



WISEMAN
& CO. Advanced Learning
INSTITUTE

**2018-2019
INTERNATIONAL
STUDENT PROSPECTUS**

RTO: 45415 | CRICOS PROVIDER: 03709E

Contents

1.	Welcome from Wiseman	1
2.	About Wiseman Institute	2
3.	About Lakemba	3
4.	Transport & getting around	4
5.	Public facilities	5
6.	Shopping & lifestyle	6
7.	Places of worship	7
8.	About Sydney	7
9.	Our training	8
11.	Our locations	9
12.	Short courses	11
13.	Qualified cook course	12
14.	Qualified chef course	12
15.	Course fees	13
16.	Application process	14
17.	Term schedule	15
18.	Teaching methods & resources	17
19.	Student support services	19
20.	Working in Australia	24
21.	Tool kit & PPE	25
22.	Helpful links	26
23.	Terms and conditions	28

Welcome to Wiseman Institute

Thank you for your interest in studying at Wiseman and Co. Advanced Learning Institute.

Wiseman and Co. Advanced Learning Institute enjoys a reputation in Australia and throughout the world as a center of excellence and innovation in the design and delivery of quality educational programs.

We offer an extensive range of vocational courses to students of varying backgrounds, with all our courses being accredited by the Australian government.

As a student at Wiseman and Co. Advanced Learning Institute you will experience a College characterised by an uncompromising commitment to outstanding teaching and learning and the development of highly motivated, work-ready and respected graduates.

Our simulated workplaces and industry partnerships ensure our students gain the practical skills required for future employment.

Our commitment to ensuring an outstanding study experience at Wiseman and Co. Advanced Learning Institute for our international students also includes the availability of a wide range of support services

We look forward to welcoming you to Wiseman and Co. Advanced Learning Institute.



MR. MD AJAY CENA
Chief Executive Officer

Effective for 2018 - 2019

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

Wiseman and Co. Advanced Learning Institute
RTO: 45415 | CRICOS Provider Code: 03709E

About Wiseman & CO. Advanced Learning Institute

Established in 2017, Wiseman Institute is a young and innovative institution. We implement creative, practical, current and imaginative training methods for our students whom are, continuing education, for those who would like their educational needs and abilities improved, or who are seeking preparation for career changes.

Our programs offer professional training that can lead to outstanding career opportunities. Our aim is to provide quality education to enable our students to be job ready and help build a useful society through Vocational Education & Training (VET).

The Wiseman & CO. team, is made up of faculty and staff with exceptional academic and professional credentials. We have created a learning community tailored to meet the individual needs of our students, Whether your career is already on the rise or you are looking for a change, whether you are desiring career advancement or returning to the job market, there is a place for you at Wiseman & CO.

Vision Statement

Wiseman & CO. envisions the holistic development of our students into vibrant professionals while remaining conscious of human values and eco-friendly environment

Mission and Strategy

In pursuance of our vision, our mission encompasses a road map of development of our institution, resources to build and sustain a high quality teaching-learning environment. We will endeavor to inculcate moral and ethical values in our students to make them highly skilled professionals.



Effective for 2018 - 2019

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

Wiseman and Co. Advanced Learning Institute
RTO: 45415 | CRICOS Provider Code: 03709E

About Lakemba

Lakemba is a suburb in south-western Sydney, in the state of New South Wales, Australia. Lakemba is located 15 kilometres south-west of the Sydney central business district, in the local government area of the Canterbury-Bankstown Council.

The Lakemba Precinct is located within the City of Canterbury local government area and approximately 16km from the Sydney CBD. The precinct borders the suburbs of Greenacre to the north, Belmore to the east, Roselands to the south and Wiley Park to the west. Lakemba town centre comprises a retail/commercial strip running north-south along Haldon Street. The centre generally has a traditional, fine grain, built form with 1–2 storey high street buildings.

Although buildings within Haldon Street are of varied architectural styling, it has a consistent form created by building height and street width proportions. Together with its low vehicular speed and narrow carriageway, Haldon Street provides a comfortable and attractive public domain for pedestrians.

The town centre is surrounded by an area of medium density housing. Strata titled apartment buildings are generally concentrated within the western portion of the high density residential area. The outer areas of the precinct are largely occupied by single detached houses on relatively large lots dating from around the mid-20th century.



Going out and around

Cycling



Lakemba has a pedestrian catchment which is largely due to linear, intersecting primary roads and a number of perpendicular secondary streets. There are no off-street cycle infrastructure within the centre or surrounding streets

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

Public transport

Our area features a comprehensive public transport network of train, bus and ferry services. Light rail, sightseeing buses and taxis complement the network. Lakemba railway station is located on the Bankstown Line of the Sydney Trains network. The line was opened in 1895 and electrified in 1926.



Lakemba Railway Station is located within the core commercial precinct. Sydney trains will increase service frequency and capacity of their train services to meet the growing demand of the area, meaning more trains and quicker routes towards the city from 9 minutes to 5 minutes by 2020. Such Increase in frequencies on the existing Bankstown to Lidcombe rail line to accommodate growth in the corridor prior to the operation of the Sydney Metro.

When Sydney Metro is extended into the central business district (CBD) and beyond in 2024, metro rail will run from Sydney's booming West region of lakemba and connect under Sydney Harbour, through new underground stations in the CBD and beyond to the south west.

There will be ultimate capacity for a metro train every two minutes in each direction under the city, a level of service never before seen in Sydney. Sydney's new metro railway will have a target capacity of about 40,000 customers per hour.



The area has relatively good bus access with four local and regional bus services passing through the precinct, providing frequent services to Roseland, Greenacre, Bankstown, Hurstville, Burwood and Strathfield.

Lakemba station is served by one NightRider route:

- N40: East Hills station to City (Town Hall)

Punchbowl Bus Company operates four routes via Lakemba station:

- 942: Campsie to Lugarno
- S14: to Mount Lewis
- 946: Bankstown to Hurstville station
- 450: Sydney Olympic Park/Burwood station to Hurstville station



Walking

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

The NSW government and their planning and environment sector are proposing to create even more spaces and infrastructure to introduce a shared bicycle/pedestrian path along the existing rail corridor between Bankstown and Sydenham to support local movements between centres.

Improve pedestrian access between the commuter car parks and the public transport stations. Introduce new local open space in all urban centres as future developments are proposed and provide new and improved local community facilities to meet the needs of the community as the corridor develops by 2020.



Public toilets

Lakemba has a large network of public toilets, some of which are coin-operated. If you're really struggling there are numerous local businesses with toilets that are open to the local public for use. Be warned Spitting in public, throwing garbage, urinating in public are some offences that are looked down upon in our great society and distracts us and our society in lakemba from living a prosperous life.

Lakemba Train Station



The Boulevard, Lakemba

Open: Mon-Fri 6am-10pm; Sat-Sun 6am-7pm

BP Belfield



53-57 Punchbowl road, Punchbowl

Open: Open 24 hours

Lakemba Library



17 Colin Street, Lakemba

Open: Open daylight hours

Wiley Park Train Station



Stanlea Parade, Wiley Park

Open: Mon-Fri 6am-7pm; Sat-Sun 8am-4pm

BP Connect Wiley Park



24 - 42 King Georges Rd, Wiley Park

Open: Open 24 hours

Wiley Park Railway Station



The Boulevard, Wiley Park

Open: Mon-Fri 9am-7pm

Lakemba Railway Station



The Boulevard, Lakemba

Open: 6am-10pm

Lakemba Women's Rest Centre



Haldon Street, Lakemba

Open: Mon-Fri 9am-5pm

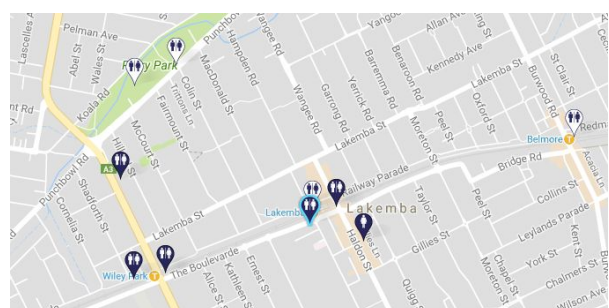
All of these actions come with fines which are issued by various different government agencies, ie: Police. If you are unsure of where to find your closest public toilet have a look on : <https://toiletmap.gov.au>

What does the Toilet Map do?

The Toilet Map improves independence and quality of life for the estimated 3.8 million Australians who are affected by incontinence. It provides:

- the location of the nearest public toilet
- details of opening hours, accessibility, parking and other features
- the capacity to plan toilet breaks for short or long journeys
- the ability to save toilet information and trip plans
- access from tablets and mobile phones

It is also convenient for people with young families and those holidaying or travelling to new locations



Shopping Hours and Trading times for Businesses

Most major shops and department stores are open 7 days a week. Late night shopping takes place on Thursday evenings, with many stores open until 9pm. But most Grocery stores are open till late, Some close at 12am and open back up at 7am. If your looking for food, most off the restaurants in lakemba stay open until 11pm to 12am also, so there is plenty of time to get something to eat.



Banks such as Commonwealth Bank, NAB and westpac are open in lakemba from Monday to Friday, 9am to 4pm. The Lakemba Post office is open from 9am to 5pm Monday to Friday ,Some post offices open on Saturday mornings from 9am to 1pm such as lakemba Post Office .

Most if not all businesses have halal certifications and follow all the proper procedures to operate functional businesses in lakemba which provide potential future employment options for new migrants to the area. There are great locations in the area such as ALDI and Woolworths to do daily shopping. Indian, Pakistani Bengali and Arab style grocery shops can be found in abundance.



Time zone

Lakemba is located within Australian Eastern Standard Time (AEST). Most of the residents in lakemba stay up pretty late and around 10pm-11pm the streets are still safe and filled with people coming and going continuing on with their daily lives, either shopping or having a late night coffee with friends at one of the local establishments.

Places Of Worship

Lakemba has many temples, churches and mosques for the local community. There are holy places such as the Lakemba mosque, The Wiley Park Buddhist temple, Samoan Presbyterian church, and many more all cohesively involved in the community adding spirituality and faith to the community of Lakemba.

Our Sydney

Sydney is one of the world's most loved cities and it has a sunny and vibrant buzz that makes it the ultimate summer destination. There are always plenty of things to do in Sydney during the warmer months, from sightseeing and alfresco dining, to fun in the sand and surf at one of iconic Sydney beaches.

Be prepared to love every second of your summer in Sydney. Sydney, is the capital of New South Wales, Australia. It is Australia's oldest and largest city with a population of around 5 million people. Sydney is built around a huge harbour and hosts many tourist attractions as well as a number of beaches, bays and a couple of national parks.

Sydney was first visited by the British in 1770 when Captain James Cook and Joseph Banks sailed the Endeavor into "Botany Bay."



The First Fleet arrived at Botany Bay in 1788 under the command of Governor Arthur Phillip.

Shopping & sightseeing

Don't miss the chance to shop in the famous Queen Victoria building. This stunning shopping centre occupies an entire city block. Sydney offers a whole range of great tourist attractions from the world famous Sydney Opera House and Sydney Harbour Bridge to the sandy shores of Bondi Beach.

A great way to get to see as much of Sydney as 'possible is to take part in one of the many Sydney Tours.

Accommodation

There are plenty of tourist accommodation available to be booked online, including the many Sydney apartments which give you the 'flexibility of self catering. or perhaps you prefer a more homely feel of Sydney bed and breakfasts. For those of you on a budget you may like to consider one of the many Sydney hostels, or for a more traditional holiday you can choose from the many Sydney hotels. All of these accommodation options can fill up very quickly at peak times so be sure to book early.

Why choose Wiseman Institute.

At Wiseman institute, we are proud to offer internationally recognised courses which will help you achieve your career goals.

Wiseman Institute has worked closely with the industry to create training and education programs and we promote an environment which allows our students to develop practical skills and personal attitudes that form the foundation for future success.

Graduates of Wiseman Institute leave equipped with skills and qualifications that are high in demand by employers, leading to real careers and jobs. Our students feel job ready after completion of their chosen course.

Quality career oriented training

Wiseman & CO are always working closely with industry leaders to create upto date and current job oriented training and education programs that are in high demand with employers. Wiseman & CO are always consulting with various employers to understand what they need from their potential employees, which we integrate seamlessly into our training and education.

Our Campus Locations

Wiseman Institute is located in the heart of western sydney, lakemba. With rapidly growing employment opportunities within the area. We are located on haldon st 5 minutes walk from lakemba station or less than a minutes walk away from buses. We have access to such great outlets as the lakemba library, Retail and grocery shops, restaurants, Mosques, Churches and the M5 motorway.

Recognition of Prior Learning (RPL) /credit transfer and National Recognition

Wiseman Institute recognises australian qualification framework (AQF) qualifications and statements of attainment issued by other registered training organisations (RTO'S). Our team at Wiseman Institute are committed to recognizing a students past experiences and knowledge and are committed to assessing the students formal, non-formal and informal learning to determine the extent to which that individual has achieved the competency standards.

Our Campus Facilities

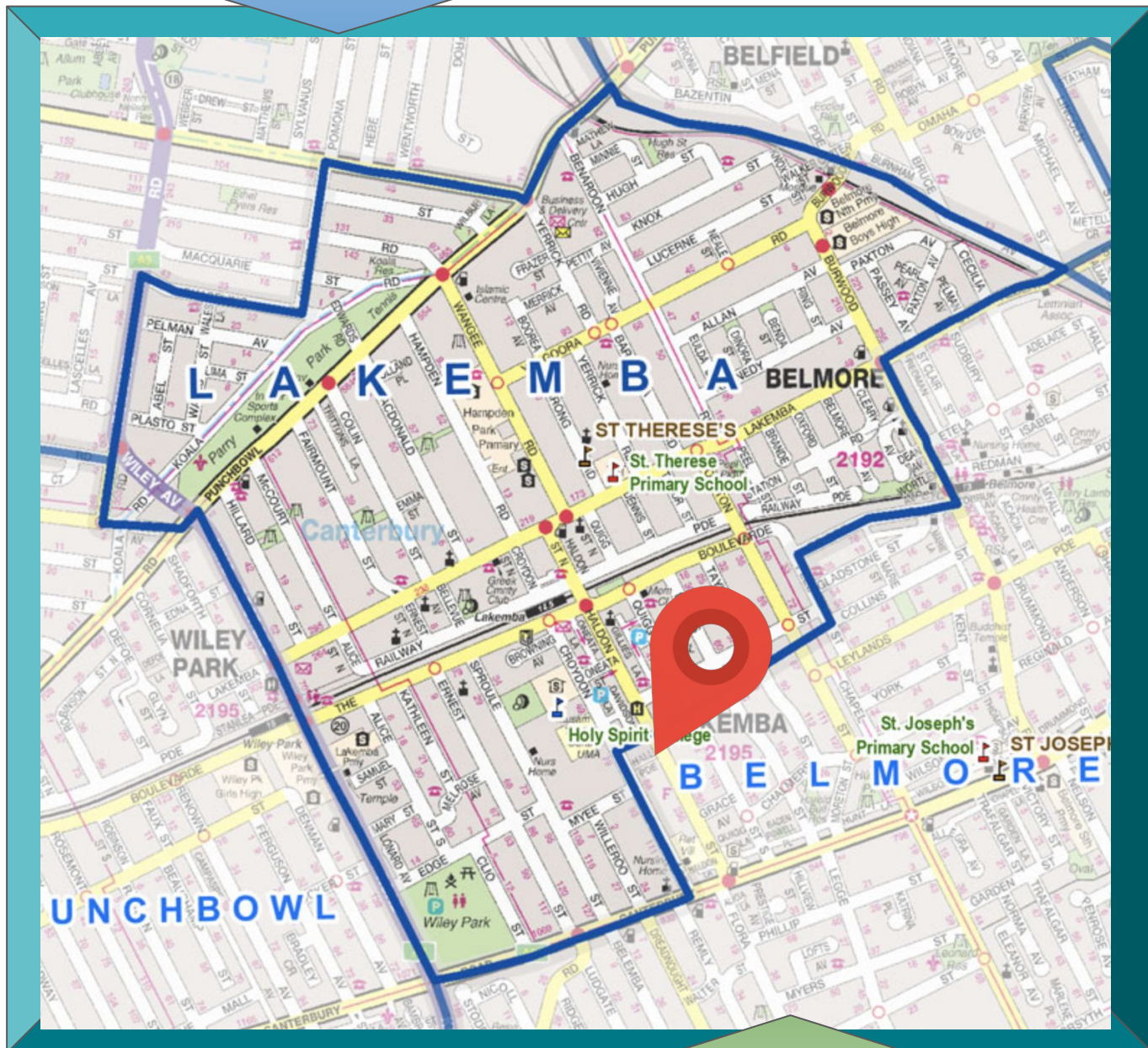
Wiseman Institute provides training facilities and educational tools for enrolled students and we provide a range of services to support both local and international students during their studies and time at Wiseman Institute

The following learning resources can be accessed by the students;

- Learning and assessment strategies
- Audio visual aids
- Commercial kitchen equipped with the required tools and equipment
- internet access Wireless internet
- Kitchen facilities
- Student Didasko Online Portal
- Functional restaurant dining room

***Our main location ...
located at
157-171 haldon st, Lakemba, Sydney NSW 2195***

Map of Lakemba



***Our library location ...
located at
62 The Bouvarde, Lakemba NSW 2195***

Student Services

A student orientation /induction is conducted on the first day of commencement of your course. Its purpose is to fully inform new students of most aspects of student life at Wiseman & CO.. In addition, staff members will be introduced; a tour of the facilities and the surrounding area will take place, and the opportunity to ask questions.

Important contact details for Wiseman institute and emergency services will be given to students at orientation/induction.

We care about our students and seek to ensure your stay with us not only academically rewarding. But also that an enjoyable one. Wiseman & CO. is committed to providing students excellent support services as well as memorable and rewarding learning experiences.

We offer assistance with (which may include external advice):

- Orientation
- Counselling
- Cultural adjustment
- Student accommodation
- Language & literacy support
- Career advice



LAKEMBA LIBRARY AND KNOWLEDGE CENTRE

Opening hours

Monday and Thursday: 10am-8pm

Tuesday, Wednesday and Friday: 10am-5pm

Saturday: 9.30am-noon

Sunday and Public Holidays: Closed

Contact details & Location

62 The Boulevard,

Lakemba NSW 2195

Phone: 9789 9419

Fax: 02 9759 1037

About

Lakemba Library and Knowledge Centre has many different features, and of course, a large collection of books and publications. The library also offers school holiday activities as well.

Homework Help is available on Mondays, as part of our Homework Assistance Program. There are computers and Internet access available for everyone to benefit from during opening hours.

You will also find plenty of other useful services, including Justice of the Peace and English as a Second Language classes. All wiseman students will gain access to lakemba library.

Short Courses

-- Food Safety Supervisor (FSS) --

Food Safety Supervisor course includes the NSW Food Authority FSS certificate. To receive a Food Safety Supervisor certificate for NSW you must complete training in the following units: - SITXFSA001 Use hygienic practices for food safety - SITXFSA002 Participate in safe food handling practices On successful completion of the course you will be issued with your NSW Food Authority accredited certificate.



-- HLTAID003 - Provide First Aid --

Previously known as Apply first aid or Senior first aid, this training course will give you the skills and knowledge required to provide First Aid response, life support, management of casualty(s), the incident and other first aiders, in a range of situations, including in the home, workplace or within the community, until the arrival of medical or other assistance. The Provide first aid course is delivered from 9.00 am to 4.30pm, over 2 days of Face-to-Face training, On successful completion of the course you will be issued a statement of attainment.

Please note it is a requirement of this course that practical demonstration of CPR must be performed on the adult and child manikin on the floor.



Courses that get you qualified in Australia.

-- SIT30816 Certificate III in Commercial Cookery --

This course averages 1040 hours of duration including work placement; this course is 52 weeks including holidays. This course is designed to provide participants with the skills, knowledge and attitudes to meet the demands of the culinary industry.



-- SIT40516 Certificate IV in Commercial Cookery --

The course averages 1560 hours of duration including work placement; this course is 78 weeks including holidays. This course is designed to provide participants with the skills, knowledge and attitudes to meet the demands of the culinary industry. It is aimed at individuals who wish to become Head chefs and/or also be able to manage a restaurant. Therefore, it is appropriate for students who may wish to start their own restaurants on managing the food and beverage division.

Students in this course develop a broad awareness and understanding of the hospitality industry, with a particular emphasis on skills required by managers and supervisors.

In short this course will provide students with:

- Training and skills development in Commercial Cookery .
- Training that incorporates the following key competencies: collecting, analysing and organising information;
- Working with others; using mathematical ideas and techniques; solving problems and using technology .
- A specific overview of Commercial Cookery methods, preparation of food and kitchen management .
- Basic skills and knowledge for entry into the hospitality industry as a chef .
- Interpersonal skills essential for a successful career in the hospitality industry.

SIT30816 Certificate III in Commercial Cookery

Course Code	SIT30816 Certificate III in Commercial Cookery	Tuition Fees	AUD \$ 15,140.00
CRICOS Code	098079M	Enrolment Fees (Non - refundable)	\$ 300
Duration	52 weeks	Learning resources Fees	\$ 300
Hours (FT)	20 Hours per week (face to face)	Late fees	\$ 100 (pw)
Study Mode	33% Online and 77% Face to Face	tool kit, uniform, PPE	\$ 500 -\$1000

Course Description

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

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

SIT40516 Certificate IV in Commercial Cookery

Course Code	SIT40516 Certificate IV in Commercial Cookery	Tuition Fees	AUD \$ 22,160.00
CRICOS Code	098080G	Enrolment Fees (Non - refundable)	\$ 300
Duration	78 weeks	Learning resources Fees	\$ 300
Hours (FT)	20 Hours per week (face to face)	Late fees	\$ 100 (pw)
Study Mode	33% Online and 77% Face to Face	tool kit, uniform, PPE	\$ 500 - \$100

Course Description

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

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

Possible job titles include:

Chef, chef de partie.

Entry Requirements

English Proficiency	Minimum IELTS score of 5.5 or equivalent with minimum 5 in each band
Age	Minimum age is 18 years
English Course	International Student who does not meet the English entry requirement is required to register in the appropriate english course
Required documents	Original or certified copies of all documentation must be submitted with application. Further details for these requirements can be found at www.immi.gov.au
Intakes	January / April / July / October
Hours (Full Time)	20 hours per week
Study Mode	Face to face in a classroom with 33% delivered online

NOTE: International Students must hold a valid visa to undertake study with Wiseman and Co. Advanced Learning Institute

Application Process

Important information to read before completing your Enrolment Application Form

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

Enrolment Application Form

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

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

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

Application Fee

Applications will only be considered when they are accompanied by an Application/ Enrolment Fee of A\$300.

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

Provisional Acceptance / Rejection

Upon receipt of your application the College will notify you whether you have been accepted. If you are NOT accepted, your application fee will be refunded.

If you are accepted, Wiseman and Co. Advanced Learning Institute will forward to you a Letter of Offer and the Fee Schedule.

Confirmation of Enrolment Forms / Visas

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

Training Schedule	SIT30816 Certificate III in Commercial Cookery		
Week	Subject	Kitchen & Classroom	Work placement
1-11	HLTAID003 Provide first aid SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices SITXWHS001 Participate in safe work practices BSBWOR203 Work effectively with others SITXWHS002 Identify hazards, assess and control safety risks SITHKOP001 Clean kitchen premises and equipment * SITHCCC001 Use food preparation equipment * SITHCCC005 Prepare dishes using basic methods of cookery * BSBSUS201 Participate in environmentally sustainable work practices	220 + 100 hours self-study	
12-13	Term break 1		
14-24	SITHCCC202 Prepare appetisers and salads * SITXFSA003 Transport and store food SITHCCC307 Prepare food to meet special dietary requirements * SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITXHRM301 Coach others in job skills SITHIND201 Source and use information on the hospitality industry SITHKOP002 Plan and cost basic menus	220+ 100 hours self-study	
25-26	Term break 2		
27-37	SITHCCC203 Prepare stocks, sauces and soups * SITHCCC301 Prepare poultry dishes * SITHCCC303 Prepare meat dishes * SITHCCC302 Prepare seafood dishes *	220+ 50 hours self-study	
38-39	Term break 3		
40-43	SITHPAT306 Produce desserts * SITHCCC308 Produce cakes, pastries and breads *	80+ 50 hours self-study	
44-52	SITHCCC309 Work effectively as a cook * External Work placement @ 48 service periods		160
	Xmas break (Course Completion)		

Term Structure

Training Schedule	SIT40516 Certificate IV in Commercial Cookery		
Week	Subject	Kitchen & Classroom	Work placement
1-11	HLTAID003 Provide first aid SITXFSA001 Use hygienic practices for food safety SITXFSA002 Participate in safe food handling practices SITHCCC001 Use food preparation equipment * SITHCCC005 Prepare dishes using basic methods of cookery * SITXINV002 Maintain the quality of perishables item SITXHRM002 Roster staff SITXCOM005 Manage conflict SITHKOP004 Develop menus for special dietary requirements	220 + 100 hours self-study	
12-13	Term break 1		
14-24	SITHCCC202 Prepare appetisers and salads * SITXFSA003 Transport and store food SITHCCC307 Prepare food to meet special dietary requirements * SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITXHRM301 Coach others in job skills SITHKOP002 Plan and cost basic menus	220+ 100 hours self-study	
25-26	Term break 2		
27-37	SITHCCC203 Prepare stocks, sauces and soups * SITHCCC301 Prepare poultry dishes * SITHCCC303 Prepare meat dishes * SITHCCC302 Prepare seafood dishes * BSBDIV501 Manage diversity in the workplace SITXMG001 Monitor work operations	220+ 100 hours self-study	
38-39	Term break 3		
40-43	SITHPAT306 Produce desserts * SITHCCC308 Produce cakes, pastries and breads *	80+ 50 hours self-study	

44-52	SITHCCC309 Work effectively as a cook * External Work placement @ 48 service periods		160
53-56	Term Break 4		
57--67	SITXWHS003 Implement and monitor work health and safety practices SITXINV004 Control stock SITXFSA004 Develop and implement a food safety program SITXCCS007 Enhance customer service experiences SITXWHS002 Identify hazards, assess and control safety risks BSBSUS401 Implement and monitor environmentally sustainable	220+ 100 hours self-study	
68-69	Term break 5		
70-78	SITXFIN003 Manage finances within a budget SITHKOP005 Coordinate cooking operations SITXHRM003 Lead and manage people	160 + 80 hours Self Study	
	Course Completion		

Course Assessment

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

Students are required to attend in-class assessments as scheduled by Wiseman and Co. Advanced Learning Institute

Teaching Methods

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

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

Learning Resources

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

In some courses, there are no specific learning resources except those provided by Wiseman and Co. Advanced Learning Institute in hard and soft copy.

Course Credit

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

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

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

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

RPL/CT will be granted subject to meeting the requirements of Standard 9 of the National Code – completion within the expected duration of study. Refer to www.aei.gov.au/ESOS. Until you have received notification that you have been granted RPL or CT, you must attend all classes.

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

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

Orientation Sessions

As many students find life in Australia quite different from life in their home country, orientation activities have been designed to help students become familiar with Australian culture and customs and to introduce students to the College and its services.

All students will be provided with an orientation information pack. This information pack details many aspects of living and studying in Lakemba and introduces students to life in Australia. In the week preceding their course, students will be provided with an orientation program that will further develop on the material supplied in the information pack.

Orientation sessions include information about enrolment, facilities and services available at Wiseman and Co. Advanced Learning Institute, Australian culture and customs, safety in Lakemba and how to find employment. Orientation sessions are a great way of meeting other students.

Student Life

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

	AUD
Accommodation (shared or single)	120-380
Telephone/postage	15-40
Food cooked at home	70-130
Transport	20-55
Electricity/Gas	35-55
Clothes/Entertainment	50+
TOTAL	310-645

Average weekly living costs in Australian Dollars

Regular purchased items in Australian Dollars

Studying in Australia

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

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

- Australian education providers
- courses
- scholarship programs
- testimonials from international students.

Student Service & Support

Course advice and enrolment assistance

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

If you need to contact our Student support officer, Please call our 24 Hour contact No. **1800 905 091** or drop by our offices to book an appointment to receive some assistance



Mr. MD Jahir Uddin |

Student Service & Support

Course advice and enrolment assistance

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

Orientation Program

An orientation program is conducted before classes and is compulsory for all newly-arrived international students. The program includes an introduction to Wiseman and Co. Advanced Learning Institute service and facilities as well as an introduction to Australian Culture, Society and life. Students are also introduced to academic culture and rules of the College, which are considered necessary for successful study. Important contact details for Wiseman institute and emergency services will be given to students at orientation/induction.

Counselling Services

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

Wiseman & CO. is committed to providing students excellent support services as well as memorable and rewarding learning experiences.

Counselling service charges will be determined by the service provider.

We are Proud to announce that we have partnered with Dreams Australia immigration services, whom will provide free consultation to Wiseman & Co. students about Immigration and admission related issues.

Full support services list with contacts can be obtained through Wiseman and Co. Advanced Learning Institute head office.

We offer assistance with:

(which may include external advice):

- Orientation - Counselling
- Cultural adjustment
- Student accommodation
- Language & literacy support
- Career advice



GURPINDER CHIMA, JP
Registered Migration Agent
MARN 0962354



M: (+61) 0430 001 319
E: chima_dreamsaustralia@yahoo.com
immi_chima@yahoo.com
 www.facebook.com/DREAMSAUSTRALIA

Suite 1216 C, Level 12, 87-89, Liverpool St,
World Tower Commercial
Sydney, NSW - 2000 (AUSTRALIA)

Accommodation Options

Several options are available for students including rental accommodation, shared accommodation and homestay. During this time you will learn about the Australian environment, culture and get help with the 'Aussie' English language. Homestay accommodation is recommended for at least the first 4 weeks of your stay.

Most international students prefer to share rental accommodation to reduce costs. We can assist students to find accommodation. The beginning of each term is a busy time, students should request assistance to find accommodation at least two weeks prior to arrival. For further information contact us at 02 9740 4340. Students are required to make a request for this service at least two weeks in advance.

We have many real estate agencies in Lakemba, they can also assist you with all your rental needs. We suggest doing your research on a property before signing any contracts.

There are rental agencies such as :



Contact Us

Phone: +61 (2) 97 400 300
Fax: +61 (2) 97 594 340
Email: lakemba.nsw@raywhite.com
Address: 199 Lakemba Street
Lakemba, NSW 2195



RALPH
FIRST REAL ESTATE

83 Haldon Street
Lakemba, NSW 2195

Belmore | Lakemba
8117 9999 | 9759 1300

Australian Homestay Network

We believe that choosing a homestay for accommodation when coming to a new country ensures a more successful experience for international students. AHN selects their hosts carefully to ensure that our students are placed in environments that are not only safe and comfortable but also warm and welcoming. Our students can expect to enjoy a supportive, friendly home while adjusting to Australian culture and the community they will be living in. Our program includes:

- Homestay management and support throughout the entire homestay experience
- Extensive national criminal background checks for hosts
- Student support services including banking and transportation
- Comprehensive online training and orientation for hosts and students
- Professionally staffed 24/7 critical incident contact centre
- Management of all homestay payments for students and hosts



<https://www.homestaynetwork.org/>

Unlike other accommodation options students don't need to search for a property, pay a bond, find furniture or sign any long term contracts themselves. Above all, AHN hosts are trained to ensure you have a safe and enjoyable stay.

Airport Reception Services

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



Student Banking

International Students can open a bank account before they arrive in Australia. The Commonwealth Bank is one of Australia's leading financial institutions, offering a comprehensive range of personal, business and institutional banking products and services under one roof. By choosing the bank more Australians choose, you can rest assured your money is in safe hands. This is a free service. For further information on how to open a bank account online, simply visit: www.commbank.com.au/movingtoaustralia

Overseas Student Health Cover

CommonwealthBank



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

For more information on Overseas Student Health Cover:

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

Medical Services

National Health Services Directory is an online search engine whereby you can search the directory to find health services near you. The website provides information about General Practice Doctors, pharmacies, hospitals and emergency departments.

<http://www.nhsd.com.au/>



Emergencies

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

Legal Services

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

Beach Safety

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



Student Visa Obligations

Visa

If you have a problem or question about your visa talk to the Student Support Officer or the Principal or you can talk to the Department of Immigration and Border Protection (DIBP) about your visa or other immigration matters. <https://www.border.gov.au/Trav>

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

VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider, to view your visa details online.

Change of address

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

Tax File Number

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office.

<http://www.ato.gov.au/taxprofessionals/content.asp?doc=/content/64067.htm>

Your workplace rights

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

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

Working in Australia

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



Permission to work

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

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

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

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

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

Family members granted permission to work

Family members:

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

Additional information about student visa work conditions





















More information is available about Workplace rights - for all visa holders working in Australia. <https://www.border.gov.au/Trav/Work/Work/workplace-rights>

You can view your visa online using Visa Entitlement Verification Online (VEVO) <https://www.border.gov.au/vevo>.

Course pack - Chef Toolkit and PPE

We have included the essential items needed by a chef to perform their job in their workplace and have put together a pack that will enable the hospitality students to safely practice their craft and become well skilled in using their tools before they enter the workforce. This Pack is priced at \$400 - \$500 (inc GST), (Subject to change at any time).

The pack includes the following :

	<ul style="list-style-type: none"> ● 1 x 20cm chef knife, 	<ul style="list-style-type: none"> ● 1 x 20cm bread knife, 
<ul style="list-style-type: none"> ● 1 x 14.5cm boning knife, 	<ul style="list-style-type: none"> ● 1 x 19cm slicer knife, 	<ul style="list-style-type: none"> ● 1 x 17.8cm santoku, 
<ul style="list-style-type: none"> ● 1 x 11cm utility knife, 	<ul style="list-style-type: none"> ● 1 x 11cm cheese knife, 	<ul style="list-style-type: none"> ● 1 x 11cm steak knives, 
<ul style="list-style-type: none"> ● 1 x 8.8cm peeling knife, 	<ul style="list-style-type: none"> ● 1 x 8.3cm paring knife, 	<ul style="list-style-type: none"> ● 1 x knife sharpener, 
<ul style="list-style-type: none"> ● 1 x Kitchen scissors, 	<ul style="list-style-type: none"> ● 1 x Digital Thermometer 	<ul style="list-style-type: none"> ● 1 x Long Garnish Tweezer 
<ul style="list-style-type: none"> ● 1 x 18 slot chef knife bag 	<ul style="list-style-type: none"> ● Unisex Chef Hat 	<ul style="list-style-type: none"> ● Unisex Chef Jacket 
<ul style="list-style-type: none"> ● Unisex Chef Apron 	<ul style="list-style-type: none"> ● Unisex Chef Pants 	<ul style="list-style-type: none"> ● Unisex Steel capped boots 

Links

- **Transport Planner**

Use this website to plan your transport use around Sydney, such as when using trains or buses the website can tell you what time the next transport vehicle will arrive at your location. This website can be used to plan your trip on the day or even weeks ahead. This website is continuously updated so if there are time table changes or cancellations it can let you know.

www.transportnsw.info/trip#/



- **Australia.gov.au**

This website can be used to find out information on such issues as youth payments, Business and Industry

ABN, grants, non-profit and small business, primary industry, import and export, science and technology, Culture and Arts, heritage, history, honours and awards, family history

Education and Training, scholarships, Environment, Family, Community, Workplace health and safety, Immigration and Visas and many more .

www.australia.gov.au



- **Health**

The website can help you find local hospitals and doctors practices/offices around the area. If you have any serious issues remember to call : 000.

www.health.nsw.gov.au



- **Tax file No. online lodgement**

This website can help you to obtain a Tax file number to use when working in Australia.

<https://iar.ato.gov.au/IARWeb/>



- **Travelling overseas**

This website can be used to find safety information and current events around the world and help you plan your trip safely.

<https://smartraveller.gov.au/>

smartraveller.gov.au

EVERY TRAVELLER > EVERY TRIP

- **Jobs and Workplace**

Careers, government jobs, employment services, disability employment, working conditions. These websites can be used to find job listings.

www.seek.com.au/

www.jobsearch.gov.au/

www.careerone.com.au/

www.gumtree.com.au/



seek

careerone®

jobactive

powered by JobSearch

- **Public Safety and Law**

Consumer protection, fraud, online safety, scams, emergency services, legislation, police, rights. Call: 000 if in any hazardous or life threatening situations arise.

<https://www.police.nsw.gov.au/>

www.border.gov.au/



- **Id's and Licensing**

Registration and licences, roads and transport, aviation, regional development

www.service.nsw.gov.au



- **Tipping**

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

www.traveller.com.au

CONDITIONS OF ENROLMENT

1. Wiseman and Co. Advanced Learning Institute Courses

- 1.1 Students must satisfy entry requirements for enrolment.
- 1.2 A student may be required to undertake reassessment of a Unit of Competency within their Qualification if they did not complete it satisfactorily. The student will be required to pay an additional fee for reassessment of that Unit of Competency.
- 1.3 Certification will not be issued unless the student is deemed competent.
- 1.4 All the updates of Wiseman and Co. Advanced Learning Institute courses and policies are detailed in the Student Handbook, which is available on our website and through the Administration Office. It is the responsibility of the student to ensure that they read and understand the Student Handbook, keep up-to-date with changes to the Handbook, and request a copy of the Handbook if they need one.

2 Attendance

- 2.1 Australian government regulations state that it is a condition of a student visa that a student must attend at least 80% of classes in a course.
- 2.2 Wiseman and Co. Advanced Learning Institute is required to report students to the Department of Immigration for unsatisfactory attendance. This happens when a student's attendance is less than 70% and the student has received a final attendance warning letter.
- 2.3 If a student does not commence studies on the agreed commencement date, after 14 days Wiseman and Co. Advanced Learning Institute will cancel the student's CoE unless a new starting date has been agreed to. Wiseman and Co. Advanced Learning Institute is required to report this information to the Department of Immigration and Border Protection, and this may result in the cancellation of the student's visa.

3 Enrolment and Course Fees

- 3.1 Fees must be paid in Australian dollars by bank cheque or bank draft to Wiseman and Co. Advanced Learning Institute's bank account. Wiseman and Co. Advanced Learning Institute will not be responsible for any monies paid to agents.
- 3.2 Wiseman and Co. Advanced Learning Institute reserves the right to vary fees.
- 3.3 Enrolment and course fees do not cover the cost of accommodation, living expenses, textbooks, stationary or other equipment and administration fee.
- 3.4 The enrolment fee is non-refundable in any circumstances.
- 3.5 The welfare arrangement fee is non-refundable after the welfare has been issued.
- 3.6 Airport pickup service and Accommodation arrangement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- 3.7 Completing the Enrolment Application Form does not guarantee a place with Wiseman and Co. Advanced Learning Institute.
- 3.8 Wiseman and Co. Advanced Learning Institute reserves the right to decline an application.
- 3.9 Students from assessment level 3 and 4 countries are advised to apply through an Wiseman and Co. Advanced Learning Institute representative (International Student Agent).
- 3.10 Applications will be processed when all required documents and the non-refundable enrolment fee are received by Wiseman and Co. Advanced Learning Institute.
- 3.11 Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- 3.12 CoE/s will be cancelled when course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with Wiseman and Co. Advanced Learning Institute administration, before the due date.
- 3.13 Other additional fees are payable for various administration services. Details of the additional fees are available on the Wiseman and Co. Advanced Learning Institute website.

3.14 Accommodation arrangement and airport pickup service arrangement fee is payable every time the arrangement request is made. For example, when a student wishes to change the homestay arrangement without a reason that Wiseman and Co. Advanced Learning Institute finds reasonable the student must pay for the arrangement fee again.

3.15 When the duration of studies at Wiseman and Co. Advanced Learning Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.

4 Course duration, deferral, transfer, withdraw and extending studies

- 4.1 A course commences on the starting date stated on the offer letter or CoE (whichever one was issued last).
- 4.2 Once a visa is granted, International Students are not permitted to defer commencement of studies or suspend their studies except in very limited cases (e.g. serious illness evidenced by a doctor's certificate or bereavement).
- 4.3 The student will be advised of the course duration prior to enrolment, if the student has participated in Wiseman and Co. Advanced Learning Institute's Online Placement Test, or other evidence of English language proficiency has been submitted during the enrolment process. Students who participated in Wiseman and Co. Advanced Learning Institute's placement test after arrival, or on their orientation day, may require more time to complete their course.
- 4.4 Wiseman and Co. Advanced Learning Institute may grant a letter of release from enrolment after the completion of 6 months of studies, only if the student provides an offer letter from another registered provider confirming a valid enrolment, and if the nominated course is not provided by Wiseman and Co. Advanced Learning Institute.
- 4.5 When a student wishes to withdraw from studies at Wiseman and Co. Advanced Learning Institute, the student must complete a withdrawal form and get approval from Wiseman and Co. Advanced Learning Institute.

5 Cancellation of CoE/s

- 5.1 Wiseman and Co. Advanced Learning Institute has the right to cancel a student's enrolment and CoE for the following reasons:
- The student has breached Wiseman and Co. Advanced Learning Institute's enrolment conditions.
 - The student has failed to pay required fees
 - The student has breached the College's Code of Conduct and undergone the College's disciplinary process
 - The student has breached his/her visa conditions as they relate to studies at Wiseman and Co. Advanced Learning Institute, for example, the student has not informed the college of change of address or contact details, or the student has not been contactable for a period of 2 weeks or more.
 - The student's attendance has fallen below 70%, and has been reported to the Department of Immigration

6 Accommodation and Airport Pickup Service

- 6.1 Wiseman and Co. Advanced Learning Institute requires a minimum 28 days' notice to arrange accommodation and 14 days for airport pick-up service.
- 6.2 Homestay or accommodation arrangements cannot be changed without the approval of Wiseman and Co. Advanced Learning Institute.
- 6.3 Wiseman and Co. Advanced Learning Institute holds the right to approve and disapprove the accommodation arrangement made by the parent or the agent.
- 6.4 The student must be accompanied from the airport by an Wiseman and Co. Advanced Learning Institute approved person, when the student arrives in Lakemba.
- 6.5 The student must come to Wiseman and Co. Advanced Learning Institute to be placed in a homestay on arrival. If the student arrives on the weekends the student must have a prearranged a homestay arrival arrangement with Wiseman and Co. Advanced Learning Institute to be placed in a homestay during weekends.

6.6 Students cannot make their own way to the homestay family without Wiseman and Co. Advanced Learning Institute notifying the family in advance.

6.7 Homestay details are only given to the student who has provided the arrival details and have received airport pickup service confirmation from Wiseman and Co. Advanced Learning Institute.

7 Termination

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

8 Student Privacy

8.1 Wiseman and Co. Advanced Learning Institute collects personal information from students for the purposes of processing applications and providing services to students. This information will be disclosed to staff and the student's agent where applicable.

8.2 Wiseman and Co. Advanced Learning Institute has an obligation under Commonwealth and State legislation to provide information to certain government departments.

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

8.4 Students are required to notify and update their contact details with Wiseman and Co. Advanced Learning Institute within 2 working days prior to or after the changes are made.

8.5 Wiseman and Co. Advanced Learning Institute has the right to all the media images taken by Wiseman and Co. Advanced Learning Institute during the student's studies at Wiseman and Co. Advanced Learning Institute. It includes photographs, video and DVD images.

9 Cancellation and refund

9.1 If a student's visa application is rejected (The original letter of visa rejection needs to be sent to Wiseman and Co. Advanced Learning Institute) 100% of tuition, accommodation and Overseas Student Health Cover fees will be refunded. There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee.

9.2 If a student cancels a course more than 28 days before the course commencement, 80% of the tuition fees will be refunded. If a student cancels a course 28 days or less before the course commences, 50% of tuition fees for 1-24 weeks and 100% for the remainder will be refunded. There will be no refund on enrolment fee, accommodation arrangement fee and airport pickup service fee.

9.3 If a student cancels a course on or after course commencement there will be no refund.

9.4 If a student breaches visa conditions resulting in studies being cancelled, there will be no refund.

9.5 If Wiseman and Co. Advanced Learning Institute cancels the course 100% of fees paid will be refunded. (course fee, accommodation fee, Overseas Student Health Cover fees, enrolment fee, accommodation arrangement fee and airport pickup service fee)

9.6 Wiseman and Co. Advanced Learning Institute is not responsible for the agency fee you paid to the Education Agency (EA).

9.7 When a refund is applicable and the student has made the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.

9.8 Wiseman and Co. Advanced Learning Institute is only responsible for the refund of the commission received by the student's EA.

9.9 To request a refund you will need to complete the refund application form. The request will be processed within 4 weeks from the date of application.

9.10 A student enrolling for more than 24 weeks may pay half of the course fee (12.5 weeks or more) as an initial payment, and pay the remaining fee prior to the commencement of the unpaid duration.

9.11 Any arrangement fee is non-refundable after the arrangement has been made. That means the CAAW fee is not refundable after the welfare letter has been issued, and the homestay and airport pickup/drop off arrangement fee is not refundable once the arrangement has been finalised.

9.12 Wiseman and Co. Advanced Learning Institute's complaints and appeal process does not remove the right of the student to take action under Australia's consumer protection laws.

9.13 When refund is requested refund fee of \$200 is payable.

10 School Age Dependents

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

10.2 Any school age dependant of an Wiseman and Co. Advanced Learning Institute student must be enrolled and attending school during the period that the Wiseman and Co. Advanced Learning Institute student is studying at Wiseman and Co. Advanced Learning Institute.

11 Pathway Programs

11.1 Students are eligible for the pathway program when the student successfully:

- i. completes the course required for the pathway program
- ii. gets a conditional placement in the college/school/university they wish to enter.
- iii. submits the completion certificate from Wiseman and Co. Advanced Learning Institute to the college/school/university.

11.2 It is the student's responsibility to complete the enrolment process with the college/school/university they wish to enter.

11.3 Wiseman and Co. Advanced Learning Institute does not take any responsibility for the student who does not get a placement in the college/school/university they wish to enter, without successfully completing the required course at Wiseman and Co. Advanced Learning Institute.

11.4 It is the student's responsibility to obtain any enrolment information from the college/school/university they wish to enter through the Wiseman and Co. Advanced Learning Institute pathway program.

12 Wiseman and Co. Advanced Learning Institute Contact Hours

12.1 Wiseman and Co. Advanced Learning Institute visiting/office hours are 9:00 AM to 5:00 PM by appointment only.

12.2 Email correspondence is made during weekdays only and not weekends and public holidays.

12.3 Wiseman and Co. Advanced Learning Institute does not take calls or reply to emails outside of office hours, weekends and public holidays.

13 Duty of Care

13.1 The scope of Wiseman and Co. Advanced Learning Institute duty of care covers meeting pastoral needs, guiding students in academic work, guiding students in play, dealing with bullying, dealing with disciplinary matters and international student matters to protect underage students to live and develop in a safe learning and living environment.

13.2 The final decision for any duty of care matter will be based on the Wiseman and Co. Advanced Learning Institute duty of care policy and procedure.

13.3 When Wiseman and Co. Advanced Learning Institute makes the final decision to expel a student there will be no refund of any fees paid.



WISEMAN
& CO. Advanced Learning
INSTITUTE

1800 905 091
Ground Floor
157-171 Haldon St,
Lakemba, NSW, 2195
admin@wisemaneducation.com.au
RTO: 45415 | CRICOS PROVIDER: 03709E
www.wisemaneducation.com.au