



ALACC Health College, Australia

Education for jobseekers and career enhancement



Welcome to Melbourne at ALACC training location is in Preston (Northern suburbs), 15-20 minutes from Melbourne city where the courses for both local and international students are delivered.

2024 Prospectus
International Students

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T/AS ALACC Health College Australia

Welcome to ALACC Health College, Australia



*Dr Janet Lawrence - FACN
CEO/Director of Studies*

At ALACC Health College Australia, constantly strives to create an educational environment that fosters excellence and equips our students with the skills and tools they need to meet industry needs.

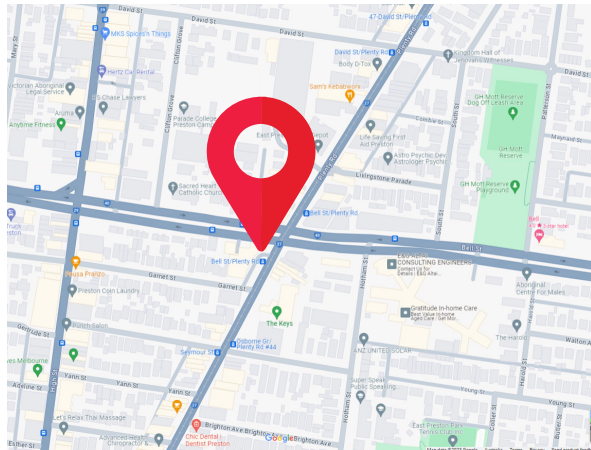
Whether you are a current or future student, or someone just looking for more information on our courses, please also take the time to explore our website and discover how ALACC Health College, Australia can help open up career opportunities for you in the field of aged care, healthcare, early childhood, community mental health, disability and leadership and management.

We look forward to being part of your student journey at ALACC. You will be confident in the knowledge that you can improve and maintain the quality of life of our citizens, and help make this world a better place.



Campus location

ALACC Health College is located at:
189 Plenty Road, Preston, Victoria. 3072 Australia



Contents

1.0	Introduction	6
1.1	ALACC Philosophy	6
1.2	Our Vision	6
1.3	Contact Details	6
2.0	Why study in Australia.	7
2.1	Statement of Expectations	7
2.2	Interesting information about Melbourne	8
2.3	Reasons to choose ALACC	8
2.4	ALACC's Code of Practice	9
3.0	Courses provided by ALACC to start a career or enhance your current studies.	11
4.0	Student Accommodation	12
5.0	ESOS ACT - Education Services for Overseas Students (ESOS) Act	13
5.1	ESOS Standard 1: Marketing information and practices Policy	13
5.2	ESOS – Standard 2 - ESOS Standard 2: Recruitment of an overseas student	14
5.3	ESOS Standard 3: Written Agreements	14
5.4	ESOS Standard 4: Education Agents	14
5.5	Standard 5: Younger Overseas Students	15
5.6	ESOS Standard 6: Student Support Services	15
5.7	ESOS Standard 7: Overseas Student Transfers	15
5.8	ESOS Standard 8: Overseas student visa requirements	15
5.9	ESOS Standard 9: Deferring, suspending or cancelling the overseas student's enrolment.	16
5.10	ESOS Standard 10: Complaints and Appeals	16
5.11	Standard 11: Additional registration requirements	16

6.0	Apply for a course - Easy steps to enrol at ALACC	17
6.1	Off-shore International Students and onshore students with study rights.	17
6.2	Accept Your Offer	17
6.3	Confirm your enrolment	17
6.4	Receive your electronic confirmation of enrolment	17
6.5	Applying for a student visa	18
6.6	Onshore international students	18
6.7	Overseas Health Cover (OSHC) to be current for the period of study	19
6.8	A pre-training review will be conducted as needed.	20
6.9	Language, Literacy and Numeracy	20
6.10	Admission requirements by Country	20
7.0	Unique Student Identifier (USI)	21
7.1	Calling in absent for a class/exam or clinical placement	22
7.2	Issuing Certificates and Statements of Attainment	22
7.3	Refund of Fees	22
8.0	Payment Schedule	24
9.A	Recognition of Prior Learning (RPL)	24
9.B	Credit Transfers	25
10.0	Clinical Practical Placement	25
11.0	Student Orientation	26
12.0	Student Course handbook	26
13.0	Other Policies and Procedures	27

ALACC Health College Australia

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1.0 Introduction

Australasian Lawrence Aged Care College, trading as/ALACC Health College, Australia (ALACC) commenced in 2007. ALACC celebrates over 18 years of successful operation.

This International Students Prospectus provides you with information about the nationally recognised training courses you may wish to enrol in and about the operations of ALACC.

1.1 ALACC Philosophy

To provide quality education training to international and local students through highly qualified and experienced staff. To provide high-quality education in the areas of Advance Diploma of Nursing, Aged care, Disability, Pathology, Early Childhood Education and Care, Business Management, Health & Safety, Quality Auditing, English, Dental Assisting, Mental Health and Home & Community, Community Services and Leadership and Management, and Community Sector Management.

1.2 Our Vision

Our business strategy is the provision of high-quality training and services to students in a sustainable environment with intention to become one of the top VET education institutions of choice for potential students in a specialised field of study in health, community, disability, community, mental health, nursing aged care and more.

If you require clarification or any further information at any time, please do not hesitate to contact us, our contact details are on the following page.

1.3 Contact Details:

Name of Contact Person:	Dr Janet Lawrence-D.Ed., FACN
Role:	CEO / Director of Studies
Phone:	+61 3 9480 4445 /+61 3 8582 6647
Mobile:	+61 404 000 993
Email:	janet@alacchealth.edu.au

2.0 Why study in Australia.

ALACC is a registered Vocational Education and Training (VET) college based in Melbourne (Preston), offering Nationally Recognised courses.

ALACC is committed to providing flexible and innovative education and training. At ALACC we understand the differences between every student's experience, aptitude and learning styles. We provide student centred learning that is flexible to your training needs.

ALACC offers a friendly and multicultural atmosphere. Our staff are well qualified, many with masters and doctoral level and take an interest in each student on an individual basis. You can be sure to not only get international experience. You will be confident to venture into your workplace or further studies with well-developed communication and interpersonal skills.

ALACC has a campus in Preston (Northern suburbs) where the courses for both local and international students are delivered. The college in Preston has well-equipped classrooms, computing facilities with Wi-Fi connectivity, nursing practical demonstration lab, library and student recreational facilities and easy access to public transport.

2.1 Statement of Expectations

- a. Commitment to serving the public interest.
- b. Responsiveness to the government and the needs of the community.
- c. Accountability and transparency.
- d. Integrity fairness.



2.2 Interesting information about Melbourne Victoria.

Victoria's diverse and inclusive society, high quality of living and vibrant cultural calendar of events attracts around 200,000 international students each year.

Melbourne Population is over 5.0 million. It is a culturally diverse creative hub for the arts, music and fashion and is ranked fourth best student city in the world, most liveable city for 7 years in the QS best student city rankings 2024. It is a home to 182,000 international students from over 120 countries who make up one third of its student population. International students in Melbourne enjoy a vibrant inner-city lifestyle with world-class study options. ALACC Health College a reputable private training organisation is located close to a wide variety of cafes, hotels including fine dining and fast food, student accommodations.

Labelled as Australia's cultural capital, the city has many internationally recognised festivals and events including the Melbourne Comedy Festival and Melbourne Fashion Week. Also has a vibrant music scene and is said to have more live music venues per capita than any other city in the world. With European-style alfresco dining, rooftop bars and late-night venues, Melbourne's nightlife has something for everyone. ALACC is in Melbourne. You will not only enjoy your study at ALACC, living in Melbourne will make it better.



1. We offer a professional, tailored, fun, learning experience to all our students. Quality training facilities, including fully furnished and equipped training rooms, projectors, audio-visual equipment, computer facilities, with Microsoft Software, wi-fi, library, nursing laboratory, student recreation facilities and lunchroom and amenities.
2. ALACC is committed to a workplace that provides dignity and respect to all its students and staff.
3. ALACC is committed to providing a safe, healthy, and harmonious, free from harm, environment for all students and visitors on its campus.
4. ALACC offers a friendly and multicultural atmosphere. Our students come from a range of countries such as Australia, India, Nepal, Philippines, Africa, Greece, Fiji, America, and many more.
5. Our staff Members come from diverse backgrounds, with local and international experience, and are well-qualified in the programs we conduct. Our staff take an interest in each student on an individual basis.
6. Australians value the wealth of cultural diversity and social sophistication that international students bring to our training locations 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 significant benefits from their education in Australia and make lifelong friendships.
7. The ALACC training location is in Preston (Northern suburbs), 15-20 minutes from Melbourne city where the courses for both local and international students are delivered. It is within proximity to public transport, such as buses, trains and trams. There are several student accommodations, houses and apartments. Shops, markets, café and restaurants within walking distance.
8. All resources (learning materials, audio-visual aids) are included in the course fee at no extra cost. However, some courses may require the student to purchase text(s) books for aged care, mental health, nursing, pathology, auditing, disability, childcare, health and community services etc. For example, Advance Diploma in Nursing, disability, mental health, early childhood and education and aged care has prescribed texts which are purchased by the student. ALACC's well-equipped digital library has a catalogue that can be accessed on the student learning site to facilitate the viewing of books and magazines.
9. ALACC has excellent student support services that you can access anytime. We offer English language support and work preparation workshops to assist students with academic and non-academic issues and to help you understand your current training and to prepare you for work.
10. ALACC has established networks with Community Service Providers, Aged Care Facilities and Hospitals for the provision of student practical work experience.

2.4 ALACC's Code of Practice

Student Privacy Information: ALACC will be required from time to time to share Students' Personal Information with Government or other bodies as needed.

Complaints and Appeals: We have an accessible Complaints, and Appeals Policy and Procedure which ensure all complaints and appeals are dealt with in a timely and fair manner.

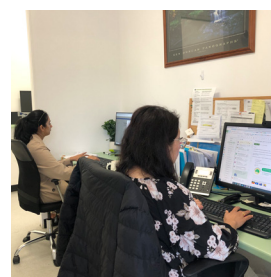
Provision of Information: Information is provided before enrolment and course commencement. The information includes course structure, fees, pre-requisites, enrolment processes, course outlines and vocational outcomes, assessment methods and timetable with dates of lectures and assessments, clinical placements if required in the course and opportunities for recognition and student support and provision for special needs.

Access and Equity: All student applicants are given a fair chance to study at ALACC. We are committed to an inclusive approach to the development, conduct and evaluation of training programs. A demonstrated commitment to these equity principles and practices is a core responsibility for all those involved in education and training.

Anti-Discrimination and Harassment: We are committed to ensuring that all staff and students have the right to work and learn in an environment where they are treated with dignity and respect and are free from all forms of discrimination or harassment.

Legislative Compliance: We provide training and work environment that complies with all relevant federal and state legislation including Equal Opportunity, Work Health and Safety, Disability Standards, Privacy, Anti-Discrimination and Fair Work requirements. Training and assessments.

Records management: We have systems in place to assure record and data management enable students' access to documents and information within a stated time frame. Accurate statistical information will be provided to relevant organisations as required. You will have a Unique Student Identification number.

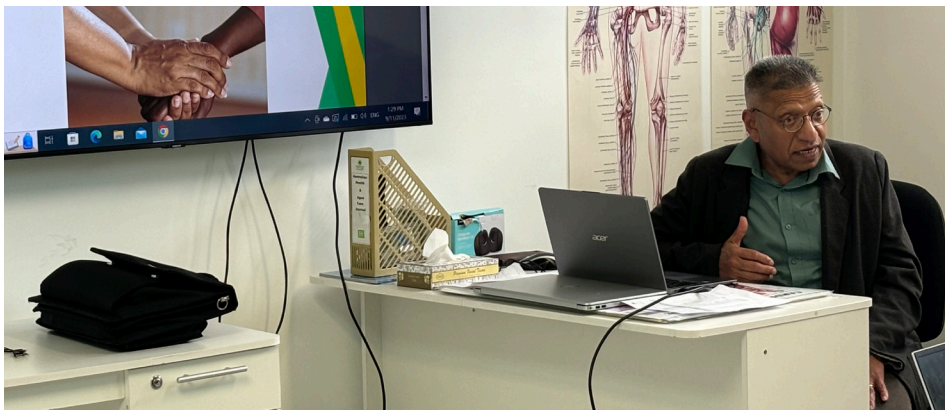


Recognition: We ensure that all students have access to information regarding opportunities including Recognition of Prior Learning and Credit Transfer. Procedures and forms are in place to provide any application for recognition and are assessed in a timely and supportive manner.

Professional Staff: We employ trainers and assessors with relevant and current qualifications and industry experience. Systems of performance management are implemented to evaluate teaching and assessment quality. We review ongoing professional development needs to ensure contemporary relevance of skills and knowledge.

Qualifications Issuance: We implement systems to ensure that Qualifications and Statements of Attainment are issued within the legislated time frame after a competency decision has been made.

International agents: International agents help recruit enrolments for ALACC. However, ALACC does not allow other RTO providers to conduct its training and assessment.



3.0 Courses provided by ALACC to start a career or enhance your current studies.

ALACC has been approved by Australian Skills Qualification Authority (ASQA), the national regulator for vocational education and training (VET) in Australia, to deliver and assess the following Qualifications for international students.

Refer to: <https://www.alacchealth.edu.au/list-of-courses.html>

Courses Offered for International Students:

VET Nat'l Code	CRICOS Course Code	Course	CRICOS Fees	Study Duration (Weeks)
CHC62015	092241K	Advanced Diploma of Community Sector Management	20,500.00	70
BSB6042	110291B	Advanced Diploma of Leadership and Management	8,500.00	35
HLT64121	111531E	Advanced Diploma of Nursing	6,500.00	44
HLT35021	110219K	Certificate III in Dental Assisting	8,000.00	52
CHC30121	111532D	Certificate III in Early Childhood Education and Care	10,500.00	89
CHC33021	112867F	Certificate III in Individual Support	10,500.00	51
HLT37215	114416F	Certificate III in Pathology Collection	8,500.00	52
CHC43015	092243G	Certificate IV in Ageing Support	15,500.00	75
HLT45021	110220F	Certificate IV in Dental Assisting	9,500.00	30
CHC43121	112965D	Certificate IV in Disability Support	10,500.00	38

VET Nat'l Code	CRICOS Course Code	Course	CRICOS Fees	Study Duration (Weeks)
BSB40520	103958M	Certificate IV in Leadership and Management	12,700.00	40
CHC43415	094037J	Certificate IV in Leisure and Health	12,500.00	38
CHC43315	094037J	Certificate IV in Mental Health	12,500.00	49
CHC43515	113357J	Certificate IV in Mental Health Peer Work	6,500.00	51
CHC52021	113358H	Diploma of Community Services	15,860.00	103
CHC50121	111446B	Diploma of Early Childhood Education and Care	15,500.00	89
BSB50420	104192M	Diploma of Leadership and Management	15,700.00	52
CHC53315	094533D	Diploma of Mental Health	15,500.00	88
BSB50920	110221E	Diploma of Quality Auditing	3,450.00	38

Visit ALACC website for special fee promotion

Additional information about each qualification listed above is available on our website at <https://www.alacchealth.edu.au/list-of-courses.html>.

4.0 Student Accommodation

Off-campus student accommodation is the available walking distance from the college at Bell City. ALACC Health College is a 3-minute walk. Bell City's student accommodation combines a vast range of facilities with café, common cooking and laundry services, gym, recreational areas and swimming pool and much more, computer facilities, you can find the perfect balance between study and having fun. (<http://www.bellcity.com.au/student-living/>)

1. Refer to Home Stay link for more information <https://www.melbournehomestay.org/>
2. Bell City Mantra Accommodation 3-5 minutes to ALACC Health College, Australia.
3. Find more student accommodation at: <https://www.mantra.com.au/victoria/melbourne-and-surrounds/preston/accommodation/mantra-bell-city/>
4. Housing and Renting, please refer to Consumer Affairs your rights. <https://www.consumer.vic.gov.au/renting>

ALACC is located close to shops, market, café's, gym, parks, cinemas, shopping centres, medical centres, hospital, dental and pathology services,



5.0 ESOS ACT - Education Services for Overseas Students (ESOS) Act, 2018

ALACC is bound by the ESOS Act and ESOS Framework. Its policies, practices guide the operations of ALACC Health College, Australia.

5.1 ESOS Standard 1: Marketing information and practises Policy

ALACC upholds the integrity and reputation of Australia's education industry by ensuring the marketing of its courses and services is not false or misleading and is consistent with Australian Consumer Law. ALACC ensures the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered the name, and registration number will be in all written and online materials.

ALACC ensures that marketing of its education and training services is professional, accurate and maintains the integrity and reputation of the industry. ALACC provides that the information included in all marketing information is precise, current, and accurate. We understand that by implementing ethical and factual marketing information across all marketing products, it allows students to make informed choices.

We will honour all commitments made in marketing materials or promotions. We will also ensure that when the NRT logo is used to promote and certify National Vocational Education, it complies with Standards for Registered Training Organisations 2015.

5.2 ESOS – Standard 2: Recruitment of an overseas student

ALACC must recruit responsibly and ensure that overseas students are appropriately qualified for the: course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.

ALACC: makes a range of current, comprehensive and plain English information available and easily accessible to assist students in making informed decisions, including on course details; tuition and non-tuition fees; ensures overseas students have sufficient English language proficiency, educational qualifications and/or work experience to enrol in the course the student has chosen; and has a policy and process for assessing and recording recognition of prior learning (RPL), and grants students RPL and/or course credit

5.3 ESOS Standard 3: Written Agreements

ALACC is committed to having the obligations and rights of the overseas student and ALACC explicitly set out in a formal written agreement between the two parties.

ALACC: has a written agreement with overseas students, or intending overseas students, it enrolls that meets the requirements of the National Code and the Education Services for Overseas Students Act 2000; ensures the written agreement is signed or otherwise accepted by the overseas student; includes information in the written agreement about: course details, prerequisites and conditions on enrolment (if applicable), fees, refunds, cancellation policies, complaints and appeals processes; and advise overseas students of required information.

5.4 ESOS Standard 4: Education Agents

ALACC values Education agents as an essential part of the international education sector in Australia. ALACC will ensure that our education agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector.

ALACC: has a written agreement with each education agent we engage with; enters and maintains education agent details in Provider Registration and International Student Management System (PRISMS). It ensures education agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics; provides education agents act honestly and in good faith; takes immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and does not accept overseas students from an education agent if it knows or suspects that the education agent is engaging in unethical recruitment processes.

5.5 Standard 5: Younger Overseas Students

ALACC does not accept any overseas students under the age of 18.

5.6 ESOS Standard 6: Student Support Services

ALACC is committed to its Overseas students by providing individual support services as they are living and studying in an unfamiliar environment. ALACC will be responsible for providing access to specific services to ensure the mental and physical wellbeing of its overseas students.

ALACC will give overseas students information on, or access to, an orientation program about living and studying in Australia, including information about safety on campus and while living in Australia; offer reasonable support to overseas students, irrespective of their place or mode of study, at no additional cost to the overseas student; have a critical incident management policy; and ensure there are sufficient staff, in addition to academic staff, to support and advise overseas students who request assistance.

5.7 ESOS Standard 7: Overseas Student Transfers

ALACC will not knowingly enrol an overseas student wishing to transfer from another registered provider's course before the overseas student completes six months of their principal course of study, except in certain circumstances. For the ALACC, a transfer cannot happen until after the first six months of the first registered principal courses completed. A principal course of study is the final course of study covered by the overseas student's visa.

5.8 ESOS Standard 8: Overseas student visa requirements

ALACC Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

ALACC will continue to monitor the overseas student's course progress and attendance identify and offer support to those at risk of not meeting course progress. ALACC extends the duration of an overseas student's enrolment in certain circumstances and advises them of potential impacts on their student visa. International students are required to attend face to face lectures with online.

5.9 ESOS Standard 9: Deferring, suspending, or cancelling the overseas student's enrolment.

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the registered provider for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other state listed in ALACC's policy.

ALACC will manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.

ALACC will have a documented process for assessing, approving and recording a deferment, suspension or cancellation of study to notify the overseas student in writing of the intention to suspend or cancel their enrolment. Advise students to seek advice from the Home Affairs Department on the potential impact on their visa if enrolment has been deferred, suspended or cancelled. If a student intends to leave Australia while studying at ALACC, the student must inform the CEO/Director of Study by completing the Suspension / Deferment of studies form. If the student wishes to suspend his or her studies, it is necessary to establish compelling and compassionate circumstances.

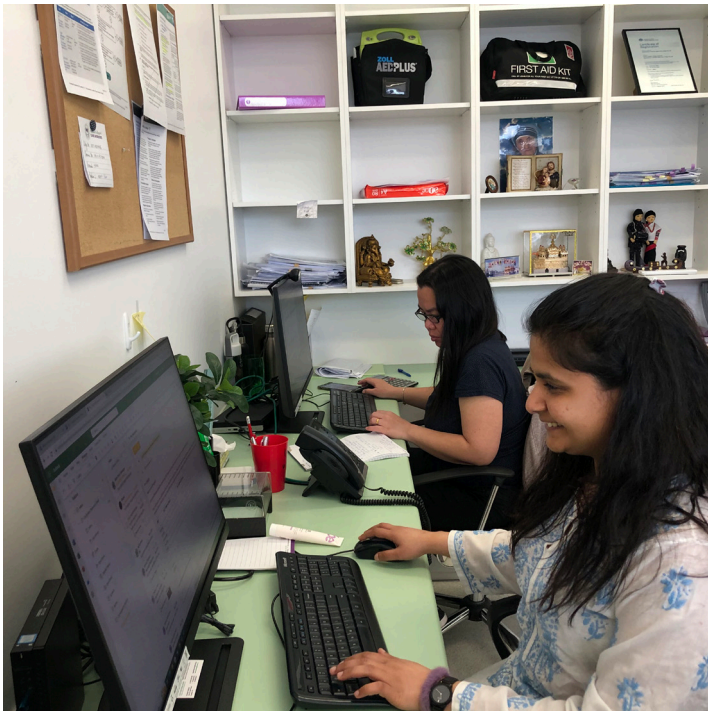
5.10 ESOS Standard 10: Complaints and Appeals

ALACC has an internal complaint handling and appeals process in place. Professional, timely, inexpensive and documented complaints handling, and appeals processes ensure that grievances between overseas students and registered providers can be heard and addressed. If the overseas student is not satisfied with the outcome of the internal complaints and appeals process; and immediately implement any decision or recommendation in favour of the overseas student through the internal or external appeals process.

5.11 Standard 11: Additional registration requirements

ALACC meets the criteria for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration. Only full-time courses are registered on CRICOS.

ALACC ensures the ESOS approved agency has up-to-date information on specific aspects of the College's operations and any registered courses.



6.0 Apply for a course - Easy steps to enrol at ALACC

6.1 Off-shore International Students and onshore students with study rights.

- Complete the Application form (web address) and submit it along with
- Certified copies of your Passport,
- IELTS score card or equivalent,
- Evidence of completion of Class 11, Class 12 or any qualification above that,
- copy of an Australian Visa (if applicable) by mail or in person.
- Alternatively, ALACC is also associated with a few Education Agents who can assist you with the application process. A copy of all current Immigration or Education Agents related to ALACC can be downloaded from www.alacchealth.edu.au.

6.2 Accept Your Offer

- If, after providing a completed application form with the relevant documentation, your application is successful, the college will issue you with a Letter of Offer and a written Agreement.
- Please complete and return this Agreement to the College to indicate your acceptance or rejection of the offer in your chosen course of study.

6.3 Confirm your enrolment

- Along with formally accepting your Letter of Offer, it is necessary for you to pay the initial deposit, as outlined in the Letter of Offer, which includes a registration fee.
- Payment should be made in Australian dollars to Australasian Lawrence Aged Care College by bank cheque or an international bank draft. Insert bank details.
- You will also need to submit your Genuine Temporary Entrant (GTE) statement as part of your enrolment documents.
- When your payment is received including the GTE, your enrolment at ALACC will be confirmed in writing.

6.4 Receive your electronic confirmation of enrolment

- Following the receipt of your payment and the completed written agreement, ALACC will issue an electronic Confirmation of Enrolment (e-COE), which is a requisite for your student visa application.
- We advise you to lodge your application for a visa as soon as you receive confirmation of enrolment to allow adequate time for your visa to be granted by the immigration office in your country.

6.5 Applying for a student visa

Once you have accepted your offer of a place at ALACC, you can apply for a student visa from an Australian Diplomatic Mission in your home country. To apply for a visa, you will require:

- a Letter of Offer from ALACC;
- an electronic Confirmation of Enrolment (eCOE) from ALACC;
- a medical check-up, as required by legislation;
- Proof of financial support, as required by law;
- Provide reasons for wishing to undertake your studies in Australia via GTE statement. For example, how the studies will enable you to develop professionally and improve your job prospects and the positive impact it will have on people you will serve.

After your visa has been granted, you are required to provide ALACC with copies of the relevant documents, such as the visa.

Apply for a Student Visa with The Australian High Commission in your country. Receive your visa, fly to Australia, and start the course. If you wish to have information about student accommodation ALACC can guide and assist you with securing paid student accommodation within close proximity to the College.

For further details, please email us at info@alacchealth.edu.au

6.6 For Onshore international students

Your application is processed only after all the relevant documents are received. These may include if currently studying at another training institution a letter of release may be required.

- Letter of Offer from ALACC;
- an electronic Confirmation of Enrolment (e-COE) from ALACC;
- a medical check-up, as required by legislation;
- Proof of financial support, as required by law (Department of Home Affairs may require this).

6.7 Overseas Health Cover (OSHC) to be current for the period of study

The Australian Government requires overseas students and their dependents to obtain health insurance for the duration of their visas. You will need evidence that you have OSHC before you can obtain your Australian student visa. Membership of a health insurance scheme in your home country does not exempt you from paying OSHC. Only Swedish students covered by International (the Swedish National Board of Student Aid) and Norwegian students covered by the Norwegian National Insurance Scheme are exempt from paying the Australian Overseas Health Cover because of special intergovernmental arrangements.

It is a requirement that all international students studying at ALACC arrange your OSHC independently prior to lodging their student visa application.

OSHC covers up to 100% of the scheduled fee for most medical services and 100% of the scheduled payments in hospitals. Scheduled payments are those recommended by the Australian Government, but doctors and private hospitals often charge more than the suggested schedule fee, called a 'gap' amount, which must be paid by the patient. Whenever possible, inquire with the doctor or hospital providing the treatment. If a gap payment is required, then you may claim this with your medical insurer. Always check your benefit entitlement with the insurer before going to a private hospital. OSHC also covers up to 85% of the government scheduled fees for individual doctors, pathology, and x-rays. Students must make up the remainder of those costs. Please note that OSHC will not cover pre-existing conditions (treatment for medical conditions or disabilities in existence before you came to Australia,)

You must ensure while in Australia you **MUST** always have OSHC.

Some of the registered providers of OSHC in Australia are as follows:

- Australian Health Management
- Allianz Global Assistance
- BUPA Australia
- Medibank Private
- nib Health Funds Limited



After arriving in Australia and before commencing your studies

6.8 A pre-training review will be conducted as needed.

The Pre-Training Review will:

- a. Identify any competencies previously acquired; namely, Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), and Credit Transfer (CT).
- b. Ascertain the most suitable Course and Qualification for the student to enrol in, including consideration of the likely employment outcomes from the development of new competencies and skills; and
- c. Ensure that the proposed learning strategies and materials are appropriate for the student.

6.9 Language, Literacy and Numeracy

Having arrived at an admission decision, the English language skills (language and literacy) will be assessed. If the applicant has a satisfactory IELTS score or equivalent tests score, they will be admitted to his/her chosen course.

If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (ELICOS) course for an appropriate duration until the student achieves the required IELTS score.

ALACC can assist international students in improving their English but must be required to enrol in the ELICOS course offered by the college.



7.0 Unique Student Identifier (USI)

The Unique Student Identifier (USI), Is a requirement for all students in Australia. This will be a lifelong number which will enable your records and results obtained to be collected in an online system. By having a USI, you will be able to access your training records and results (or transcript) whenever you need to. You must have a USI before we can issue Certificates or Statements of Attainment.

You must obtain your USI before enrolling

7.1 Calling in absent for a class/ exam or clinical placement

- The decision to hold your enrolment will be based on an individual case after consultation with the CEO/ Director of Studies. And relevant fees are up-to-date.
- Please be advised it is not sufficient for a student to claim they have called the reception to inform their circumstances. You **MUST** email the Director of Studies/CEO of your absence and the Course Coordinator.
- In the event, a person calling in sick a medical certificate will be required to be presented upon return to study.
- Students will not be allowed to continue their study if they have not attended for a month and have not informed the College. They will be required to meet with the CEO/ Director of Studies and provide reasons for their absence and evidence may be necessary.
- All fees must be up to date to maintain your student enrolment.
- A copy of the course suspension will be filed in the student folder for future reference.
- No refunds will be provided once the student has commenced their relevant course. Unless ALACC cancels the course. (Refer to Refund policy)

Unless you have been granted credits for a unit, you are required to attend the training sessions for each of your course units. This is to ensure you have the appropriate knowledge and skills needed before you commence your assessment.

We expect students to attend all training sessions/workshops/scheduled online webinars and to complete assessments on time per the assessment schedule you will be given at the start of your course. The timetables are displayed on Moodle. If you are unable to attend, you must inform the reception office or the trainer relevant to your course before the start of the scheduled training.

Additional information on student visa issues is available on the Home Affairs department website. ALACC will inform overseas students before they begin a course.

The expected duration of study specified on the overseas student's Confirmation of Enrolment (COoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students registered period of the course. This means that ALACC will need to monitor the progress of overseas students to ensure they can complete the course within the expected

7.2 Issuing Certificates and Statements of Attainment

We will issue all Certificates or Statements of Attainment within 30 days of the student being assessed as competent if the training program in which the student is enrolled is complete and all agreed fees have been paid.

7.3 Refund of Fees

ALACC will refund full amounts owed to the student within four weeks from the date the application for a refund has been approved. If any student's enrolled course is cancelled or rescheduled by LACC will refund the prepaid unspent tuition fees paid by the student.

If the Student Visa is refused, the Course fees paid, minus the lesser of the following amounts-

- a. a5% of the number of Course fees paid by the student to ALACC,
- b. \$500

In the circumstances below (a, b, c) ALACC will refund the relevant amount minus the registration fee

- a. If a student withdraws from the course at least 28 days before the course commencement--ALACC will refund 70% of course tuition fees paid by the student excluding the non-refundable registration fee.
- b. If the student withdraws from the course between 14 and 27 days before the course or semester commencement – ALACC will refund 30% of the tuition fees paid by the student excluding the non-refundable registration fee.
- c. If the student withdraws from the course less than 14 days before the course or semester commencement. ALACC will not refund any Course fees paid by the student

If a student withdraws from the course after the course or semester commences, or student's enrolment is terminated for misbehaviour or unsatisfactory course progress, all fees for the current semester are payable and non-refundable. The course fees for the next semester may also apply.

For the refund of Overseas Student Health Cover

- Refer to OSHC provider www.bupa.com.au/health-insurance/cover/oshc

This Refund Policy applies equally to all students including students who have Permanent Residency or Australian Citizenship.

To apply for a refund, for any reason, you need to lodge a Refund Application Form, available from the college or ALACC's website www.alacchealth.edu.au. This form asks why you are requesting a refund and requests evidence of your reason where applicable. You will also need to complete the Withdrawal Form to give sufficient notification of your intent to withdraw from the course.

All refunds will be made within 28 days from the date the refund application has been approved. If you are unhappy with the refund decision or amount for any reason at all, please refer to our Complaints and Appeals process.

In the unlikely event that the ALACC is unable to deliver your course in full, you will be offered a refund of all the course fees, including the registration fee, you have paid to date. The refund will be paid to you within 28 days on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by ALACC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course.

If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the ALACC is unable to provide a refund or place you in an alternative course, the ESOS Tuition Assurance Scheme will put you in a suitable alternative course at no extra cost to you or provide a refund.

Replacement of Certificates or Statements of Attainment: We charge \$100 to replace a Certificate or Statement of Attainment. All requests for substitutions must be made in writing and should include the address you want it posted to. You should allow 15 days from receipt of an application to delivery.



8.0 Payment Schedule

Where course fees are over \$1500 in total, students must sign an agreed payment plan on enrolment if they have trouble paying their fees. This plan will give payment dates and the amount of the instalment. It is your responsibility to ensure this payment is made. We will charge an additional \$25.00 (twenty-five) per day if we do not receive the payment and we must contact you to make arrangements to pay.

If there is default on the payment plan the following may occur:

- Suspension from accessing or attending training and assessment until the outstanding debt is paid, or will not be allowed to participate in a work placement
- Referral to a debt collection agency after 15 days for the outstanding debt and you will be required to pay their fees as well.

9.A Recognition of Prior Learning (RPL)

ALACC offers Recognition of Prior Learning (RPL) to individual learners. The RPL is a formal acknowledgement of current skills, knowledge and attitudes held because of education and training, work experience and life experience. It is primarily an assessment only pathway in the VET system. ALACC implements an assessment system that ensures that assessment (including RPL) complies with the assessment requirements of the relevant training package or VET accredited course, and is conducted by the Principles of Assessment and the Rules of Evidence. Please refer to the RPL Policy and Procedure on ALACC's website on the procedure which explains the process of applying for and granting RPLs. Fees for RPL is \$350 per unit.

Refer to Policy 6: Course Credits and RPL: <https://www.alacchealth.edu.au/policies-and-procedures.html>

9.B Credit Transfers

If you have completed any of the units from your course with another training provider, or from the same training package with the same code and name, we will recognise these units by giving you direct credit transfer, and you will not be required to repeat them.

Transfer of Credit should have been evaluated at the time of your application for Admission to ALACC so that any credit and exemptions you are granted have been taken into consideration when the length of time you need to complete your course is determined.

Any students who wish to apply for a credit transfer should complete the credit application form, together with a verified Award or Certificate of Attainment, and lodge it with Administration. An individual training plan is then developed.

10 Clinical Practical Placement

Students in most career-related courses will be required to undertake practical placement relative to their studies. The college has formed associations with aged care, community and hospitals that can provide student work placements. However, you must ensure you always act professionally at these facilities. If you do not act professionally while on work placement, you may be withdrawn and deemed 'not yet competent'. As a part of the course requirements, students enrolled in some of the courses may be required to gain practical experience as per industry requirements during their education to demonstrate competency. ALACC assists students in securing these placements.

ALACC has a list of some of Melbourne's' Aged Care facilities, communities and hospital. ALACC also has arrangements with some facilities for students who are studying Certificate / Diploma Courses. The number of hours or weeks of course placements will depend on the individual course, and the respective industry suggested requirements.

ALACC takes responsibility for arranging practical placements. However, from time to time we have had students request to choose their placements because it is closer to home or may wish to negotiate with an organisation. These placements must be approved by ALACC and have an agreement in place before work placement.



11.0 Student Orientation

Informal or formal Orientation is conducted on the first day of commencement with administration staff regarding ALACC facilities and with your respective trainers. Its purpose is to fully inform new students of most aspects of life at ALACC and an introduction to studying. Students will be introduced to the College's staff and be given a tour of our training premises.

All students will have the opportunity to ask questions at all stages of their course.

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at ALACC and provide an introduction to studying, Melbourne's costs of living, transportation, facilities and accommodation. Also, ALACC staff will be introduced and advice given on facilities in the local area. The orientation is conducted in a relaxed atmosphere, providing you with the opportunity to ask any questions you may have.



12.0 Student Course handbook

At Orientation, you will be provided with a Student Course Handbook. Students would benefit from referring to their student course handbook and student prospectus to remind you of the operations of ALACC. The Student Course Handbook for specific courses will be on the student learning management system for the student to access and read at their leisure. The student course handbook covers course outlines, assessments, work placements, material, skills lab requirements and more.

Thank you for taking the time to read the Student Prospectus. If you have any further enquiries, please do not hesitate to contact our office. When you commence your studies, a course handbook, relevant to the study you choose the trainer/nurse educator will provide you details of the selected course.

While ALACC has attempted to provide as much information, please refer to ALACC's website for information on Courses, policies and general information.

13.0 Other Policies and Procedures

Our Policies and Procedures guide our operations and determine how we conduct our services and business. Copies can be accessed on ALACC website or requested from the office.



The image is a promotional poster for the 2023 Victorian Training Awards. At the top center is the logo for the awards, a diamond shape composed of three triangles. Below the logo, the text reads "VICTORIAN TRAINING AWARDS" in a bold, sans-serif font. Underneath that, "2023 Finalists" is written in a larger, bold font, followed by "Small Training Provider of the Year" in a smaller font. The poster features three columns, each with a photograph and a nameplate. The first column shows a woman with blonde hair, identified as Elly Lukas from Beauty Therapy College. The second column shows a woman with dark hair wearing a red top and a dark jacket, identified as ALACC Health College, Australia. The third column shows a group of five people standing in a workshop or industrial setting, identified as the Australian Institute of Engineering. At the bottom left of the poster is the logo for the Victorian State Government, and at the bottom right is the logo for the Victorian Skills Authority.

VICTORIAN TRAINING AWARDS

2023 Finalists
Small Training Provider of the Year

Elly Lukas
Beauty Therapy College

ALACC
Health College,
Australia

Australian
Institute of
Engineering

VICTORIA
State Government

Jobs, Skills,
Industry
and Regions

Victorian Skills Authority

ESOS Policies include:

- ESOS Standard 1 – Marketing information and Practices Policy
- ESOS Standard 2 – Recruitment of an overseas student
- ESOS Standard 3 – Written Agreements
- ESOS Standard 4 – Education Agents
- ESOS Standard 5 – Younger overseas students
- ESOS Standard 6 – Student support services
- ESOS Standard 7 – Overseas student transfers
- ESOS Standard 8 – Overseas student requirements
- ESOS Standard 9 – Deferring, suspension or cancelling the overseas student's visa
- ESOS Standard 10 – Complaints and appeals
- ESOS Standard 11 – Additional registration requirements.

Other policies relevant to students some on ALACC website others on enrolled student portal:

1. Access and Equity Policy
2. Assessment policy
3. Anti-Discrimination and Harassment Policy
4. Clinical placement policy
5. Completion of the expected duration
6. Completions
7. Course entry requirements
8. Course credits transfer (CT) and recognition of prior learning (RPL)
9. Clinical placement policy
10. Clinical workbooks
11. Consumer Protection Policy
12. Critical incident
13. Clinical placement
14. English language proficiency
15. Fees policy
16. Fee payments
17. Immunisation policy
18. Industry consultation
19. Learners' rights and ALACC Responsibilities

20. Logo policy
21. Legislation Policy
22. Other fees
23. Plagiarism
24. Pre-training review policy
25. Privacy
26. Police checks
27. Refunds
28. Student access records
29. Student behaviour
30. Students with disabilities
31. Student orientation
32. Student course handbook
33. Student safety and security measures
34. Student selection and enrolment policy
35. Student identification policy
36. Risk assessment and minimisation of risk
37. Unique student identifier (USI) policy
38. Qualifications Issuance Policy
39. Quality Assurance Policy
40. Recognition Policy
41. Record Keeping Policy
42. Refund policy
43. Training and Assessments Policy
44. Transition Policy
45. Teach out procedure
46. USI Policy
47. Workplace Health and Safety Policy
48. Working with children checks



Let me take this opportunity to wish you all the best in the course you chose.

Your goal is our goal! We care about your progress and success in your studies.

We work with you to achieve the qualification in your chosen area of study at ALACC.

Dr Janet Lawrence – D.Ed., FACN
CEO / Director of Studies



ALACC Health College, Australia
Education for jobseekers and career enhancement



**VICTORIAN
TRAINING AWARDS**

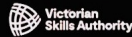
2023

Finalist

ALACC Health College, Australia

Small Training Provider of the Year

Proudly presented by



The Hon. Gayle Tierney MP

The Hon. Gayle Tierney MP
Minister for Training and Skills
Minister for Higher Education
Minister for Agriculture



Jobs, Skills,
Industry
and Regions



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Australia

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