



## **DALTON COLLEGE**

RTO No: 41340

CRICOS Code: 03450E

# **INTERNATIONAL STUDENT PROSPECTUS**

## Contents

Welcome .....	3
Course Overview .....	3
Campus Facilities.....	4
Why Dalton College?.....	6
Courses offered at Dalton College .....	7
Graduate Certificate in Management (Learning).....	7
Graduate Diploma of Management (Learning).....	8
Diploma of Business.....	10
Advanced Diploma of Business .....	12
Certificate IV in Leadership and Management .....	13
Diploma of Leadership and Management .....	15
Certificate IV in Marketing and Communication .....	17
Diploma of Marketing and Communication .....	19
Advanced Diploma of Marketing and Communication.....	19
General English I (GE I).....	23
General English II (GE II).....	25
English for Academic Purposes I (EAP I).....	28
English for Academic Purposes II (EAP II).....	31
Life in Melbourne.....	34
Studying at Dalton College.....	38
Assessing Student Transfer Requests .....	39
Deferring, Suspending or Cancelling Student Enrolment .....	41
Fees Charges and Refunds .....	44
Student Visa Obligations.....	49
Important Information.....	50
How to Enrol .....	51

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 2 of 51	

## Welcome

Welcome to Dalton College, a leading training organisation in Australia, registered with the Australian Skills Quality Authority. Dalton College is a modern and dynamic educational institution that offers programs in an environment that encourages students to maximise their potential; empowering them to gain knowledge and elevate the professionalism of industry.

We pledge to continually set the standards of education excellence worldwide. All courses are delivered with in an exciting and multicultural environment by dedicated and experienced staff. In all courses offered at Dalton College, educators cover underpinning knowledge that is essential to units of competency and ensure that students learn to integrate practical aspects and techniques. All our courses are nationally recognised.

At Dalton College, we care about our students and take pride in their achievements. Our fundamental aim is to provide an environment conducive to learning and assists students to reach their full potential. Our facilities are excellent, and our trainers are fully qualified in their areas of expertise. Graduates will be equipped with the relevant skills and knowledge to seek employment in positions relevant to their qualification and may be able to pursue further studies at university.

We understand the challenges students face when studying away from their own country. Our dedicated and professional staff provide support and assistance regarding your academic needs and can provide advice on accommodation and a range of personal requirements. We look forward to welcoming you to our College.

## Course Overview

The following nationally recognised qualifications are delivered by Dalton College. Please refer to the course details page for more information.

Course Title	National Code	CRICOS Code	Tuition Fees	Materials Fee	Enrolment Fee	Duration (including holidays)
Graduate Certificate in Management (Learning)	BSB80515	102392H	\$5,800	\$500	\$200	22 weeks
Graduate Diploma of Management (Learning)	BSB80615	102391J	\$9,800	\$500	\$200	51 weeks
Diploma of Business	BSB50215	089423G	\$7,300	\$320	\$200	32 weeks
Advanced Diploma of Business	BSB60215	089424G	\$11,800	\$320	\$200	52 weeks
Certificate IV in Leadership and Management	BSB42015	091771C	\$9,300	\$500	\$200	40 weeks
Diploma of Leadership and Management	BSB51918	098840E	\$11,800	\$500	\$200	52 weeks

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 3 of 51	

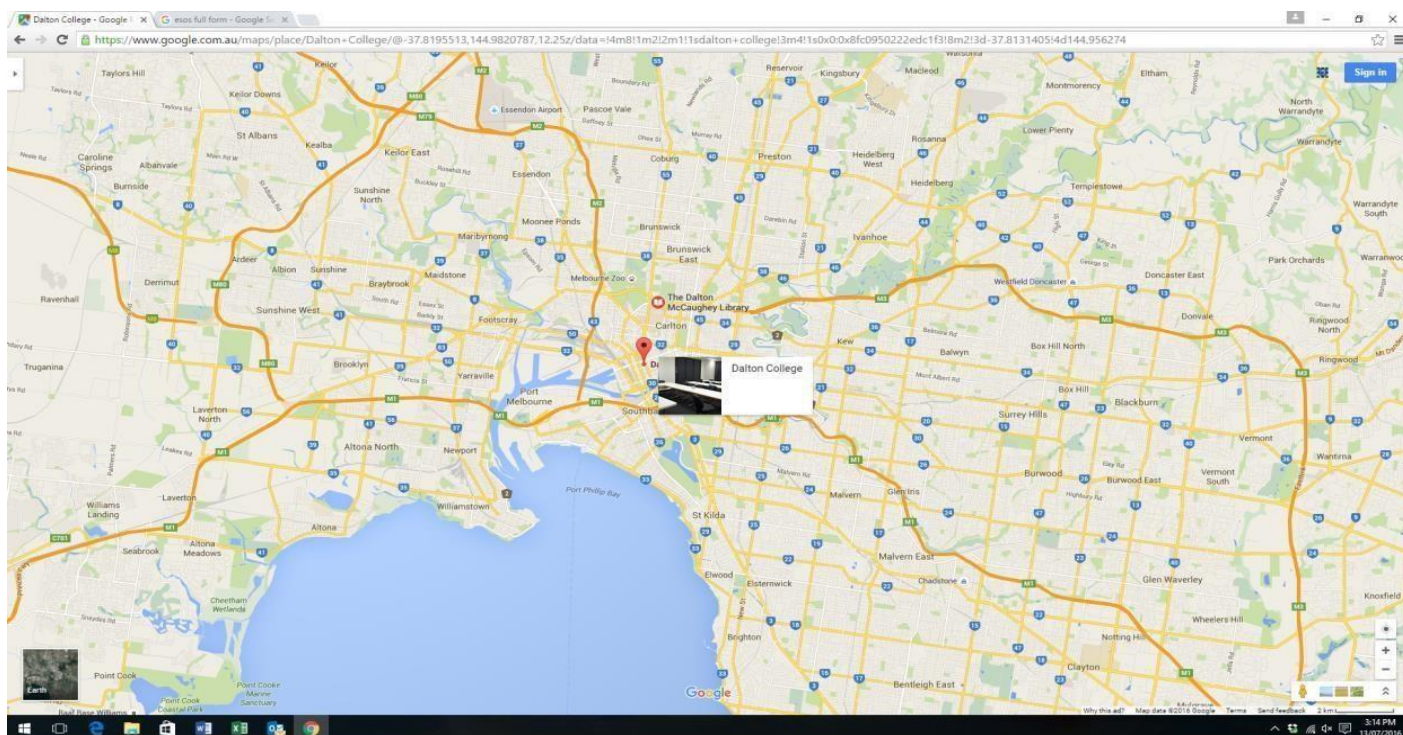
Course Title	National Code	CRICOS Code	Tuition Fees	Materials Fee	Enrolment Fee	Duration (including holidays)
Certificate IV in Marketing and Communication	BSB42415	096152A	\$9,300	\$500	\$200	40 weeks
Diploma of Marketing and Communication	BSB52415	096153M	\$11,800	\$500	\$200	52 weeks
Advanced Diploma of Marketing and Communication	BSB61315	096154K	\$11,800	\$500	\$200	52 weeks
General English I (GE I)	N/A	096641F	\$7,200	\$450	\$200	24 weeks
General English II (GE II)	N/A	096642E	\$7,200	\$450	\$200	24 weeks
English for Academic Purposes I (EAP I)	N/A	096643D	\$3,050	\$450	\$200	12 weeks
English for Academic Purposes II (EAP II)	N/A	096644C	\$3,050	\$450	\$200	12 weeks

## Campus Facilities

### Campus Location

Dalton College is conveniently located at Level 1, 533 Little Lonsdale Street, Melbourne, Victoria 3000.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 4 of 51	



## Classrooms

Our classrooms are modern, air-conditioned facilities that are well equipped for effective learning.

### ***Class Rooms***



### ***Computer Rooms***

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 5 of 51	





## Why Dalton College?

### **ACADEMIC STAFF**

We understand that qualified and well experienced trainers and assessors lead to significantly higher rates of course completion. This is the main reason we have a rigorous selection and recruitment process for trainers and assessors at Dalton. Our commitment to you is to engage with only experienced, passionate and committed trainers and assessors.

### **STUDY SUPPORT**

Dalton College is committed to offer students extra support and study sessions including academic and report writing, computer literacy and time management skills if required. The aim is to support students in achieving successful course outcomes as well as preparing students for further study.

### **OPTIONS FOR FURTHER STUDY**

Internal and external pathways provide our students with reliable and valid pathways to transition from one level, or field of study, to the next.

### **STUDENT SUPPORT SERVICES**

The Student Support officers comprise of professional and friendly staff qualified to assist students in a broad range of areas, including any emergency services, academic counselling, meeting other students and other student support services. This service is free and confidential. Appointments can be made at reception.

### **FACILITIES**

There are total of eight classrooms at Dalton College. Free internet access, a positive learning environment and IT support are available for all students enrolled at Dalton College. A student lounge and a student dining area provides the students with a place to rest and recharge.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 6 of 51	

## Courses offered at Dalton College

### Graduate Certificate in Management (Learning)

**National Code:** BSB80515

**CRICOS Code:** 102392H

**Total Course Duration:** 22 Weeks

**Study Period:** 20 weeks (20 hours of scheduled classes every week)

**Holidays:** 2 Weeks (including Term Breaks)

**Tuition Fees:** \$ 6,000 | **Material Fees:** \$500

#### Course Description

This qualification reflects the roles of individuals who apply substantial specialised skills and knowledge in the field of learning and capability development. In these roles they make significant high-level independent judgements in major planning, design, operational and management functions within highly varied or specialised contexts.

As a CRICOS Provider, this qualification is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for sales, marketing or advertising area.

This qualification reflects the role of individuals who provide leadership and strategic direction in the marketing and communications activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies.

Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically, they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.

Typically, they would have responsibility for the work of other staff and lead teams. 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 in sales, marketing or advertising area. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Product Manager
- Marketing Manager
- Sales Manager
- Service and Digital Marketing Manager
- Professionals
- Managers in registered training organisations seeking to advance organisational learning and capability

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 7 of 51	

## Entry Requirements

Dalton College has admission requirements as follows:

- Students must be 18 years of age on commencement of the course
- All international students must have a minimum IELTS score of 5.5 or evidence of completion of a Diploma level qualification delivered in English in Australia, New Zealand, USA, UK or Canada
- Whilst the Training Package specifies that there are no entry requirements, Dalton college will only accept students into the Graduate Certificate in Management (Learning) if they have completed a Diploma or higher qualification in Australia or equivalent qualification overseas

## Course Structure

BSB80515 Graduate Certificate in Management (Learning) consists of 4 units of competency ( 2 Core and 2 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBLDR801	Lead personal and strategic transformation	Core
BSBLED802	Lead learning strategy implementation	Core
BSBLED806	Plan and implement a coaching strategy	Elective
BSBFIM601	Lead and manage organisational change	Elective

## Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

## RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Graduate Diploma of Management (Learning)

**National Code:** BSB80615

**CRICOS Code:** 102391J

**Total Course Duration:** 51 Weeks

**Study Period:** 41 weeks (20 hours of scheduled classes every week)

**Holidays:** 10 Weeks (including Term Breaks)

**Tuition Fees:** \$10,000 | **Material Fees:** \$500

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 8 of 51	



## Course Description

This qualification reflects the roles 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.

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for sales, marketing or advertising area.

This qualification reflects the role of individuals who provide leadership and strategic direction in the marketing and communications activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies.

Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically, they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.

Typically, they would have responsibility for the work of other staff and lead teams. 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 in sales, marketing or advertising area. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Product Manager
- Marketing Manager
- Sales Manager
- Service and Digital Marketing Manager
- Leaders and managers in an organisation where learning is used to build organisational capability.

## Entry Requirements

Dalton College has admission requirements as follows:

- Students must be 18 years of age on commencement of the course
- All international students must have a minimum IELTS score of 5.5 or evidence of completion of a Diploma level qualification delivered in English in Australia, New Zealand, USA, UK or Canada
- Whilst the Training Package specifies that there are no entry requirements, Dalton college will only accept students into the Graduate Diploma of Management (Learning) if they have completed a Diploma or higher qualification in Australia or equivalent qualification overseas

## Course Structure

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 9 of 51	

BSB80615 Graduate Diploma of Management (Learning) consists of 8 units of competency (2 Core and 6 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBINN801	Lead innovative thinking and practice	Core
BSBRES801	Initiate and lead applied research	Core
BSBLED802	Lead learning strategy implementation	Elective
BSBLED809	Identify and communicate trends in career development	Elective
BSBLDR801	Lead personal and strategic transformation	Elective
BSBLED805	Plan and implement a mentoring program	Elective
BSBFIM601	Manage finances	Elective
BSBMKG609	Develop a marketing plan	Elective

### Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Diploma of Business

**National Code:** BSB50215

**CRICOS Code:** 089423G

**Total Course Duration:** 32 Weeks

**Study Period:** 28 Weeks (20 hours of scheduled classes every week)

**Holidays:** 4 Weeks (including Term Breaks)

**Tuition Fees:** \$7,500 | **Material Fees:** \$320

### Course Description

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

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

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 10 of 51	

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

As a CRICOS Provider this course is specifically, designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions. These skills are highly portable and once learned can be applied across industry sectors.

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Executive officer
- Program consultant
- Program coordinator

## Entry Requirements

Dalton College has admission requirements as follows:

- International students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for a Diploma level course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate IV or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. **OR**
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. **OR**
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY.)

## Course Structure

BSB50215 Diploma of Business consists of 8 units of competency (all Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBMKG506	Plan market research	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBMKG506	Plan market research	Elective
BSBHRM513	Manage workforce planning	Elective
BSBHRM501	Manage human resources services	Elective
BSBMKG501	Identify and evaluate marketing opportunities	Elective

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 11 of 51	

BSBFIM501	Manage budgets and financial plans	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective

### Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Advanced Diploma of Business

**National Code:** BSB60215

**CRICOS Code:** 089424G

**Total Course Duration:** 52 weeks

**Study Period:** 40 Weeks (20 hours of scheduled classes every week)

**Holidays:** 12 Weeks (including Term Breaks)

**Tuition Fees:** \$12,000 | **Material Fees:** \$320

### Course Description

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

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

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Business Manager
- Senior Administrator
- Senior Executive

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

### Entry Requirements

Dalton College has admission requirements as follows:

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 12 of 51	

- International students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for Advanced Diploma level course will need to provide evidence of satisfactory completion of Australian Year 12 (or equivalent) or Diploma or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. **OR**
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Diploma or higher-level qualification, from the Australian Qualifications Framework. **OR**
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

## Course Structure

BSB60215 Advanced Diploma of Business consists of 8 units of competency (all Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBINN601	Lead and manage organisational change	Elective
BSBFIM601	Manage finances	Elective
BSBMKG607	Manage market research	Elective
BSBMKG608	Develop organisational marketing objectives	Elective
BSBMKG609	Develop a marketing plan	Elective
BSBMGT605	Provide leadership across the organisation	Elective
BSBMGT608	Manage innovation and continuous improvement	Elective
BSBSUS501	Develop workplace policy and procedure for sustainability	Elective

## Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

## RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Certificate IV in Leadership and Management

**National Code: BSB42015**

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 13 of 51	



**CRICOS Code:** 091771C

**Total Course Duration:** 40 Weeks

**Study Period:** 33 Weeks (20 hours of scheduled classes every week)

**Holidays:** 7 Weeks (including Term Breaks)

**Tuition Fees:** \$9,500 | **Material Fees:** \$500

### Course Description

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

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

They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

### Entry Requirements

Dalton College has admission requirements as follows:

- International students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate III or higher
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

### Course Structure

BSB42015 Certificate IV in Leadership and Management consists of 12 units of competency (4 Core and 8 Elective) as detailed below:

Unit Code	Unit Title							Core/Elective	
BSBLDR401	Communicate effectively as a workplace leader							Core	
BSBLDR402	Lead effective workplace relationships							Core	
BSBLDR403	Lead team effectiveness							Core	
BSBMGT402	Implement operational plan							Core	

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 14 of 51	

BSBFIA402	Report on financial activity	Elective
BSBRK401	Identify risk and apply risk management processes	Elective
BSBWOR404	Develop work priorities	Elective
BSBINN301	Promote innovation in a team environment	Elective
BSBCMM401	Make a presentation	Elective
BSBINT401	Research international business opportunities	Elective
BSBWRT401	Write complex documents	Elective
BSBRES401	Analyse and present research information	Elective

### Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Diploma of Leadership and Management

**National Code:** BSB51918

**CRICOS Code:** 098840E

**Total Course Duration:** 52 Weeks

**Study Period:** 40 Weeks (20 hours of scheduled classes every week)

**Holidays:** 12 Weeks (including Term Breaks)

**Tuition Fees:** \$12,000 | **Material Fees:** \$500

### Course Description

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.

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

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 15 of 51	

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Business Manager
- Human Resource Manager
- Sales Manager
- Operations Manager

## Entry Requirements

Dalton College has admission requirements as follows:

- International students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for a Diploma level course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate IV or higher
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. **OR**
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate IV or higher-level qualification, from the Australian Qualifications Framework. **OR**
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

## Course Structure

BSB51915 Diploma of Leadership and Management consists of 12 units of competency (4 Core and 8 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBLDR511	Develop and use emotional intelligence	Core
BSBLDR502	Lead and manage effective workplace relationships	Core
BSBWOR502	Lead and manage team effectiveness	Core
BSBMGT517	Manage operational plan	Core
BSBFIM501	Manage budgets and financial plans	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBADV507	Develop a media plan	Elective
BSBHRM513	Manage workforce planning	Elective
BSBMGT502	Manage people performance	Elective

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 16 of 51	

BSBMKG501	Identify and evaluate marketing opportunities	Elective
BSBMKG507	Interpret market trends and developments	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective

### Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Certificate IV in Marketing and Communication

**National Code:** BSB42415

**CRICOS Code:** 096152A

**Total Course Duration:** 40 Weeks

**Study Period:** 33 Weeks (20 hours of scheduled classes every week)

**Holidays:** 7 Weeks (including Term Breaks)

**Tuition Fees:** \$9,500 | **Materials Fees:** \$500

### Course Description

This qualification is suitable for those who use well developed marketing and communication skills and a broad knowledge base in a wide variety of contexts.

Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to more senior practitioners.

Individuals have responsibility for their own performance. Individuals at this level provide leadership, guidance and support in marketing and communication. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Sales Executive
- Clerical and Administrative Worker

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 17 of 51	

- Retail Assistant

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

## Entry Requirements

Dalton College has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate III or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate III or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

## Course Structure

BSB42415 Certificate IV in Marketing and Communication consists of 12 units of competency (5 Core and 7 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBCMM401	Make a presentation	Core
BSBCRT401	Articulate, present and debate ideas	Core
BSBMGT407	Apply digital solutions to work processes	Core
BSBMKG417	Apply marketing communication across a convergent industry	Core
BSBMKG418	Develop and apply knowledge of marketing communication industry	Core
BSBFIA402	Report on financial activity	Elective
BSBCUS401	Coordinate implementation of customer service strategies	Elective
BSBLDR402	Lead effective workplace relationships	Elective
BSBMKG401	Profile the market	Elective
BSBMKG413	Promote products and services	Elective
BSBMKG419	Analyse consumer behaviour	Elective
BSBRES401	Analyse and present research information	Elective

## Modes of Delivery

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 18 of 51	



The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Diploma of Marketing and Communication

**National Code:** BSB52415

**CRICOS Code:** 096153M

**Total Course Duration:** 52 Weeks

**Study Period:** 40 Weeks (20 hours of scheduled classes every week)

**Holidays:** 12 Weeks (including Term Breaks)

**Tuition Fees:** \$12,000 | **Material Fees:** \$500

### Course Description

This qualification applies to individuals with a sound theoretical knowledge base in marketing and communication and who demonstrate a range of managerial skills to ensure that functions are effectively conducted in an organisation or business area. Typically, they would have responsibility for the work of other staff and lead teams.

This qualification applies to individuals with a sound theoretical knowledge base in marketing and communication and who demonstrate a range of managerial skills to ensure that functions are effectively conducted in an organisation or sales, marketing or advertising area.

Typically, they would have responsibility for the work of other staff and lead teams.

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

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Assistant Product Manager
- Assistant Marketing Manager
- Assistant Sales Manager

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for this qualification.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 19 of 51	

## Entry Requirements

Dalton College has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the College.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate III or higher.
- Student must have completed all core units in BSB42415 Certificate IV in Marketing and Communication.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate III or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

## Course Structure

BSB52415 Diploma of Marketing and Communication consists of 12 units of competency (3 Core and 9 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBMKG507	Interpret market trends and developments	Core
BSBMKG523	Design and develop an integrated marketing communication plan	Core
BSBPMG522	Undertake project work	Core
BSBADV507	Develop a media plan	Elective
BSBADV509	Create mass print media advertisements	Elective
BSBFIM501	Manage budgets and financial plans	Elective
BSBMKG501	Identify and evaluate marketing opportunities	Elective
BSBMKG502	Establish and adjust the marketing mix	Elective
BSBMKG506	Plan market research	Elective
BSBMKG524	Design effective use experiences	Elective
BSBMKG515	Conduct a marketing audit	Elective
BSBMKG519	Plan and implement business-to-business marketing	Elective

## Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 20 of 51	

## Pathway into the Qualification

Students who satisfactorily complete the BSB42415 Certificate IV in Marketing and Communication could enrol in the BSB52415 Diploma of Marketing and Communication.

- To enter BSB52415 Diploma of Marketing and Communication, student must have completed all core units in BSB42415 Certificate IV in Marketing and Communication.

## RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## Advanced Diploma of Marketing and Communication

**National Code:** BSB61315

**CRICOS Code:** 096154K

**Total Course Duration:** 52 Weeks

**Study Period:** 40 Weeks (20 hours of scheduled classes every week)

**Holidays:** 12 Weeks (including Term Breaks)

**Tuition Fees:** \$12,000 | **Material Fees:** \$500

## Course Description

This qualification reflects the role of individuals who provide leadership and strategic direction in the marketing and communications activities of an organisation. They analyse, design and execute judgements using wide-ranging technical, creative, conceptual and managerial competencies.

Their knowledge base may be highly specialised or broad within the marketing and communications field. Typically, they are accountable for group outcomes and the overall performance of the marketing and communication, advertising or public relations functions of an organisation.

As a CRICOS Provider this course is specifically designed for international students who will be involved in training full-time, classroom based, to gain the skills and knowledge required for sales, marketing or advertising area.

Typically, they would have responsibility for the work of other staff and lead teams. 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 in sales, marketing or advertising area. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 21 of 51	

Outcomes, job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification may include:

- Product Manager
- Marketing Manager
- Sales Manager
- Service and Digital Marketing Manager

## Entry Requirements

Dalton College has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 (or equivalent) or Certificate III or higher.
- Student must have completed all core units in BSB52415 Diploma of Marketing and Communication.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) to be taken before the main VET course. OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation courses or a senior secondary certificate of education or a substantial part of a Certificate III or higher-level qualification, from the Australian Qualifications Framework. OR
- For levels 1 and 2 students only, successful completion of Dalton College's Language, Literacy and Numeracy Test conducted at Dalton's campus (for onshore international students ONLY).

## Course Structure

BSB61315 Advanced Diploma of Marketing and Communication consists of 12 units of competency (3 Core and 9 Elective) as detailed below:

Unit Code	Unit Title	Core/Elective
BSBADV602	Develop an advertising campaign	Core
BSBMGT616	Develop and implement strategic plans	Core
BSBMKG609	Develop a marketing plan	Core
BSBFIM601	Manage finances	Elective
BSBINM601	Manage knowledge and information	Elective
BSBMGT615	Contribute to organisation development	Elective
BSBMGT617	Develop and implement a business plan	Elective
BSBMKG603	Manage the marketing process	Elective
BSBMKG605	Evaluate international marketing opportunities	Elective
BSBMKG607	Manage market research	Elective
BSBMKG608	Develop organisational marketing objectives	Elective

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 22 of 51	

BSBWHS605	Develop, implement and maintain WHS management systems	Elective
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### Modes of Delivery

The course will be delivered face-to-face on campus. Assessment methods may include projects, reports, written tests, observations, role-plays and knowledge questions.

### Pathway into the Qualification

Student must have completed all core units in BSB52415 Diploma of Marketing and Communication.

### RPL and Credit Transfer

Dalton College offers Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students at time of enrolment. Prospective candidates will need to complete an application kit for RPL.

Applicants who wish to apply for RPL/Credit Transfer must complete the relevant form. For further information, please contact Dalton College. RPL Fees apply.

## General English I (GE I)

**CRICOS Code:** 096641F

**Total Course Duration:** 24 Weeks

**Study Period:** 20 Weeks (20 hours of scheduled classes every week)

**Holidays:** 4 Weeks

**Tuition Fees:** \$7,400 | **Material Fees:** \$450

### Course Rationale

The General English program enables the development of English language speaking, listening, reading and writing skills using communicative language learning methods in social contexts.

The program aims at developing basic English language skills, for learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

General English I – GE-I is the first stage of the ELICOS (English Language Intensive Courses for Overseas Student) study pathway for learners with no experience or prior knowledge of the English language. This is the start of their journey to understand and express themselves in very general and common situations with English speakers.

Learners' needs will be identified at the outset of the course and continuously evaluated during its delivery to ensure a match between learners' needs and course content, emphasis and pace.

### Entry Requirements

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 23 of 51	



The students willing to take the complete ELICOS or to start the General English Course I, students require previous knowledge of the language as follows:

ACSF	1
CEFR	A1
IELTS	2
PTE ACADEMIC	18-21
TOEFL IBT	14-20

However, for the those who do have previous experience and do not have the above mentioned, they can submit the results of previous examinations or take a classification test to find the most appropriate level.

All students will be given all the necessary information including a Letter of Offer, with clear details concerning the course. They are also given support while studying with Dalton College. This includes both academic and personal student support services. There is no cost to access student support services provided within Dalton College. There are also no costs for a referral to an external support service however accessing services outside Dalton College may incur costs and should be clarified prior to engaging external support services.

## Course Structure

Students commencing General English I are taking their first steps in learning English. The course will focus on the four key skills: reading, writing, speaking and listening, practised during class for accuracy and correct pronunciation. It is a great opportunity to develop the communication skills by taking part in classroom activities with other students and focus on vocabulary building.

At the end of the course, students should be able to hold and understand simple conversations, read and write basic texts. This knowledge will facilitate the learning process for those who want to continue with General English II, taking international English exams or display skills to access higher education.

Students who complete the General English I, will be able to:

### - GE-I Listening

- Listen to a range of spoken texts for general meaning
- Listen for specific information
- Determine mood and attitude of speaker(s)

### - GE-I Reading

- Read a range of written texts for general meaning
- Read for specific information
- Determine the writer's purpose and intended audience

### - GE-I Writing

- Write a range of informal texts
- Write formal and informal emails or letters
- Write a covering letter and resume
- Write short summaries of discussions and / or written texts
- Plan and write an argumentative text (100 - 150 words)

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 24 of 51	

### - GE-I Speaking

- Participate in a range of informal conversations and discussions
- Engage in a range of telephone interactions
- Plan and deliver a short oral presentation on a chosen topic (5 mins)

### - GE-I Grammar and Vocabulary

- Demonstrate growing control over a range of structures to express intended meaning
- Demonstrate the use of an expanded range of vocabulary

### - GE-I Independent learning

- Set short and long-term goals and identify preferred learning styles and strategies and reflect on own learning
- Develop an effective study plan to improve time management, do independent study and maintain an assessment portfolio
- Conduct independent research to support language learning

### Mode of Delivery

As the course is designed for adults in a formal classroom setting, the methodology and content consider principles of adult learning as well as research in adult second language learning. This includes the notion that language learning is a conscious process, and that learning, and acquisition of language can arise from interaction both with others and with materials.

This course will allow students to experience a total 25 hours per week (20 hours of face-to-face class room-based delivery and 5 hours of supervised self-study per week).

## General English II (GE II)

**CRICOS Code:** 096642E

**Total Course Duration:** 24 Weeks

**Study Period:** 20 Weeks (20 hours of scheduled classes every week)

**Holidays:** 4 Weeks

**Tuition Fees:** \$7,400 | **Material Fees:** \$450

### Course Rationale

The General English program enables the development of English language speaking, listening, reading and writing skills using communicative language learning methods in social contexts.

The program aims at developing basic English language skills, for learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 25 of 51	

General English II – GE-II is the second stage of the ELICOS (English Language Intensive Courses for Overseas Student) study pathway for learners with a basic knowledge of the English language and are willing to improve their skills, to comprehend and interact in multiple general situations and recognise a wider range of vocabulary related to the topic.

The learners' needs will be identified at the outset of the course and continuously evaluated during its delivery to ensure consistency between learners' needs and course content, emphasis and pace.

## Entry Requirements

The students willing to take the complete ELICOS or to start the General English Course II, students require previous knowledge of the language as follows:

ACSF	2-3
CEFR	B1/B1+
IELTS	3.5-4
PTE ACADEMIC	38
TOEFL IBT	40-44

However, for the those who do have previous experience and do not have the above mentioned, they can submit the results of previous examinations or take a classification test to find the most appropriate level.

All students will be given all the necessary information including a Letter of Offer, with clear details concerning the course. They are also given support while studying with Dalton College. This includes both academic and personal student support services. There is no cost to access student support services provided within Dalton College. There are also no costs for a referral to an external support service however accessing services outside Dalton College may incur costs and should be clarified prior to engaging external support services.

## Course Structure

Students commencing General English I are taking their first steps in learning English. The course will focus on the four key skills: reading, writing, speaking and listening, practised during class for accuracy and correct pronunciation. It is a great opportunity to develop the communication skills by taking part in classroom activities with other students and focus on vocabulary building.

At the end of the course, students should be able to hold and understand simple conversations, write basic texts and reading them. This knowledge will facilitate the learning process for those who want to continue with the English for Academic Purposes (EAP) levels, taking international English exams or display skills to access higher education.

Students who complete the General English II, will be able to:

### - GE-II Listening

- Employ predictive listening skills
- Use discriminatory listening strategies to identify main ideas and specific details and supporting information
- Identify speaker's mood and attitude through tone and expressions
- Identify aspects of pronunciation used to convey specific meaning

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 26 of 51	

**- GE-II Reading**

- Employ predictive reading skills
- Identify text types and purposes of a range of text
- Identify main ideas, specific details and supporting information
- Begin to apply critical reading skills
- Read independently for pleasure

**- GE-II Writing**

- Demonstrate growing flexibility in using a range of sentence structures
- Use cohesive devices within and between sentences and paragraphs
- Demonstrate increasing control over the development of paragraphs
- Notice and use appropriate formats for a range of texts
- Edit own writing to correct spelling and punctuation
- Demonstrate expanded range of vocabulary and grammar
- Use referencing and substitution skills
- Plan and write an argumentative text (200 - 250 words)

**- GE-II Speaking**

- Demonstrate growing flexibility in using a range of sentence structures
- Open and close conversations appropriately, use turn taking strategies
- Select and develop topics appropriately to maintain relationships
- Express opinions, give reasons, agree and disagree and seek opinions
- Ask and answer a range of questions to seek information and clarification
- Make requests, extend invitations, offer, accept and decline politely
- Plan, organize and rehearse an oral presentation
- Use appropriate pronunciation to express intended meaning and use a range of discourse markers
- Plan and deliver a short oral presentation on a topic (5-10 mins)

**- GE-II Grammar and Vocabulary**

- Avoid ambiguity by using correct tenses, verb patterns, prepositions, pronouns
- Use synonyms and antonyms to expand vocabulary and avoid repetition
- Express opinions, give reasons, agree and disagree and seek opinions
- Use a range of phrasal verbs, idioms and less common expressions
- Demonstrate growing control over the use of articles and prepositions
- Notice and use a growing repertoire of collocation

**- GE-II Independent Learning**

- Identify own strengths and weaknesses
- Set realistic time frames and a balance of social, work and study
- Apply a range of autonomous language learning strategies skills
- Identify and utilize everyday opportunities to practice English
- Identify and examine reasons for communication breakdowns

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 27 of 51	

- Discuss the influence of culture within language learning
- Maintain records of assessments and independent study

### Mode of Delivery

As the course is designed for adults in a formal classroom setting, the methodology and content consider principles of adult learning as well as research in adult second language learning. This includes the notion that language learning is a conscious process, and that learning, and acquisition of language can arise from interaction both with others and with materials.

This course will allow students to experience a total 25 hours per week (20 hours of face-to-face classroom-based delivery and 5 hours of supervised self-study per week).

## English for Academic Purposes I (EAP I)

**CRICOS Code:** 096643D

**Total Course Duration:** 12 Weeks

**Study Period:** 10 Weeks (20 hours of scheduled classes every week)

**Holidays:** 2 Weeks

**Tuition Fees:** \$3,250 | **Material Fees:** \$450

### Course Rationale

The purpose of English for the Academic Purposes is to develop learners' language skills, academic literacy and study skills. It can build on and strengthen a learner's current linguistic skills and help to apply them in a range of different academic contexts. The course will teach effective language acquisition strategies to develop confidence and achieve success in studies. The course concentrates on skills and knowledge development in communication reading, writing, speaking and listening. It also addresses processing of information through the study of a variety of texts in various contexts.

English for Academic Purposes I – EAP-I is the third stage of the ELICOS (English Language Intensive Courses for Overseas Student) study pathway for learners who can acquire and manage themselves in general contexts and can manage simple conversations and learners are willing to expand their knowledge and experience into an academic context, which requires new vocabulary and complex grammatical structures.

The purpose of the English for Academic Purposes (EAP) Program is to meet the academic skills required for the learners to gain an entry into higher education programs at Central Australian College or other education providers including Registered Training Organisations (RTO), TAFE and Universities in Australia.

The rationale of the course is to provide English for Academic Purposes course for students to proceed on to after completing the General English I and II level. Students at this level need to continue building their vocabulary and grammar to meet the academic demands in multiple situations. Students also need to have a range of situations where they can put their language to work. This course is important in developing students' language skills in a range of academic and professional fields

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 28 of 51	



It aims at developing academic English language skills, for the learners to gain social and professional skills that are necessary to meet communication and cultural needs while participating in community contexts in Australia and other English-speaking countries.

The learners' needs will be identified at the outset of the course and continuously evaluated during its delivery to ensure consistency between learners' needs and course content, emphasis and pace.

## Entry Requirements

The students willing to take the complete ELICOS or to commence English for Academic Purposes I require English proficiency as follows:

<b>IELTS</b>	5
<b>PTE ACADEMIC</b>	38
<b>TOEFL IBT</b>	40-50
<b>CEFR</b>	B1

The student must have an education level at Year 10 or above.

However, for learners who do have previous experience and do not have the above-mentioned levels of proficiency, they may submit the results of previous examinations or take a classification test to find the most appropriate level. Also, an interview with the staff will be organised, prior to the enrolment process to assess and identify special needs, file reports and trace the most suitable learning path.

All students will be given all the necessary information including a Letter of Offer, with clear details concerning the course. They are also given support while studying with Dalton College. This includes both academic and personal student support services. There is no cost to access student support services provided within Dalton College. There are also no costs for a referral to an external support service however accessing services outside Dalton College may incur costs and should be clarified prior to engaging external support services.

## Course Structure

English for Academic Purposes I (EAP I) is the third stage of the ELICOS program at Dalton College. At this point, learners should have acquired and manage themselves in general contexts and can manage simple conversations and learners are willing to expand their knowledge and experience into an academic context, which requires new vocabulary and complex grammatical structures.

The purpose of the English for Academic Purposes (EAP) Program is to meet the academic skills required for the learners to enter VET courses at Dalton College or at any other education providers including Registered Training Organisations (RTO), TAFE and Universities in Australia.

Students will be able to:

### - EAP-I Listening

- Use active listening skills to comprehend and respond to a range of speech acts in an academic environment
- Identify major lexical items and predict meaning
- Demonstrate the ability to respond to academic questions
- Distinguish different formal and informal language

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 29 of 51	

- Use discourse markers to locate information in a spoken text
- Demonstrate the ability to comprehend and take notes from a lecture
- Assess peer presentations
- Operate competently in an interview

#### **- EAP-I Reading**

- Develop an awareness of the different types of instructions commonly used in academic texts and how to follow them
- Predict meaning from context, skim/scan a text for information
- Use a library to locate materials on different topics
- Perform research tasks and take notes from a written text
- Demonstrate the ability to collect, interpret and organise information
- Recognise different forms of written language
- Identify the structure and language features of different texts
- Extract and follow information presented in graphs, charts and tables
- Develop skills which will enable them to cope with unknown vocabulary
- Increase their vocabulary range through exposure to reading texts

#### **- EAP-I Writing**

- Demonstrate knowledge and use of effective writing skills and strategies
- Learn and use vocabulary related to different topics
- Take notes and write a summary
- Demonstrate overall grammatical competence
- Paraphrase information drawn from written sources
- Produce different types of essays with introduction, body and conclusion
- Demonstrate the ability to write under exam conditions
- Understand the issues associated with plagiarism
- Paraphrase and produce paragraphs with topic sentences and supporting statements
- Become aware of how to produce an essay using appropriate organizational structure, register and a variety of language
- Produce competent and cohesive arguments using evidence and examples
- Interpret questions and write an answer appropriate to the question type (Essays: cause and effect, argumentative, opinion, discursive)

#### **- EAP-I Speaking**

- Show overall clarity and competence in most spoken genres
- Use different discourse patterns and markers
- Use appropriate language and speak about various topics
- Learn and use new vocabulary relating to different topics
- Avoid irrelevance and repetition
- Demonstrate overall grammatical competence
- Ask for clarification when they do not understand a question
- Give a sustained oral presentation on a topic of interest

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 30 of 51	

- Demonstrate knowledge and use of effective speaking skills and strategies

#### - EAP-I Study Skills

- Work independently and in a group to complete an academic task
- With guidance, develop research skills
- Use a computer in the completion of an academic task
- With guidance, complete several academic tasks simultaneously

#### Mode of Delivery

As the course is designed for adults in a formal classroom setting, the methodology and content consider principles of adult learning as well as research in adult second language learning. This includes the notion that language learning is a conscious process, and that learning, and acquisition of language can arise from interaction both with others and with materials.

This course will allow students to experience a total 25 hours per week (20 hours of face-to-face class room-based delivery and 5 hours of supervised self-study per week).

### English for Academic Purposes II (EAP II)

**CRICOS Code:** 096644C

**Total Course Duration:** 12 Weeks

**Study Period:** 10 Weeks (20 hours of scheduled classes every week)

**Holidays:** 2 Weeks

**Tuition Fees:** \$3,250 | **Material Fees:** \$450

#### Course Rationale

The purpose of English for the Academic Purposes is to develop learners' language skills, academic literacy and study skills. It can build on and strengthen learner's current linguistic skills and help to apply them in a range of different academic contexts. The course will teach effective language acquisition strategies to develop confidence and achieve success in studies. The course concentrates on skills and knowledge development in communication reading, writing, speaking and listening. It also addresses processing of information through the study of a variety of texts in various contexts.

The rationale of the course is to provide English for Academic Purposes course for students to proceed to after completing the EAP-I. Students at this level need to continue building their vocabulary and grammar to meet the academic demands in multiple situations. Students also need to have a range of situations where they can put their language to work. This course is important in developing students' language skills in a range of academic and professional fields.

It aims at developing academic English language skills, for the learners to gain social and professional skills that are necessary to meet communication and cultural needs while participating in community contexts in Australia and other English-speaking countries.

The learners' needs will be identified at the outset of the course and continuously evaluated during its delivery to ensure consistency between learners' needs and course content, emphasis and pace.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 31 of 51	

## Entry Requirements

The students willing to take the complete ELICOS or to commence English for Academic Purposes II require English proficiency as follows:

<b>IELTS</b>	<b>5.5</b>
<b>PTE ACADEMIC</b>	<b>42</b>
<b>TOEFL IBT</b>	<b>65-66</b>
<b>CEFR</b>	<b>B1+</b>

The student must have an education level at Year 10 or above.

However, for learners who do have previous experience and do not have the above-mentioned levels of proficiency, they may submit the results of previous examinations or take a classification test to find the most appropriate level. Also, an interview with the staff will be organised, prior to the enrolment process to assess and identify special needs, file reports and trace the most suitable learning path.

All students will be given all the necessary information including a Letter of Offer, with clear details concerning the course. They are also given support while studying with Dalton College. This includes both academic and personal student support services. There is no cost to access student support services provided within Dalton College. There are also no costs for a referral to an external support service however accessing services outside Dalton College may incur costs and should be clarified prior to engaging external support services.

## Course Structure

English for Academic Purposes II (EAP II) is the fourth and final stage of the ELICOS program at Dalton College. At this point, learners should have acquired and manage themselves in complex contexts and can manage complex conversations and learners are willing to expand their knowledge and experience into an academic context, which requires new vocabulary and complex grammatical structures. The learners should now be able to write project report, research report and role-plays with moderate or little inaccuracies.

The purpose of the English for Academic Purposes (EAP) Program is to meet the academic skills required for the learners to enter VET courses at Dalton College or at any other education providers including Registered Training Organisations (RTO), TAFE and Universities in Australia.

Students will be able to:

### - EAP-II Listening

- Predict meaning from context and identify major lexical items
- Recognise different genres of spoken language and different structures
- Use active listening skills to comprehend and respond in the academic field
- Predict meaning from context and identify major lexical items
- Assess peer presentations
- Recognise and note the main issues in a lecture
- Take notes from lectures and other formal spoken texts
- Demonstrate the ability to respond to academic questions

### - EAP-II Reading

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 32 of 51	

- Recognise the language features of different written genres
- Understand abstract concepts o Skim and scan a text for information
- Take notes and summarise a discussion and a text
- Read and interpret essay questions
- Fully interpret and analyse a text, establishing the writer's intentions
- Undertake research tasks and competently use a library
- Review and criticise a written text
- Understand and interpret data presented in graphs, charts and tables.

#### **- EAP-II Writing**

- Use discourse markers to organize and comment upon text
- Learn and use vocabulary related to different topics
- Use notes and summaries to write essays
- Recognize structure and language features of argument and discussion
- Demonstrate overall grammatical competence
- Understand and describe using appropriate vocabulary and grammar
- Produce different types of essays with introduction, body and conclusion
- Communicate competently through formal written language
- Paraphrase and produce paragraphs with topic sentences and supporting
- Produce competent and cohesive arguments using evidence and examples
- Interpret questions and write an answer appropriate to the question type
- Undertake a research project based on written information taken
- Understand and avoid plagiarism
- Quote and reference sources

#### **EAP-II Speaking**

- Demonstrate knowledge and use of effective speaking skills and strategies
- Speak in appropriate registers and express opinion
- Operate competently in tutorials and seminar
- Deliver a presentation competently
- Participate in interviews, asking and answering questions
- Use different patterns of discourse
- Competently negotiate meaning
- Avoid repetition and irrelevance in spoken presentations
- Learn and use vocabulary relating to different topics
- Demonstrate overall grammatical competence

#### **- EAP-II Study Skills**

- Work independently and in a group to complete an academic task
- With guidance, develop research skills
- Use a computer in the completion of an academic task
- With guidance, complete a number of academic tasks simultaneously

#### **Mode of Delivery**

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 33 of 51	

As the course is designed for adults in a formal classroom setting, the methodology and content consider principles of adult learning as well as research in adult second language learning. This includes the notion that language learning is a conscious process, and that learning, and acquisition of language can arise from interaction both with others and with materials.

This course will allow students to experience a total 25 hours per week (20 hours of face-to-face class room-based delivery and 5 hours of supervised self-study per week).

## Life in Melbourne

### **Why study in Melbourne?**

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

Melbourne is the shopping capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets. One quarter of Melbourne's population was born overseas making it one of the world's most multicultural cities. There are now people from over 140 nations living harmoniously. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant restaurants, bistros and cafes. Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. The population is approximately 5 million.

The city centre also features historical architecture, theatres, galleries and arts centres.

Bustling Chinatown in the heart of the city, serves up the finest of Asian cuisine and culture. Several other Melbourne streets are dedicated to Vietnamese, Japanese, Italian and Greek food - cuisine to suit every palate and many to suit a student's budget.

### **Climate**

Melbourne enjoys a temperate climate with four distinct seasons in the year:

Spring	September – November	Temperature Range: 12-22 degrees
Summer	December – February	Temperature Range: 28-32 degrees
Winter	March – May	Temperature Range: 12-20 degrees
Autumn	June – August	Temperature Range: 10-15 degrees

Melbourne does not have a specific wet season; it can rain at any time of the year.

### **Multiculturalism**

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 34 of 51	

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world. Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

### **Accommodation**

The following types of accommodation are available for International students:

- Full Board (Home stay) AU\$150.00 - AU\$170.00 per week
- Student house AU\$80.00 - AU\$100.00 per week
- Half - Board AU\$ 70.00 - AU\$ 100.00 per week (plus expenses).
- Leasing a House/Flat AU\$200.00 - AU\$300.00 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks' notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer. Some useful internet sites for housing are:

- <http://www.s-h-a.com.au/>
- <http://www.find-studentaccommodation.com/>
- <http://www.youthcentral.vic.gov.au/>

### **Cost of Living**

Melbourne is a reasonably priced city providing good quality, affordable living and abundant accommodation. Students will need about AU\$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about AU\$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs. The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU\$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well. Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices. Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

**Food** (All prices are approximate, although you can still find items at cheaper rate)

Milk 1L	AU\$ 1.80	Shoes 1 Pair	AU\$ 70.00
Bread 1 Loaf	AU\$ 2.50	Jeans 1 pair	AU\$ 80.00
Apple 1Kg	AU\$ 4.00	Toothpaste 140g	AU\$ 4.00
Potato 1Kg	AU\$ 2.00	Shampoo 500ml	AU\$ 6.00

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 35 of 51	





Students may drive in Australia on a valid Overseas Driver's Licence, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's Licence alone is not sufficient.

### **Taxis**

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

### **Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all post offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phone Cards. Phone Cards are pre-paid for use in public pay phones and can be bought at many retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from several retailers.

### **Money and banks**

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques. It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

### **Normal bank trading hours**

Monday to Thursday 9.30 am – 4.00 pm

Friday 9.30 am – 5.00 pm

Some banks are open Saturday mornings.

### **Credit Cards:**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa, MasterCard, American Express and Diners Club.

### **Currency:**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cents, 10 cents, 20 cents and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 37 of 51	

## Studying at Dalton College

### Course Delivery

Several approaches to course delivery are used by staff. Course delivery approaches may include: teacher led classroom delivery, presentations and supervised study. During class time students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

The duration of the course specified in the course information includes only formal training. Students are required to spend some time for individual study (including self-paced learning, research, learning activities and assessment activities) in addition to their scheduled timetable.

### Course Assessment

Several approaches to course assessment are used by Dalton College. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, assignments, presentations, role plays, written tests and exams.

### Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the College.

### USI - Unique Student Identifier

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the College during the enrolment process. Dalton College will not be able to issue a Certificate, a Statement of Attainment or an academic transcript if a USI has not been provided. For details on USI, visit [www.usi.gov.au](http://www.usi.gov.au).

### Recognition of AQF Qualifications

Students who have completed identical units from their course at other institutions will be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.

### Our Obligations to You

Dalton College is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2015, and for the issuance of the AQF certification documentation. This means that the College is obligated to deliver and assess students in accordance with the course requirements and to issue appropriate credentials to students who have met the assessment requirements and have been assessed as competent in any units of competency.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 38 of 51	

## Assessing Student Transfer Requests

Any requests that are received in relation to a student willing to transfer education providers shall be the responsibility of the Administration Manager. The Administration Manager shall assess the applications to transfer education providers and conclude an outcome based on the following procedure.

### Requests to transfer to Dalton College from another Training Provider

The following procedure is relevant to any student who applies for a course within Dalton College and is currently studying onshore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their passport (along with original passport to certify the copy) to look up PRISMS. Once this information is obtained the following steps are taken:

- i. Administration Manager accesses the student information via documents provided by student along with a copy of his/her passport. The current student visa can be verified by Visa Entitlement Verification Online (VEVO). They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as normal as for all students.
- iii. Where a student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
- iv. If no releasing information is found, Dalton College will not enrol the student, who have not completed 6 months of their principal course of study.
- v. If student release is found and the student has no outstanding fees to be paid to the prior institution or other outstanding matters of concern, the application proceeds as normal as for all applicants.
- vi. If no satisfactory information is obtained from PRISMS regarding such applicant, the application process is halted, and the student is informed that they are unable to transfer at this time. They are welcome to reapply when they have completed a minimum of 6 month of study in their principal course.

Dalton College will not knowingly enrol an overseas student transferring to Dalton College from another RTO, who has not completed at least 6 months of their principal course, except where any of the following applies:

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

*Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, Dalton College will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.*

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 39 of 51	

## Requests to transfer from Dalton College to another Training Provider

The following procedure is relevant to those students willing to transfer to another education provider prior to completing six (6) months of their principal course of study at Dalton College.

- i. Students make a written request (must be in person with submission of Cancellation of Enrolment Form) to Administration Manager to transfer to another provider.
- ii. The student is asked to provide a valid 'Letter of Offer' from the new provider authenticating the transfer and the student can provide a letter indicating the benefits of transferring from their current course of study.
- iii. Circumstances in which Dalton College will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where Dalton College has assessed that:
  - Dalton College has cancelled/ceased to offer the students program as outlined in the written agreement
  - Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required)
  - Overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy
  - There is sufficient evidence of compassionate or compelling circumstances
  - There is evidence that the overseas student's reasonable expectations about their current course are not being met
  - There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
  - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
  - Exceptional circumstances (documentation required to support circumstances).

In assessing the application to transfer, the Administration Manager will check the following points:

- Ensure any outstanding fees are paid
  - Ensure the student is fully aware of all issues relating the transferring of providers.
- iv. Once the above points have been addressed by the Administration Manager, student's enrolment at Dalton College will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact DHA and check if their existing visa allow them to study the intended course. Any issues will be reported to the CEO.
- v. The Administration Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
  - vi. Where the transfer is not in the best interest of the student, the request to transfer to another RTO will be refused. Reasons for refusal may include but are not limited to:
    - Outstanding payment
    - New course location or outcome is not suitable to student situation
    - Provider is not a CRICOS registered provider
    - The welfare of the student is compromised
  - vii. This decision of the appropriateness of the transfer will be made by the Administration Manager and shall be given to the student in writing. The above process should not take more than 5 working days once the student has provided the necessary documentation

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 40 of 51	

- viii. In an event where the student's application of transferring to another provider is refused, the overseas student will be informed in writing about student's right to appeal against the decision.
- ix. Overseas Student will have access to Dalton College's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome was informed to the student.
- x. Dalton College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- xi. All requests, considerations, decisions and documentation to be placed in student's file for 2 years after the overseas student ceases to be an accepted student.
- xii. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund.

## Deferring, Suspending or Cancelling Student Enrolment

Students may be able to temporarily defer the commencement of their studies or suspend their enrolment after commencement where they have a good reason to do so. Dalton College may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury, supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident;
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

***Please Note:*** These are only some of the examples of what may be considered compassionate or compelling circumstances.

The Administration Manager will use their professional judgment and to assess each case on its individual merits and may refer to the CEO for final discretion. When determining whether compassionate or compelling circumstances exist, Dalton College will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

A student applying to defer his/her enrolment must do so by completing an 'Application to Defer, Suspend or Cancel enrolment' form and submitting it to Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral of the start date of their studies.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 41 of 51	

A student wishing to temporarily suspend their studies after commencement must complete an 'Application to Defer, Suspend or Cancel enrolment' and submit to Student Administration. This application for suspension of study must include (in detail) the 'compassionate or compelling circumstances' to support the temporary suspension of studies.

The Administration Manager will:

1. Review all applications for deferral or suspension and determine if the application for deferral or suspensions is to be granted or rejected within 3 working days.
2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension using the

'Letter of Notification'. This 'Letter of Notification' will also inform international students that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

3. In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.
4. Maintain all documentation related to deferral or suspension application on the students file.
5. Notify DHA via PRISMS of the decision regarding granting deferment or suspending an international student enrolment (It is mandatory to notify DHA if the deferment/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
6. Inform the student in writing to seek advice from DHA on the potential impact on his/her student visa.

It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. The student can also use the COE to inform DHA of the revised end date of the course where their Visa requires extension. Requests for deferment/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

#### **Procedure - Student Initiated Cancellation**

A student may cancel their enrolment where they have decided to discontinue studying with Dalton College. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that study period. Release letter will not be issued if there are outstanding tuition fee to be paid.

Students wishing to cancel their enrolment must complete an 'Application to Defer, Suspend or Cancel Enrolment' and submit to Student Administration.

The Administration Manager will:

1. Maintain all application documentation for the cancellation of enrolment on the students file
2. Notify DHA via PRISMS of the decision to cancel the enrolment because of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

#### **Procedure - Provider Initiated Deferral**

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 42 of 51	

The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to *Policy and Procedure - Fees, Charges and Refund* via Dalton College website or at Dalton College reception.

### ***Procedure - Provider Initiated Suspension or Cancellation***

Dalton College may suspend or cancel a student enrolment including but not limited to, based on:

- Misbehaviour by student
- Breach of student code of conduct or ethical behaviour
- The student's failure to pay an amount he or she was required to pay to Dalton College to undertake or continue the course as stated in the written agreement
- Breach of course progress or attendance requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where Dalton College decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.
- That the student will have 20 working days to appeal through Dalton College Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that Dalton College is obliged to inform DHA via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DHA in relation to the status of their student visa.

The Administration Manager will:

1. Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
2. Notify DHA via PRISMS of the decision to suspend or cancel the enrolment because of the international student's request only after the appeals period has passed.
3. Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

### ***Complaints and Appeals***

If the applicant chooses to enact the complaints and appeals process:

1. This must be lodged within 20 working days from the date of issue.
2. If the student opts for appeals process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are extenuating circumstances relating the student's welfare.
3. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 43 of 51	

- If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to DHA via PRISMS.

## Fees Charges and Refunds

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

Any student willing to apply for a refund must complete a 'Refund Application Form' (Appendix) and submit this form to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Dalton College's website

All refund applications are to be assessed by the Administration Manager and applications processed within ten (10) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

- Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Student Acceptance Agreement.
- Dalton College is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.
- Where the student breaches Dalton College Policies and Procedures no refund is payable.
- Students do not apply for a refund where they have defaulted on payment of Tuition and material fees.
- Payment of a refund application cancels a student's enrolment.

### Full Refunds

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

#### 1. Visa refused before commencement date

If a student's initial visa is not granted, a full refund of fees received by the College will be issued to the student less the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

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

#### 2. Dalton College does not commence or ceases delivery of a course

Dalton College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Dalton College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Dalton College is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTD	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 44 of 51	



### Tuition Protection Scheme

### Partial Refund

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less an Administration fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waive the Administration fee for withdrawals within the 3-day cooling off period.

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Dalton College will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

If a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Immigration and Border Protection.

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

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed							Page 45 of 51		

If the student's enrolment is cancelled because of misconduct of student with Dalton College' Student Code of Conduct Policy or breach of student visa conditions, there is no refund of any monies paid to Dalton College.

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

If a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

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

### *Extenuating Circumstances*

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

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

### *Refund Approvals*

All refunds must be approved by the CEO.

### *Procedure*

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

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

### *Payment of Refund*

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

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

### *Appealing Refund decisions*

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 46 of 51	

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

### Summary of Refunds

Outline of Default Refund Arrangements	
Initial Visa refused prior to course commencement (with Department of Immigration Refusal Letter)	Full refund less administration fee
Visa refused due to fraudulent reason (Onshore/Offshore)	No refund
Dalton College is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the College more than 60 days prior the course commencement date or within cooling off period	Full refund less administration fee
Withdrawal prior to agreed start date: Notify the College <b>less than 60 days and greater than 28 days</b> prior the course commencement date	Only course material fee is refundable
Withdrawal prior to agreed start date: Notify the college <b>less than 28 days</b> prior the course commencement date	No refund
Visa refused after course commencement (with Department of Immigration Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Dalton College is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund (student will be invoiced for tuition fees before the date of cancellation of their COE)
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Immigration and Border Protection, as required by law.	No refund (student will be invoiced for tuition fees before the date of cancellation of their COE)
Student's extension of Visa is not granted.	No refund
	If entire fees are paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

\*\*\*\*\*Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 47 of 51	

### Payment Schedule

Course fees for continuing students are normally monthly (If on a Payment Plan). Payments are due prior to the commencement of a study period.

Notifications of due dates will be sent to the student's correspondence address or email, prior to a study period commencement. It is student's responsibility to provide the College with their current mailing address, pursuant to obligations under his/her visa condition. If possible, notification will be given to student in person and a confirmation from student will be placed on student admin file.

### Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the college will refer student's case to college's debt collection agency.
4. In final warning letter, Dalton College will also inform the student about the intention to report to DHA based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Dalton College's Complaint and Appeal policy
6. The CEO may be grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency.

These details will include:

- Student name, contact detail and total fee that the student is indebted to RTO.
- The student will be informed that they may be contacted by the College's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at RTO will have to re-enrol in the course, if they have paid the total outstanding fee in full, plus the re-enrolment fee.

Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRT0	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed								Page 48 of 51	





<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## Legislation

A range of legislation is applicable to all staff and students of Dalton College. Information on relevant legislation can be found at the following websites.

- **Occupational Health & Safety** <https://www.legislation.qld.gov.au/legisln/current/w/workhsa11.pdf>
- **Equal Opportunity** <https://www.business.qld.gov.au/business/employing/employee-rights-awardsentitlements/anti-discrimination-eeo>
- **VET Quality Framework** <http://www.asqa.gov.au/>
- **Department of Home Affairs (Immigration)**  
<http://www.homeaffairs.gov.au/trav>

It is the responsibility of all College staff to ensure the requirements of relevant legislation are met always. Please refer to the websites indicated or contact the College if you require further information. There may be additional, course specific, legislation that is relevant. Information about relevant legislation will be provided during the course.

### ***Use of personal information***

Information is collected during your enrolment to meet the Institute obligations under the ESOS Act and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during your enrolment cannot be disclosed without your consent where authorised or required by law.

It is a requirement of the VET Quality Framework that students can access personal information held by the Institute and students may request corrections to information that is incorrect or out of date. Apply in writing to Administration Manager if you wish to view your own records.

## How to Enrol

Please complete the [Application Form](#) located on Dalton College's website and submit to [info@daltoncollege.vic.edu.au](mailto:info@daltoncollege.vic.edu.au)

Document name	International Student Prospectus	Author	Compliance Consultant	Approved by	CEO	Reference to SRTO	4.1	RTO Code	41340
Date Updated	July 2020	Date to be reviewed	June 2021			Version no	2.0	CRICOS Provider No	03450E
Document control management – Uncontrolled when printed							Page 51 of 51		