



WORKFORCE EDUCATION INSTITUTE

2026

Workforce.edu.au
RTO 51161
CRICOS 03963B





WELCOME

Workforce Education Institute delivers nationally recognised vocational education and training in accordance with the Standards for RTOs 2025, the ESOS Framework and the National Code 2018. Our courses are designed to support learners in developing knowledge and skills for further study and career pathways.

As a well-organized and professional educational provider of commerce, Workforce Education focuses to offer good quality education and training on English and Marketing courses to students.

Workforce Education Institute is committed to delivering quality education and training in accordance with the Standards for RTOs 2025, the ESOS Framework, and the National Code of Practice 2018. Our qualified trainers and assessors bring relevant industry experience to support students in achieving their learning goals. Thank you for choosing Workforce Education Institute. We look forward to supporting you in achieving your training and career goals. Our staff are committed to providing a quality learning environment aligned with industry and regulatory standards.

CHRISTINE LIU

CEO



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1 ENROLMENT PROCEDURE

1.1 International Student Enrolment Procedure

Information related to enrolment is provided in Course Brochures and the International Student Handbook. Applicants must meet the entry requirements to be accepted on a course. The entry requirements are included in each Course Brochure. On receipt of an application, a course entry interview will be conducted, and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application.



Where a student is accepted on the course, they are provided with a Letter of Offer and Student Agreement for signing to indicate their acceptance of the offer. The Offer Letter and Written Agreement meet all requirements of the National Code 2018 and the RTO Standards 2025. No fees are collected before the Written Agreement is signed by the student. Fees are accepted in accordance with Workforce Education Institute's Fee and Refund Policy.

The Workforce Education Institute will use an AVETMISS compliant Student Management System to record all student information. Records of all enrolment records including the Offer Letter and Student Agreement and associated receipts of payment are retained for a minimum of 5 years in accordance with WEI's Records Management Policy.

1.2 Orientation

New student Orientation will now be conducted face-to-face at the campus. All new students are required to attend the in-person orientation session on the day of their orientation. This will provide you with all necessary information, instructions, and an opportunity to meet key staff members, fellow students, and get acquainted with the campus facilities. You will receive an email from the Student Support Team a week prior to your commencement date with the detailed schedule, location, and further instructions for your face-to-face orientation. If you have any questions or need further information regarding the orientation process, please feel free to contact us at:

Phone: +61 (3) 8637 1217
Email: info@workforce.edu.au

1.3 How to Apply

Applications for admission by international students must be made using the student enrolment form. Enrolment forms are available upon request, or you can download from our website.

Students must complete the student enrolment form and send the completed form to the institute together with certified copies of the following:

- Passport
- IELTS Score of 6 or equivalent
- Evidence to show they are attained Year 12 or Certificate IV in Vocational
- Your Visa if applicable

Completed student enrollment forms will be processed by the institute and the application assessed based on the information supplied. The Workforce Education Institute (WEI) may request that the student provides a statement of purpose as to why they have selected the course of



study. We may also request an interview with the applicant.

The participants for each program offered by the institute will be selected in a manner that reflects access and equity principles. You may speak to our staff or visit our website for more details.

Once your application to study at Workforce Education Institute (WEI) is approved you will be sent a Letter of Offer and Written Agreement. The Letter of Offer will detail how to make your initial payment. In accordance with the National Code 2018, international students are required to sign the Written Agreement and keep a copy for their records. No fees are collected before the Written Agreement is signed.

1.4 Formalization of Enrolment

Letter of Offer and Acceptance Form

The student agreement will be in plain English:

- Outline the course or courses in which you are to be enrolled and any conditions on your enrolment.
- The expected course start and finish date.
- The location at which the course will be delivered.
- The modes of study for the course, including compulsory online and/or face-to-face training and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements.
- Outline the prerequisites necessary to enter the course(s), including English language requirements.
- Provide a payment plan of course money payable by the student and the periods to which tuition fees relate.
- That you may choose to pay more than 50% of fees before their course commencement.
- Provide details of any non-tuition fees you may incur, including as a result of having your study outcomes reassessed, Resources Fee, application fee, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- Outline the complaints and appeals process.
- Set out the circumstances in which your personal information may be shared between the registered provider and the Australian Government and designated authorities. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.
- Advise the student of their obligation to notify the registered provider of a change of address, mobile number, email address, and who to contact in an emergency while enrolled in the course and to keep a copy of the written agreement and receipts of payment.

Unique Student Identifier (USI)

www.usi.gov.au

All students undertaking a nationally recognised vocational training program are required to have a Unique Student Identifier (USI). A USI is required before a qualification or Statement of Attainment can be issued, unless an exemption applies. You can apply for a USI directly at www.usi.gov.au, or request that Workforce Education Institute apply on your behalf with your written permission.



2 ENTRY REQUIREMENTS

2.1 English Language Proficiency

As a student, you need to know that all classes at Workforce Education Institute (WEI) are conducted in English. In addition, many courses include complex terminology which are demanding even for fluent English speakers. Students from non-English-speaking backgrounds are required to show evidence that they will be able to successfully complete their course.

In receiving an enrolment enquiry or application, Workforce Education Institute (WEI) shall enquire and assess whether your English language proficiency is appropriate for the course for which enrolment is sought. If the student has an IELTS score of 6 or equivalent, the applicant will be admitted to his/her chosen course. To ensure that the English test score is current, the English test must have been taken either within two years before the application is made or within two years before the grant of the visa.

If an applicant cannot produce a satisfactory IELTS score or equivalent, and there are doubts about English language skills to cope in an academic environment, the applicant will be advised to enroll in an English course at an ELICOS provider for an appropriate duration until the student achieves an IELTS score of 6 or equivalent.

2.2 Academic Requirements

Applicants must demonstrate to the Workforce Education Institute (WEI) that they have completed Year 12 or equivalent or Certificate IV in Vocational Education, prior to enrolment.

Determination of equivalency can be made via the Victorian Curriculum and Assessment Authority

<http://www.vcaa.vic.edu.au/Pages/vce/vcerecognition/equivalals/equiv-yr11.aspx>

2.3 Technology Requirements

Applicants are required to bring their own laptop or tablet that can be connected to the internet to participate in Workforce Education Institute (WEI) courses.

This qualification requires an intermediate understanding in the use of computers, the internet, and technology skills, which include using Word, Excel, or similar software to:

- Prepare written graphic reports
- Develop professional development plan
- Develop Marketing plans and strategies
- Develop Sales plan
- Design, monitor, and manage projects





3 COURSE INFORMATION



3.1 BSB40520 Certificate IV in Leadership and Management

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

This is a nationally recognised training qualification from the BSB Business Services Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities.

As well as assuming responsibility for their own performance, individuals at this level are likely to provide leadership, guidance and support to others. They may also have some responsibility for organising and monitoring the output of teams.

Entry Requirements

- Have demonstrated an IELTS level at score of least 6 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 880 hours of face-to-face delivery including assessment hours as well as 220 hours of homework (self-directed learning) over 44 weeks (not including term breaks).

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

All units of competencies contained in this qualification will be delivered as standalone units. The total volume of learning is 1100 hours over 52 weeks period.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This



includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed BSB40520 Certificate IV in Leadership and Management, they can apply for various roles across management positions that have responsibility for the work of other staff and lead teams.

The further study pathways available to students who undertake this qualification include:

- BSB50420 Diploma of Leadership and management
- Other Diploma or Advanced Diploma programs in related fields such as business and management.

Course Structure

A total of 12 Units (5 Core and 7 electives) must be completed and deemed competent to achieve the qualification BSB40520 Certificate IV in Leadership and Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 12 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
BSBLDR411	Demonstrate leadership in the workplace	Core
BSBLDR413	Lead effective workplace relationships	Core
BSBOPS402	Coordinate business operational plans	Core



Code	Title	Core/ Elective
BSBXCM401	Apply communication strategies in the workplace	Core
BSBXTW401	Lead and facilitate a team	Core
BSBLDR412	Communicate effectively as a workplace leader	Elective
BSBWHS411	Implement and monitor WHS policies, procedures and programs	Elective
BSBPEF402	Develop personal work priorities	Elective
BSBSTR401	Promote innovation in team environments	Elective
BSBCRT412	Articulate, present and debate ideas	Elective
BSBPEF502	Develop and use emotional intelligence	Elective
BSBPMG430	Undertake project work	Elective

Tuition Fee AUD 6,000
Resources Fee AUD 300
Application Fee AUD 250 (Non-refundable)



Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report

3.2 BSB50420 Diploma of Leadership and Management

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. This is a nationally recognised training qualification from the BSB Business Services Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

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

Entry Requirements

- Have demonstrated an IELTS level at score of least 6 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 880 hours of face-to-face delivery including assessment hours as well as 220 hours of homework (self-directed learning) over 44 weeks (not including term breaks).

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow



time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

All units of competencies contained in this qualification will be delivered as standalone units. The total volume of learning is 1100 hours over 52 weeks period.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed BSB50420 Diploma of Leadership and Management, they can apply for various roles across leadership and management positions that have responsibility for the work of other staff and lead teams.

The further study pathways available to students who undertake this qualification include:

- BSB60420 Advanced Diploma of Leadership and Management
- Other Diplomas, Advanced Diplomas or Degree programs in related fields such as Business and Management, subject to meeting entry requirements of the intended qualification.

Course Structure



A total of 12 Units (6 Core and 6 electives) must be completed and deemed competent to achieve the qualification BSB50420 Diploma of Leadership and Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 12 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
BSBCMM511	Communicate with influence	Core
BSBCRT511	Develop critical thinking in others	Core
BSBLDR523	Lead and manage effective workplace relationships	Core
BSBOP5502	Manage operational business plans	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK502	Manage team effectiveness	Core
BSBOP5504	Manage business risk	Elective
BSBTWK503	Manage meetings	Elective
BSBLDR522	Manage people performance	Elective
BSBOP5503	Develop administrative systems	Elective
BSBCRT512	Originate and develop concepts	Elective
BSBXCM501	Lead communication in the workplace	Elective

Tuition Fee AUD 6,000

Resources Fee AUD 300

Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include the following:

- Written questions



- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report

3.3 BSB60420 Advanced Diploma of Leadership and Management

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

This is a nationally recognised training qualification from the BSB Business Services Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Entry Requirements

Entry to this qualification is limited to those who:

- Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
- or
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

In addition to above, student must:

- Have demonstrated an IELTS level at score of least 6 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 1320 hours of face-to-face delivery including assessment hours as well as 330 hours of homework (self-directed learning) over 66 weeks (not including term breaks).

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support



from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

All units of competencies contained in this qualification will be delivered as standalone units. The total volume of learning is 1650 hours over 78 weeks period.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed BSB60420 Advanced Diploma of Leadership and Management, they can apply for various roles across management positions that have responsibility for the work of other staff and lead teams.

The further study pathways available to students who undertake this qualification include:

- Graduate Diploma courses (AQF level 8)
- Other Advanced Diplomas or Degree programs in related fields such as Business and Management, subject to meeting entry requirements of the intended qualification.

Course Structure

A total of 10 Units (5 Core and 5 electives) must be completed and deemed competent to achieve



the qualification BSB60420 Advanced Diploma of Leadership and Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 10 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBLDR601	Lead and manage organisational change	Core
BSBOPS601	Develop and implement business plans	Core
BSBLDR602	Provide leadership across the organisation	Core
BSBSTR601	Manage innovation and continuous improvement	Core
BSBFIN601	Manage organisational finances	Elective
BSBXCM501	Lead communication in the workplace	Elective
BSBSTR602	Develop organisational strategies	Elective
BSBHRM613	Contribute to the development of learning and development strategies	Elective
BSBSTR801	Lead innovative thinking and practices	Elective

Tuition Fee AUD 9,000
Resources Fee AUD 450
Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report



3.4 BSB80120 Graduate Diploma of Management (Learning)

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

This is a nationally recognised training qualification from the BSB Business Services Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities.

This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director

Entry Requirements

Entry to this qualification is limited to those who:

- Have completed a qualification equivalent to Australian Advanced Diploma level (AQF Level 6) or higher.
- OR
- Have four years equivalent full-time relevant workplace experience in the field of organisational learning and capability development.
- Have demonstrated an IELTS level at score of least 6.5 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Advanced or English for Academic Purposes Advanced level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 1760 hours of face-to-face delivery including assessment hours as well as 440 hours of homework (self-directed learning) over 88 weeks (not including term breaks).

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

All units of competencies contained in this qualification will be delivered as standalone units. The total volume of learning is 2200 hours over 104 weeks period.



Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed BSB80120 Graduate Diploma of Management (Learning), they can apply for various positions as leaders and managers in an organisation where learning is used to build organisational capability. Possible job titles relevant to this qualification include:

- Head of School/RTO
- Senior Training Manager
- RTO Compliance Manager
- RTO General Manager
- Strategic Learning Development Consultant

Course Structure

A total of 8 Units (3 Core and 5 electives) must be completed and deemed competent to achieve the qualification BSB80120 Graduate Diploma of Management (Learning). Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 8 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.



Code	Title	Core/ Elective
BSBLDR811	Lead strategic transformation	Core
TAELED803	Implement improved learning practice	Core
BSBHRM613	Contribute to the development of learning and development strategies	Core
BSBCRT611	Apply critical thinking for complex problem solving	Elective
BSBINS603	Initiate and lead applied research	Elective
BSBLDR812	Develop and cultivate collaborative partnerships and relationships	Elective
BSBSTR601	Manage innovation and continuous improvement	Elective
BSBSTR801	Lead innovative thinking and practices	Elective

Tuition Fee AUD 14,000
Resources Fee AUD 600
Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report

3.5 SIT30821 Certificate III in Commercial Cookery

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

This is a nationally recognised training qualification from the SIT Tourism, Travel and Hospitality Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities and mandatory work placement where applicable.



Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

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

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no formal prerequisite units for this qualification; however, entry requirements apply for this qualification. This course is available to all international students and Workforce Education Institute requires that students are able to provide evidence that they:

- Have demonstrated an IELTS level at score of least 6.0 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Student must have sound digital literacy and access to working internet.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 760 hours of face-to-face delivery including assessment as well as 190 hours of homework (self-directed learning) over 38 weeks (not including term breaks). There will be a work placement from week 39 to week 44 (estimated of 40 hours per week). Additional self-study and assessment preparation hours may be allocated to some units since the learners may not have had the exposure to these subject areas. This will allow learners to practice the skills and knowledge required within the unit of competency.

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support



All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed SIT30821 Certificate III in Commercial Cookery, they can may seek employment opportunities in the hospitality industry which can include chefs at restaurants, hotels, clubs, pubs, cafés, and/or coffee shops.

The further study pathways available to students who undertake this qualification include:

- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- or any other Diploma level qualification with the SIT Tourism, Travel and Hospitality Training Package.

Course Structure

A total of 25 Units (20 Core and 5 electives) must be completed and deemed competent to achieve the qualification SIT30821 Certificate III in Commercial Cookery. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 25 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
SITHCCC023	Use food preparation equipment	Core



Code	Title	Core/ Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Core
SITHCCC028	Prepare appetisers 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
SITHKOP009	Clean kitchen premises and equipment	Core
SITHKOP010	Plan and cost recipes	Core
SITHPAT016	Produce desserts	Core
SITXFSA005	Use hygienic practices for food safety	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXHRM007	Coach others in job skills	Core
SITXINV006	Receive, store and maintain stock	Core
SITXWHS005	Participate in safe work practices	Core
SITHCCC040	Prepare and serve cheese	Elective
SITHCCC038	Produce and serve food for buffets	Elective
SITHCCC025	Prepare and present sandwiches	Elective
SITXCCS014	Provide service to customers	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective

Tuition Fee AUD 10,000
Resources Fee AUD 1600
Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency



- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report
- Research

3.6 SIT40521 Certificate IV in Kitchen Management

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 is a nationally recognised training qualification from the SIT Tourism, Travel and Hospitality Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities and mandatory work placement where applicable.

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.

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no formal prerequisite units for this qualification; however, entry requirements apply for this qualification. This course is available to all international students and Workforce Education Institute requires that students are able to provide evidence that they:

- Have demonstrated an IELTS level at score of least 6.0 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Student must have sound digital literacy and access to working internet.
- Please Note: Recommendation: It is highly recommended that student should have successfully completed SIT30821 Certificate III in Commercial Cookery prior commencing this course, although this is not a mandatory entry requirement.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 1300 hours of face-to-face delivery including assessment, 240 hours of supervised work placement as well as 300 hours of homework (self-directed learning) over 66 weeks (not including term breaks). Additional self-study and assessment preparation hours may be allocated to some units since the learners may not have had the exposure to these subject areas. This will allow learners to practice the skills and knowledge required within the unit of competency.



Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed SIT40521 Certificate IV in Kitchen Management, they can may seek employment opportunities in the hospitality industry which can include chefs at restaurants, hotels, clubs, pubs, cafés, and/or coffee shops or can open their own small business within the sector.

The further study pathways available to students who undertake this qualification include:

- SIT50422 Diploma of Hospitality Management
- or any other Diploma level qualification with the SIT Tourism, Travel and Hospitality Training Package.



Course Structure

A total of 33 Units (26 Core and 7 electives) must be completed and deemed competent to achieve the qualification SIT40521 Certificate IV in Kitchen Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 33 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
SITHCCC023	Use food preparation equipment	Core
SITHCCC027	Prepare dishes using basic methods of cookery	Core
SITHCCC028	Prepare appetisers 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
SITXMGTO04	Monitor work operations	Core



Code	Title	Core/ Elective
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXCCS015	Enhance customer service experiences	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXCCS014	Provide service to customers	Elective
SITHCCC040	Prepare and serve cheese	Elective
SITHCCC038	Produce and serve food for buffets	Elective
SITHKOP011	Plan and implement service of buffets	Elective

Tuition Fee AUD 14,000

Resources Fee AUD 1,900

Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report
- Research

3.7 SIT50422 Diploma of Hospitality Management

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 is a nationally recognised training qualification from the SIT Tourism, Travel and Hospitality Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities and mandatory work placement where applicable.

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

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



Entry Requirements

There are no formal prerequisite units for this qualification; however, entry requirements apply for this qualification. This course is available to all international students and Workforce Education Institute requires that students are able to provide evidence that they:

- Have demonstrated an IELTS level at score of least 6 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.
- Recommendation: It is highly recommended that student should have successfully completed SIT30821 Certificate III in Commercial Cookery or SIT40521 Certificate IV in Kitchen Management prior commencing this course, although this is not a mandatory entry requirement.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 1560 hours of face-to-face delivery including assessment as well as 220 hours of homework (self-directed learning) over 78 weeks (not including term breaks). Additional self-study and assessment preparation hours may be allocated to some units since the learners may not have had the exposure to these subject areas. This will allow learners to practice the skills and knowledge required within the unit of competency.

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.



Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed SIT50422 Diploma of Hospitality Management, they can may seek employment opportunities in the hospitality industry which can include function manager; bar manager; café manager; chef de cuisine; chef pâtissier; club manager; executive housekeeper; front office manager; gaming manager; kitchen manager; motel manager; restaurant manager; sous chef; unit manager catering operations or to run own small business within hospitality sector.

The further study pathways available to students who undertake this qualification include:

- SIT60322 Advanced Diploma of Hospitality Management
- SIT60222 Advanced Diploma of Event Management
- or any other Diploma or Advanced Diploma level qualification within the SIT Tourism, Travel and Hospitality Training Package or any other accredited course at Advanced Diploma level.

Course Structure

A total of 28 Units (11 Core and 17 electives) must be completed and deemed competent to achieve the qualification SIT50422 Diploma of Hospitality Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 28 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
SITXCCS015	Enhance customer service experiences	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCOM010	Manage conflict	Core
SITXFIN009	Manage finances within a budget	Core



Code	Title	Core/ Elective
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXHRM008	Roster staff	Core
SITXHRM009	Lead and manage people	Core
SITXMGT004	Monitor work operations	Core
SITXMGT005	Establish and conduct business relationships	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFSA005	Use hygienic practices for food safety	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITHCCC023	Use food preparation equipment	Elective
SITHCCC025	Prepare and present sandwiches	Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Elective
SITHCCC028	Prepare appetisers and salads	Elective
SITHCCC029	Prepare stocks, sauces and soups	Elective
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Elective
SITHCCC035	Prepare poultry dishes	Elective
SITHCCC036	Prepare meat dishes	Elective
SITHCCC037	Prepare seafood dishes	Elective
SITHCCC038	Produce and serve food for buffets	Elective
SITHCCC040	Prepare and serve cheese	Elective
SITHCCC041	Produce cakes, pastries and breads	Elective
SITHCCC042	Prepare food to meet special dietary requirements	Elective
SITHCCC043	Work effectively as a cook	Elective

Tuition Fee AUD 17,000
Resources Fee AUD 2,200
Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency



- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report
- Research

3.8 SIT60322 Advanced Diploma of Hospitality Management

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

This is a nationally recognised training qualification from the SIT Tourism, Travel and Hospitality Training Package. Mode of delivery: Face-to-face classroom-based training with simulated workplace activities and mandatory work placement where applicable.

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

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

No occupational licensing, certification or specific legislative requirements apply to this qualification at the time of publication.

Entry Requirements

There are no formal prerequisite units for this qualification; however, entry requirements apply for this qualification. This course is available to all international students and Workforce Education Institute requires that students are able to provide evidence that they:

- Have demonstrated an IELTS level at score of least 6 or equivalent (test results must be no more than 2 years old) or demonstration of successful completion of at least General English at Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Workforce Education Institute is able to provide.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 on the date of course commencement.
- Please Note: All students are required to complete a Language, Literacy, Numeracy and Digital (LLND) screening assessment as part of the pre-enrolment review prior to commencement. Enrolment is subject to a pre-training review to ensure the course is suitable for the learner. This assists Workforce Education Institute to assess course suitability and identify any support needs before enrolment is confirmed.
- Recommendation: It is highly recommended that student should have successfully completed SIT30821 Certificate III in Commercial Cookery or SIT40521 Certificate IV in Kitchen Management or SIT50422 Diploma of Hospitality Management prior commencing this course, although this is not a mandatory entry requirement.

Program Delivery and Assessment

Workforce Education Institute has structured this program to include 2140 hours of face-to-face



delivery including assessment as well as 220 hours of homework (self-directed learning) over 104 weeks (not including term breaks). Additional self-study and assessment preparation hours may be allocated to some units since the learners may not have had the exposure to these subject areas. This will allow learners to practice the skills and knowledge required within the unit of competency.

Assessment sessions are scheduled after the delivery hours and students are required to complete the assessment tasks in class. Trainers are required to allocate time for students to complete any outstanding activities, reading, role-plays, meetings, presentations or further tasks that require observation or submission to the trainer/assessor. The trainer/assessor should allow time to review any topics or activities undertaken by students to consolidate their learning. Students should use these assessment sessions to work on their assessment tasks, with support from the trainer/assessor where relevant. Reasonable adjustment should be made where appropriate.

Assessment

A variety of assessment methods are used to assess competency in each unit, including written questions, projects and case studies, presentations, role plays, observations and reports. Assessment tasks are conducted in class following delivery hours. Students are provided with detailed assessment information, including requirements, benchmarks, feedback processes and appeal rights, prior to each assessment. Reasonable adjustment is available where required.

Support

All students have access to a range of learning support services throughout their enrolment. This includes academic and trainer support, study skills coaching, Language Literacy Numeracy and Digital (LLND) support, reassessment support, disability and reasonable adjustment support, and referrals to external wellbeing services. Where additional support needs are identified, an Individual Support Plan is developed in consultation with the student. Students are encouraged to contact the Student Support Officer at any time during their studies.

Student Wellbeing

Workforce Education Institute is committed to providing a safe, inclusive and supportive learning environment that promotes student wellbeing. WEI takes a proactive approach to identifying and responding to student wellbeing needs throughout the course. All students have access to the following wellbeing support services:

- WEI Student Support Officer – available on campus and by appointment for confidential support on personal, academic and welfare matters.
- Lifeline Australia – 13 11 14 (24/7 crisis support and suicide prevention).
- Beyond Blue – 1300 22 4636 (24/7 mental health support).
- Study Melbourne – studymelbourne.vic.gov.au (support services for international students in Victoria).
- 1800RESPECT – 1800 737 732 (24/7 family violence and sexual assault support).
- Emergency Services – 000 (police, fire, ambulance).

Students experiencing personal, academic or wellbeing challenges are encouraged to speak with the Student Support Officer. WEI maintains a zero-tolerance policy for discrimination, harassment and bullying. All disclosures are treated confidentially in accordance with the Privacy Act 1988 (Cth).

Pathways

Once students have successfully completed SIT60322 Advanced Diploma of Hospitality Management, they can may seek employment opportunities in the hospitality industry which can include Area manager or operations manager, Café owner or manager, Club secretary or manager, Executive chef, Executive housekeeper, Executive sous chef, Food and beverage manager, Head



chef, Motel owner or manager, Rooms division manager or to run own small business within hospitality sector.

The further study pathways available to students who undertake this qualification include:

- Other Advanced Diploma level qualification within the SIT Tourism, Travel and Hospitality Training Package or any other accredited course at Advanced Diploma level.
- Bachelor of Hospitality or other accredited graduate program with other education provider in Australia.

Course Structure

A total of 33 Units (14 Core and 19 electives) must be completed and deemed competent to achieve the qualification SIT60322 Advanced Diploma of Hospitality Management. Participants who achieve competency in any unit/s will receive a Statement of Attainment (provided USI is verified) for that unit/s without completing all 33 units in the qualification. Students completing all the required units of competency will attain full qualification. Certificates and Statements of Attainment are issued within 30 calendar days in accordance with AQF requirements, once all assessment requirements have been met and all applicable fees have been paid.

Code	Title	Core/ Elective
BSBFIN601	Manage organisational finances	Core
BSBOPS601	Develop and implement business plans	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXFIN009	Manage finances within a budget	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXFIN011	Manage physical assets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXHRM009	Lead and manage people	Core
SITXHRM010	Recruit, select and induct staff	Core
SITXHRM012	Monitor staff performance	Core
SITXMGTO04	Monitor work operations	Core
SITXMGTO05	Establish and conduct business relationships	Core
SITXMPRO14	Develop and implement marketing strategies	Core
SITXWHS008	Establish and maintain a work health and safety system	Core
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC043*	Work effectively as a cook	Elective
SITHCCC023*	Use food preparation equipment	Elective
SITHCCC025*	Prepare and present sandwiches	Elective
SITHCCC027*	Prepare dishes using basic methods of cookery	Elective

Code	Title	Core/ Elective
SITHCCC028*	Prepare appetisers and salads	Elective
SITHCCC029*	Prepare stocks, sauces and soups	Elective
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031*	Prepare vegetarian and vegan dishes	Elective
SITHCCC035*	Prepare poultry dishes	Elective
SITHCCC036*	Prepare meat dishes	Elective
SITHCCC037*	Prepare seafood dishes	Elective
SITHCCC038*	Produce and serve food for buffets	Elective
SITHCCC040*	Prepare and serve cheese	Elective
SITHCCC041*	Produce cakes, pastries and breads	Elective
SITHCCC042*	Prepare food to meet special dietary requirements	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective
BSBCM411	Make presentations	Elective

Tuition Fee AUD 20,000
Resources Fee AUD 2,500
Application Fee AUD 250 (Non-refundable)

Assessment Arrangements

All the units are delivered as standalone units. Students will be provided with a Student Assessment Task Booklet for each unit of competency, which includes:

- A full description of all assessment tasks for the unit of competency
- Assessment instructions for each unit of competency
- Required assessment resources for each unit of competency
- Details about assessment submission

There are a variety of assessment methods used to assess competency in each unit of competency. Assessment methods may include from the following:

- Written questions
- Projects/Case studies
- Presentation/Observation
- Role Plays
- Report
- Research





3.9 Education Agents

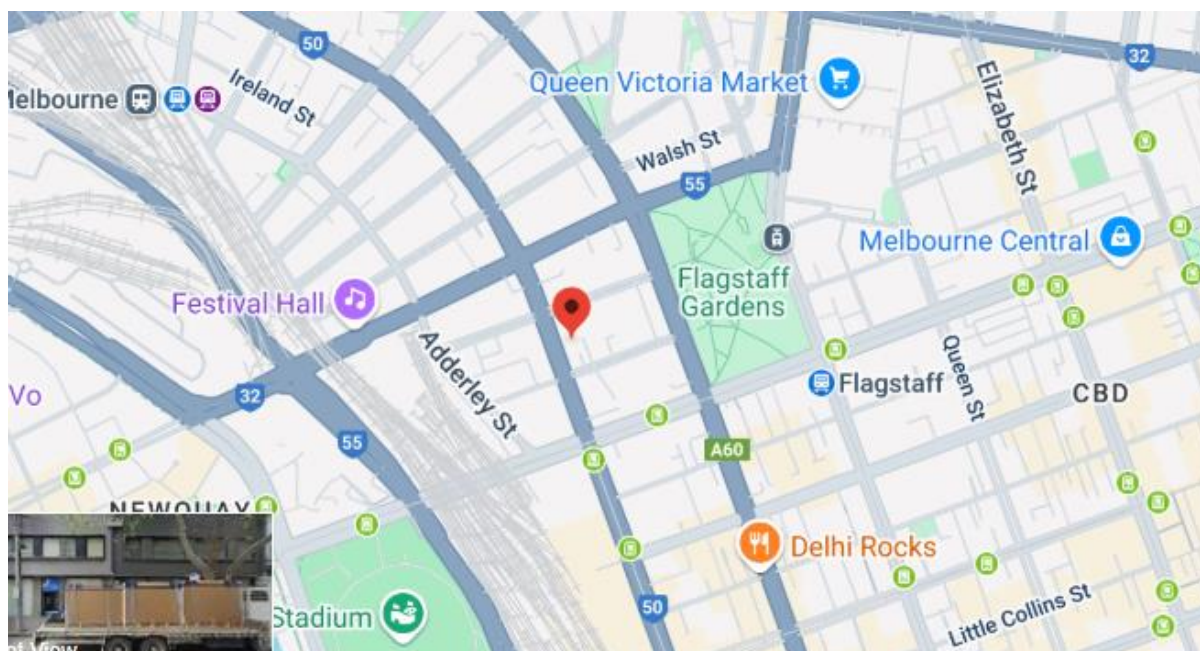
Workforce Education Institute (WEI) works with registered education agents to assist prospective international students with the enrolment process. All agents are engaged in accordance with the National Code 2018 and WEI's Third Party Arrangements Policy.

- **Agent Standards:** All agents must act honestly and in the best interests of students at all times. Agents must not engage in misleading recruitment practices or create conflicts of interest in student course or provider selection. WEI monitors agent performance regularly and takes corrective action, including termination of arrangements, where standards are not met.
- **Commission Arrangements:** In accordance with regulatory requirements, commission or fee arrangements between WEI and agents must not influence student course or provider selection. Students should confirm directly with WEI any fees payable in connection with enrolment. Any concerns regarding agent conduct or fees should be reported to WEI immediately.
- **Transparency & Verification:** Students may verify an agent's authorisation through WEI directly. A list of approved agents is available upon request. Any concerns about agent conduct should be reported directly to WEI. WEI does not engage in practices that create conflicts of interest in student selection.

3.10 Campus Location and General

Campus Address

Workforce Education Institute (WEI)
372 Spencer Street, West Melbourne, VIC 3003, Australia



Located next to the heart of Melbourne, WEI's campus offers a vibrant learning environment with easy access to public transport, libraries, and cultural hubs.



Transport to Workforce Education



Train:

Southern Cross Station (3 min walk) - Melbourne's major transport hub serving all metropolitan and regional lines including:

- Metro Trains (all lines)
- V/Line regional services
- Airport SkyBus terminal



Cycling:

- Secure bike parking on-site
- Melbourne Bike Share station nearby
- Showers available for cyclists



Driving:

- Discounted parking at nearby Wilson Parking (show student ID)
- Taxi/Uber pickup zone outside campus



Bus:

Southern Cross Station bus terminal (3 min walk) services:

- Route 232 (Altona North - City)
- Route 234/235 (Garden City/Laverton - City)
- Route 237 (Wyndham - City)
- Night Network routes (Nighrider services)
-



Tram:

Closest stops (all within 5 min walk):

- Spencer St/La Trobe St (Routes 30, 35)
- Bourke St/Spencer St (Routes 86, 96)
- Free City Circle Tram (Stop D13)
-

Nearby Amenities:

- 24-hour convenience stores
- Medical center (200m)
- Melbourne Central shopping (10 min walk)
- Flagstaff Gardens (5 min walk)

Facilities

Facilities include but are not limited to:

Modern Classroom	Fully equipped with multimedia technology projector , white board, tables and chairs	Internet	Free Wi-Fi access
Colour Printers and Photocopy	Machines available and included in Resources Fees/no extra charge	Library / Study	The library includes course related books , resources and ara to study
Student Kitchen area	With microwave and hot water, fridge, tables and chairs	Computer Lab	Computer provided with Microsoft office software and Internet



3.11 Class Allocations

At its discretion, Workforce Education Institute (WEI) will allocate students to classes from term to term. Students accept their allocated classes based on their schedule. Workforce Education Institute (WEI) will not allow students to change/choose classes.



3.12 Enrolment Transfer

Overseas students may request a transfer to another registered provider in accordance with the National Code 2018 and WEI's Transfer Between Registered Providers Policy. Requests made within the first six months of the principal course will only be approved where permitted under the National Code 2018 – for example, where there is provider default, or where a student's wellbeing would be at risk. Students have the right to access WEI's Complaints and Appeals process if a transfer request is not approved. On receipt of a Transfer Request Form, the Administration Manager will assess the application in accordance with the applicable policy and regulatory requirements.

3.13 Consumer Guarantee

Workforce Education Institute (WEI) guarantees that the services provided by Workforce Education Institute (WEI) 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).

The Letter of Offer and Acceptance states the commencement and completion dates. If the Letter of Offer and Acceptance does not include the dates (e.g., for RPL), Workforce Education Institute (WEI) guarantees to deliver the training and assessment within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors, such as the student's ability to complete the training and assessment.

3.14 Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that is registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at www.cricos.education.gov.au. CRICOS registration guarantees that the course and the education provider meet the high standards necessary for overseas students.

In 2011, changes to the Education Services for Overseas Students (ESOS) Act further strengthened protections for international students through the introduction of the Tuition Protection Service (TPS).

Tuition Protection Service (TPS)



- Website: www.tps.gov.au
- Student Information: <https://tps.gov.au/StaticContent/Get/StudentInformation>

The TPS is a government initiative that protects international students if an education provider cannot deliver the agreed course of study. It ensures students can:

1. Complete their studies in another course or at another provider, or
2. Receive a refund of unspent tuition fees.



4 FEES

4.1 Indicative Fees

Workforce Education Institute (WEI) cannot accept course payments from you until you have signed or otherwise accepted the Letter of Offer and Acceptance.

4.2 Fee Due Dates

- Tuition fees for each term are payable upon enrolment.
- Subsequent payments are due before the commencement of each term.
- You may pay full fees upfront but are not required to pay more than 50% in advance. Where prepaid fees exceed \$1,500, Workforce Education Institute ensures appropriate protection measures are in place in accordance with the ESOS Framework and the Tuition Protection Service (TPS) requirements.

Payment Deadline:

- Fees for each term must be paid no later than 2 weeks before the term start date (as published, not the first class date).
- The Letter of Offer and Acceptance will specify exact due dates.
-

Consequences of Non-Payment:

1. If fees are unpaid by the cutoff date:
 - Where fees remain overdue, WEI may take action in accordance with its Fees Policy, Written Agreement, and applicable ESOS and National Code requirements. This may include suspension of enrolment. Students retain the right to access the Complaints and Appeals process before any action affecting enrolment status takes effect.
 - You must either:
 - Pay the outstanding fees (including any late fees), or
 - Submit an appeal within 20 days (enrolment is maintained during this period).
2. If no action is taken after 20 days:
 - Where applicable, and following the completion of any appeal processes, WEI may report to the Department of Home Affairs via PRISMS in accordance with ESOS Act obligations. Students are encouraged to contact WEI as soon as possible if they are experiencing financial difficulty.
 - Your Confirmation of Enrolment (CoE) may be cancelled, affecting your visa status.

4.3 Penalty Fees

- Late Payment Fee: \$150 (in addition to unpaid tuition fees).
- Grace Period: 20 days from notification to pay overdue fees.
- Failure to pay within 20 days results in:
 - PRISMS reporting to DHA.
 - Potential CoE cancellation and visa implications.

Reassessment Fees:

Other fees:

Recognition of Prior learning. This cost is per unit.	Free
Re-assessment (observation)*	\$220
Re-assessment(writtentask)*	\$100
Re-issue certificate	\$110
Repeat of entire unit	\$1000
Course Extension (10 weeks)	\$1250
Late Payment of Tuition Fees	\$150
Change of enrolment	\$100
Re-issue of student card	\$7



- Students may resubmit assessments twice for free.
 - A fee applies for subsequent reassessments (amount to be confirmed with the college).
- Note:
- Published fees are correct at the time of publication. Students should confirm current fees with WEI before enrolment. Fees for enrolled students are governed by the Written Agreement and will not be varied during the agreed course duration.
 - Always confirm current fees with WEI before committing.



5 REFUND

5.1 Refund for International Students

Refund of monies paid to Workforce Education Institute (WEI) will be granted under the following circumstances in compliance with the Regulations stated in the ESOS (Education Services for Overseas Students) Act set by the Department of Immigration and Border Protection.

5.2 Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained in the Formal Student Agreement Contract. This refund policy applies to all prepaid fees paid to the Institute and includes any money paid to an Education Agent to be remitted to the Institute. All fees should be paid directly to Workforce Education. Any additional fees requested by an agent should firstly be queried directly with the Institute before payment.

Please note: Fees for additional services (not covered by the Letter of Offer and Acceptance) and conducted by and paid to Education Agents by students are not covered by this refund policy.

The Application for Enrolment fee, currently \$250, is a non-refundable administration fee. The Resource Fee, currently \$300, is non-refundable. It is the policy of Workforce Education Institute (WEI) to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Workforce Education Institute (WEI) for any reason. In this instance, a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the Application for Refund Form to Workforce Education Institute (WEI) stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

Please note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a

Unsuccessful Visa application
100% refund of all unused prepaid fees - excluding the Enrolment Fee \$250 and Resource Fee \$300.

Cancellation of enrolment more than 20 days prior to commencement date
50% refund of tuition fees paid. The Enrolment Fee (\$250) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee

Cancellation less than 20 days prior commencement date
0% refund of tuition fees paid. The Enrolment Fee (\$250) and Resource Fee (\$300) will not be refunded. Cancellation of enrolment under these circumstances will incur a \$300 administration fee

Cancellation after commencement date
No refund. The student will be required to continue to pay their ongoing tuition fees up until the date of approved cancellation by the Institute. Cancellation of enrolment under these circumstances will incur a \$500 administration fee

Visa cancelled due to actions of student
No refund

Course cancelled by Original campus (provider default)
Full refund of unused tuition fees or offer for alternate course (if agreed to by student)



written application to the CEO. Refunds are assessed in accordance with WEI's Fee and Refund Policy and the ESOS Act 2000. Students have the right to appeal any refund decision through WEI's Complaints and Appeals process. Refunds are generally not available in the following circumstances:

- Changes occur in student work hours, student changes/leaves work.
- It becomes inconvenient for a student to travel to class.
- A student moves to a different location.
- A student enrolment is cancelled for misbehavior/breach of the Institute Code of Behavior, legislation or visa conditions.

Refunds may be considered on compassionate or compelling grounds (such as serious illness or injury) for students who can no longer undertake the course, providing appropriate supporting documentation (e.g. medical certificate) is supplied. Workforce Education Institute (WEI) will notify students of the outcome of a refund application within 20 working days of receipt of a completed and signed application and applicable evidence. Refunds based on visa refusal are only assessed upon receipt of official documentary evidence from the relevant authority.

3. Refunds will be paid within 4 weeks after receipt of a written application for refund unless stated otherwise in this policy.
4. Refunds will be paid directly to the person who entered into the contract with Workforce Education unless we receive written direction to pay someone else from the applicant.
5. Refunds will be paid in Australian dollars (AUD). All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.
6. Students are not permitted to transfer course fees to another student. Students are obligated to pay outstanding course fees and understand Workforce will pursue outstanding fees under Australian Law.
7. Workforce Education will not issue a Letter of Release if fees are owed for the current study period. The agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.
8. Students are obligated to pay outstanding course fees and understand Workforce Education will pursue outstanding fees under Australian Law.
9. The below table outlines the refunds that Workforce Education will pay on application from eligible students.

Workforce Education Institute (WEI) default cases



In the case where Workforce Education Institute (WEI) is unable to deliver a course in full or has decided to cancel a course before it commences, Workforce Education Institute (WEI) provides either one of the following guarantees so students can complete their training:

- A full refund of tuition fees and administration fees to be used to pay for another course
 - A refund will be issued to the student based on unexpended tuition fees. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Any refund due to actions and default by Original Campus will involve Workforce Education Institute (WEI) being proactive in contacting the student to arrange the refund in line with the Refund Policy.
- Fees and refunds are administered in accordance with WEI's Fees and Refund Policy and the written agreement. Students have the right to access the complaints and appeals process in relation to any decision.

Accept a place in another course

The student may be offered enrolment in an alternative course of the same value by Original Campus at no extra cost to the student. Alternatively, the student can choose to accept a place in a course of greater value and pay the difference of tuition fee. If the student chooses a placement in another course, the student is required to sign a document to indicate acceptance of the placement.

International students will have a level of protection under the Government introduced Tuition Protection Scheme (TPS). The TPS is a placement and refund service for international students only.

If you are no longer eligible for a refund, you may like to consider the following options:

- Request a deferment or suspension of studies.
- Request a cancellation of remaining liabilities (payment plan students).

Please refer the Workforce Education Institute (WEI) Deferment, Cancellation and Extension Policy.

5.3 Meaning of 'Course Money' (extracted from the ESOS Act)

Course money means money a provider receives, directly or indirectly, from:

- An overseas student or intending overseas student
- Another person who pays the money on behalf of an overseas student or intending overseas student; for a course that the provider is providing, or offering to provide, to the student.

Money received for a course includes:

- Tuition fees
- Any amount received by the provider that the provider is to pay, on behalf of the student, to a registered health benefits organization (within the meaning of the National Health Act 1953)
- Any other amount that the student had to pay the provider, directly or indirectly, in order to undertake the course.

5.4 Deferral and Suspension of Studies



Only in certain limited circumstances Workforce Education Institute (WEI) may enable students to either:

- Defer commencement of the study.
- Temporarily suspend their studies, including granting a leave of absence.

The national code allows Workforce Education Institute (WEI) to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status on the grounds of compassionate or compelling circumstances.

6 ESOS FRAMEWORK



The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers.

For more information about the ESOS framework, go to:

www.internationaleducation.gov.au

<https://docs.education.gov.au/system/files/doc/other/esossstudentfactsheets3.pdf>

The national code also allows Workforce Education Institute (WEI) to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for the cancellation of studies if the student was informed of this prior to enrolment.

In all cases, Workforce Education Institute (WEI) must notify DET through PRISMS of deferment, suspension, and cancellation of enrolment.

THE ESOS FRAMEWORK

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



7 LIVING IN AUSTRALIA

7.1 Support Services

Workforce Education Institute (WEI) will support you in achieving successful qualification outcomes as well as preparing you for further study. Also, in order to support students adjusting to life in Australia, Workforce Education Institute (WEI) can provide access to support services and resources to enhance the outcomes for students facing a range of life issues including:

- Accommodation arrangements
- Airport pick up
- Career and course selection support
- Homework and academic support
- English as an additional language training
- Resume writing and interview skills development
- Orientation & welfare services
- Special assistance in dealing with issues of language and cultural differences
- Emergency Services
- Financial and personal counselling
- Medical Services

Workforce Education Institute (WEI) always has a Student Support Officer available to students.

7.2 About Australia

Source: <http://www.mapsofworld.com/australia/tourism/>

Australia is officially called the Commonwealth of Australia.



For about 50,000 years before the first British settlement in the late 18th century, Australia was inhabited by Indigenous Australians, who spoke approximately 250 different languages. After the European discovery of the continent by Dutch explorers in 1606, Australia's eastern half was claimed by Great Britain in 1770 and initially settled through penal transportation to the colony of New South Wales from 26 January 1788. The population grew steadily in subsequent decades; the continent was explored, and an additional five self-governing crown colonies were established.



On 1 January 1901, the six colonies federated, forming the Commonwealth of Australia. Since federation, Australia has maintained a stable liberal democratic political system that functions as a democracy and constitutional monarchy comprising six states and several territories. The population of 23.6 million is highly urbanized and heavily concentrated in the eastern states and on the coast.

Key Facts and Statistics:

- Australia is one of the wealthiest countries in the world, with the world's 12th-largest economy.
- Australia ranks highly in many international comparisons of national performance, such as quality of life, health, education, economic freedom, and the protection of civil liberties and political rights.
- Sydney is Australia's largest city.
- Canberra is Australia's capital.
- English is Australia's national language.
- The most popular Australian sports are Australian Rules Football (Aussie rules), Rugby League, cricket, and soccer.

For more information about Australia, go to: <https://en.wikipedia.org/wiki/Australia>

Accommodation

When it comes to finding accommodation, you have many options to choose from. Your choice ranges from finding your own apartment to homestays or short-term rental accommodation.

It is typical that most students will find their own apartment or share an apartment with others. Homestays allow you to live with carefully selected families, offering a safe, friendly, and caring "home away from home" environment, as well as the opportunity to practice your English in real-life situations.

Travel and Transport

There are many travel agents providing great deals on flights, such as:

Student Flights: www.studentflights.com.au

Public transport in Australia is very accessible, with trains, buses, trams, and taxis available throughout major cities.

For information on public transport (trains, trams & buses):

www.ptv.vic.gov.au

For information on public transport ticketing:

www.ptv.vic.gov.au/tickets/myk/

Climate in Australia

Australia enjoys a temperate climate enabling outdoor activities year-round:

- **Summer:** 25-30°C (February is hottest)
- **Winter:** Average 15°C, nights ~7°C
Tip: Bring/buy appropriate clothing for seasonal changes.



Multiculturalism

- Over 100 ethnic groups represented
- Combines Indigenous cultures, European settlement, and global immigration
- English is official, but 24+ million speak other languages at home

Money & Banking

Opening an Account:

Essential for local transactions and employer payments.

Major Banks:



Payment Methods:

- Credit cards (Visa, MasterCard, Amex) widely accepted
- ATMs available (some charge fees for non-customers)
- Apple Pay

Living Costs

Before you decide to study with Workforce Education, you should consider whether you have enough money for your stay in Australia. Personal student and living expenses are not included in the tuition fees quoted and are therefore your responsibility.

During your stay in Australia, you will need to consider the following costs:

- Accommodation
- Airfares
- Tuition fees
- Overseas student health cover (OSHC)
- All general expenses

As a general guide, your accommodation, food, transport, and general expenses will cost you around \$20,000 - \$25,000 AUD per year, depending on your lifestyle and accommodation choice. Living costs will increase if family members and/or school-aged dependents accompany you in Australia.

When you apply for a student visa you must also provide evidence that you have enough money to pay:



- Your tuition fees
- Return airfares
- Living costs while in Australia

Working While Studying in Australia

- Allowed work hours: 40 hours per fortnight during school terms
- Note: Work is not easy to find
- Important: Students cannot rely on Australian income to pay tuition fees

For visa enquiries, please refer to the Department of Home Affairs.

The text has been carefully transcribed to maintain all original information, including the table format and monetary values, while improving readability with clear section headings and bullet points. All website references and contact numbers have been preserved exactly as they appear in the image.

7.3 Victoria (VIC)

Victoria is a state in the south-east of Australia. Most of Victoria's population is concentrated in the area surrounding Port Phillip Bay, which includes the metropolitan area of its capital and largest city, Melbourne - Australia's second-largest city.

Prior to European settlement, the area now constituting Victoria was inhabited by many Aboriginal peoples, collectively known as the Koori.



Source: "Victoria in Australia" by TUBS, Wikipedia

Key historical events:

- Became a separate colony in 1851
- Achieved self-government in 1855
- The Victorian gold rush (1850s-1860s) significantly increased both the population and wealth of the colony



Source: "Autumn in the Dandenong Ranges" by Adrian Mohedano, Wikipedi



For more information about Victoria, go to:
[en.wikipedia.org/wiki/Victoria_\(Australia\)](https://en.wikipedia.org/wiki/Victoria_(Australia))

7.4 Melbourne



SOURCED FROM: <https://www.sketchbubble.com/en/presentation-melbourne-map.html>

Established in 1835, Melbourne is the second biggest city in Australia, behind Sydney. It has a population of 3,707,530 (as of 2016) and its inhabitants are called Melbournians.

Melbourne is the capital of Victoria, one of eight Australian states and territories.

Melbourne rates highly in education, entertainment, health care, research and development, tourism and sport, making it the world's most liveable city - for the seventh year in a row in 2017, according to the Economist Intelligence Unit.



<https://www.telegraph.co.uk/travel/destinations/oceania/australia/victoria/melbourne/articles/melbourne-travel-guide/>



Melbourne: Australia's Cultural Capital

Melbourne is renowned as Australia's "cultural capital" and is the birthplace of:

- Australian rules football
- Australian film and television industries

Cultural Institutions:
Melbourne hosts many of Australia's most significant cultural venues:

- Australian Centre for the Moving Image
- Melbourne Cricket Ground (MCG)
- National Gallery of Victoria
- State Library of Victoria
- UNESCO World Heritage-listed Royal Exhibition Building

Public Libraries:

1. **State Library of Victoria**

Address: 328 Swanston Street, Melbourne

Website: www.slv.vic.gov.au

2. **Melbourne City Library**

Address: 253 Flinders Lane, Melbourne

Website: www.citylibrary.org.au

Activities & Information:

Discover Melbourne: www.thatsmelbourne.com.au

More <https://en.wikipedia.org/wiki/Melbourne>

8 STUDENT VISA REQUIREMENTS

Workforce Education Institute (WEI) is required to systematically monitor international students' compliance with student visa conditions relating to course progress and must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

Workforce Education Institute (WEI) will ensure that the expected duration of study specified in the Student's CoE does not exceed the CRICOS registered duration.

9 STUDENT VISA INFORMATION

9.1 Applying for a Student Visa

If you are interested in studying in Australia and applying for a student visa, you must first apply for admission to Workforce Education.

Once your application has been successful with Workforce Education Institute (WEI) and you have paid your student fees, you will get a Confirmation of Enrolment (CoE) from us. This CoE must then be used when you apply and submit your visa application.



A student is issued a CoE based on the registered duration of a course (or a shorter duration if the student has already completed part of the course).

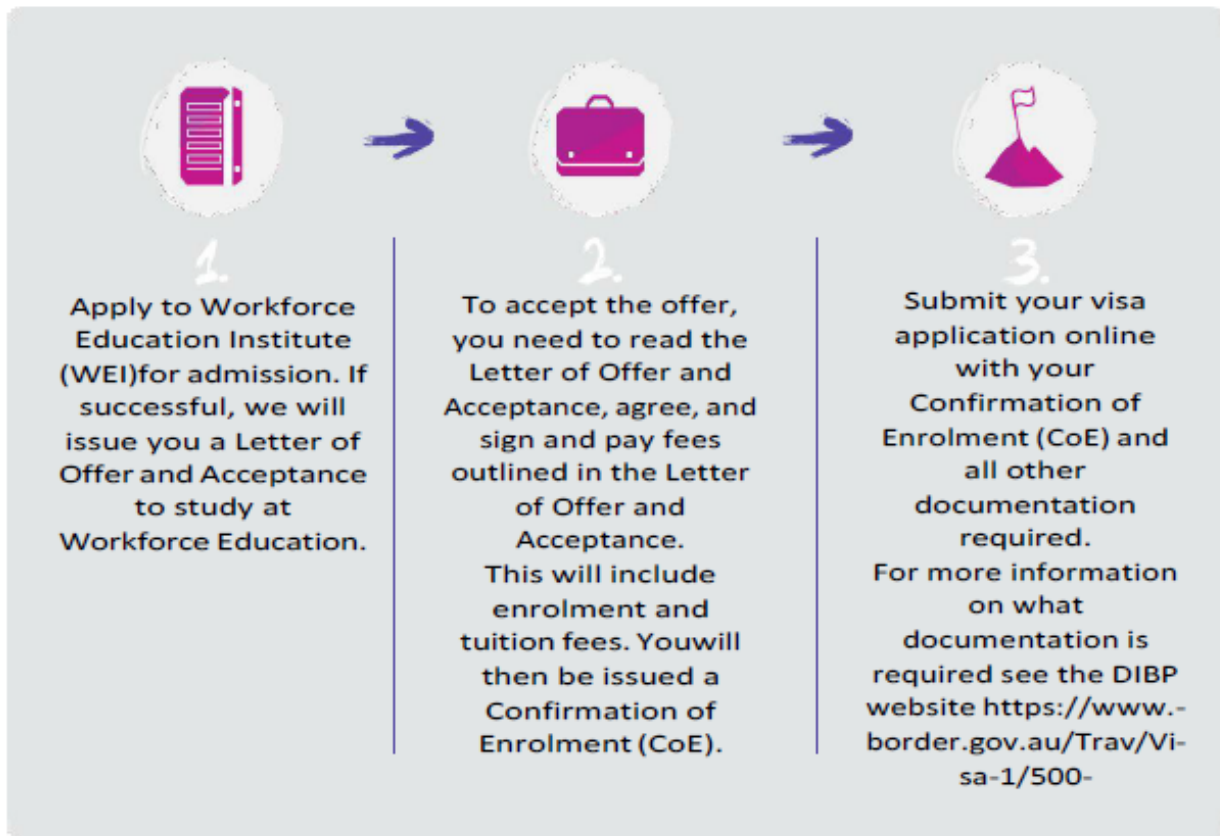
Workforce Education Institute (WEI) systematically monitors international students and their workload to ensure they complete the course within the duration specified in their CoE as required by Standard 8 of the National Code.

OTHER POLICIES AND PROCEDURES

Please visit our website or review the Student Handbook for all the Workforce Education Institute (WEI) policies and procedures including:

- Complaints and Appeals
- Fees and Refunds
- Course Credits
- Critical Incident
- Student Visa Requirements
- Student Transfers
- Deferring, suspending or cancellation of student enrolment

How to apply for VISA



You must satisfy that you have a genuine intention to stay in Australia temporarily. This is done through the completion of the Genuine Temporary Entrant Requirement.

For more information on this see the DIBP website:

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

You must also meet other core visa criteria. These include:

- Financial Capacity Requirement
- English Language Requirement
- Health Requirements
- Character Requirements

For further and complete information on your student visa requirements please visit: <https://www.homeaffairs.gov.au/>

Students must notify the institute of changes of address, telephone number, and email address within 7 days of the change, which is a requirement of visa conditions.

9.2 Student Visa Conditions and Responsibilities

Once you obtain a student visa there are several conditions that must be followed. Your visa conditions are set out in the letter of approval you receive with your visa or on your visa label. It is important that you are familiar with and follow these conditions.

If you break these conditions:

- Your visa may be cancelled, and you may be required to leave Australia
- You may also be prevented from returning to Australia for an extended period after your visa is cancelled.

The main conditions are that you must:

- Maintain satisfactory attendance
- Achieve satisfactory academic results
- Continue to be enrolled in a registered course
- Notify your education provider of your address (or change in address) within 7 days
- Notify your original education provider if you change to a new education provider within seven days of obtaining your new certificate of enrolment
- Maintain health insurance cover.


Overseas Student Health Cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs for medical and hospital care which international students may need while in Australia. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organization - commonly referred to as a health fund before applying for your visa.

The Department of Immigration and Border Protection requires you to maintain OSHC cover for the duration of your time on a student visa in Australia. OSHC can be arranged through Workforce Education Institute (WEI) upon request via OSHC providers like BUPA, AHM or Medibank Private. Prior to making an application for OSHC, students must read the rules. Please visit their website for policy and procedures and further details.



This brochure is produced and approved in accordance with the Standards for RTOs 2025, ESOS Act 2000, National Code 2018 and Australian Consumer Law. All training products are on WEI's scope of registration.



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