and the CoE will be cancelled immediately after the student is notified. This may result in cancellation of the student's visa.

23. Privacy Protection

ANE College respects the importance of securing any form of personal information which is collected from the student(s) and/or other Stakeholders. Information collected from students is only utilised for the purpose gathering information on the student as part of their enrolment, training, assessment and certification process. All data is kept securely within either a locked filing cabinet or filed electronically within a password protected database.

ANE College has an obligation under Commonwealth and State legislation to provide information to certain government departments for the purpose of reporting data to the government. On occasion, the government regulatory body will require access to student records for the purpose of auditing the RTO against the Standards for RTO's and/or the National Code. No student files will be removed from ANE College's site, unless a student is notified beforehand.

Students have a right to access and alter their personal information.

ANE College has the right to all the media images taken by ANE College during the student's studies at ANE College, this includes photographs, video and DVD images.

24. Changes to Agreed Services

Where there are any changes to the agreed services that will affect the learner, including in the event of ANE College closing down, ANE College will advise the learner in writing as soon as practicable, this includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

The registered provider will notify the designated authority (ASQA) and the students enrolled with the registered provider of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.

25. Consumer Guarantee

ANE College guarantees that the services provided by ANE College will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

26. Cooling Off Period

ANE College protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the Academic Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund.

27. Complaints and Appeals

If a student is experiencing any difficulties, they are encouraged to discuss their concerns with the Academic Manager. ANE College's administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to ANE College for actioning.

Please refer to the Student Handbook for more details on the complaints and appeals process.

28. Credit Transfer

ANE College recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (ie presentation of original certificate or transcript).

Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer.

29. Language, Literacy and Numeracy (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning is to be identified upon enrolment. Trainers and staff within ANE College can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students are required to meet English language skills as part of their enrolment, but may be required to undertake further LLN assessment if identified as being required by ANE College.

30. Support Services

ANE College caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or Student Support Officer.

ANE College is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook on the types of support provided by ANE College.

To achieve this and to ensure the quality delivery of training and education, ANE College provides client vocational counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with ANE College for further counselling and/or assistance.

31. Legislative and Regulatory Requirements

All students will undergo an induction with ANE College, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with an International Student Handbook and Student Handbook, which also includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe ANE College's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

32. Age Dependents

Should the student be accompanied by school age dependants, the student must accept responsibility for any primary or secondary school fees. The dependants are not eligible to attend government schools free of charge.

Any school age dependant of a student must be enrolled and attending school during the period that the student is studying with ANE College.

33. ANE College Contact Hours

Office Hours are 9:00 AM to 5:00 PM by appointment only. Email correspondence is made during weekdays only and not weekends and public holidays. ANE College does not take calls or reply to emails outside of office hours, weekends and public holidays.

34. Pre-Departure Information

If this is your first time studying in Australia, we recommend that you visit the following website:

<https://www.studyinaustralia.gov.au/english/live-in-australia>, which provides useful information regarding travelling and living in Australia.