



WISEMAN

& CO. Advanced Learning

INSTITUTE

2020 - 2021

**INTERNATIONAL
STUDENT PROSPECTUS**

RTO: 45415 | CRICOS PROVIDER: 03709E

Welcome to Wiseman Institute



MR. MD AJAY CENA
Chief Executive Officer

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 centre 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 characterized by an uncompromising commitment to outstanding teaching and learning and the development of highly motivated, work-ready, and respected graduates.

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

Our commitment to ensuring an outstanding study experience at 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.

Effective from 2020

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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 who 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 endeavour to inculcate moral and ethical values in our students to make them highly skilled professionals.



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About Lakemba

Lakemba is a suburb in south-western Sydney, in the state of New South Wales, Australia. Lakemba is located 15 kilometers 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 center comprises a retail/commercial strip running north-south along Haldon Street. The center generally has a traditional, fine grain, built form with 1–2 story 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 center 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 several perpendicular secondary streets. There is 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 is 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 Night Rider 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.

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



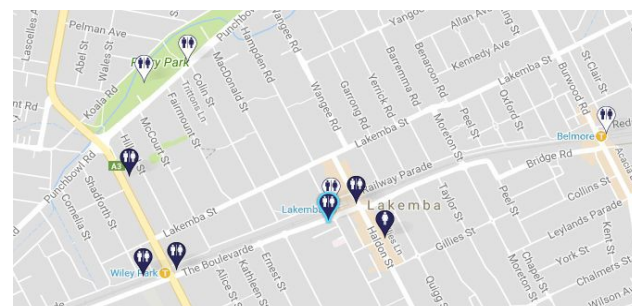
Haldon Street, Lakemba

Open: Mon-Fri 9am-5pm

Public toilets

Lakemba has a large network of public toilets, some of which are coin operated. If you are 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.

All these actions come with fines which are issued by various 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 you're 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 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, any many more all cohesively involved in the community adding spirituality and faith to the community of Lakemba.

Our Sydney

Sydney is one of the worlds 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 harbor and hosts many tourist attractions as well as several 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

Do not miss the chance to shop in the famous Queen Victoria building. This stunning shopping centres occupies an entire city block. Sydney offers a whole range of great tourist attractions from the world-famous Sydney Opera House and Sydney Harbor 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 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 recognized 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 up to 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 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 recognizes Australian qualification framework (AQF) qualifications and statements of attainment issued by other registered training organizations (RTO'S). Our team at Wiseman Institute are committed to recognizing a student's 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

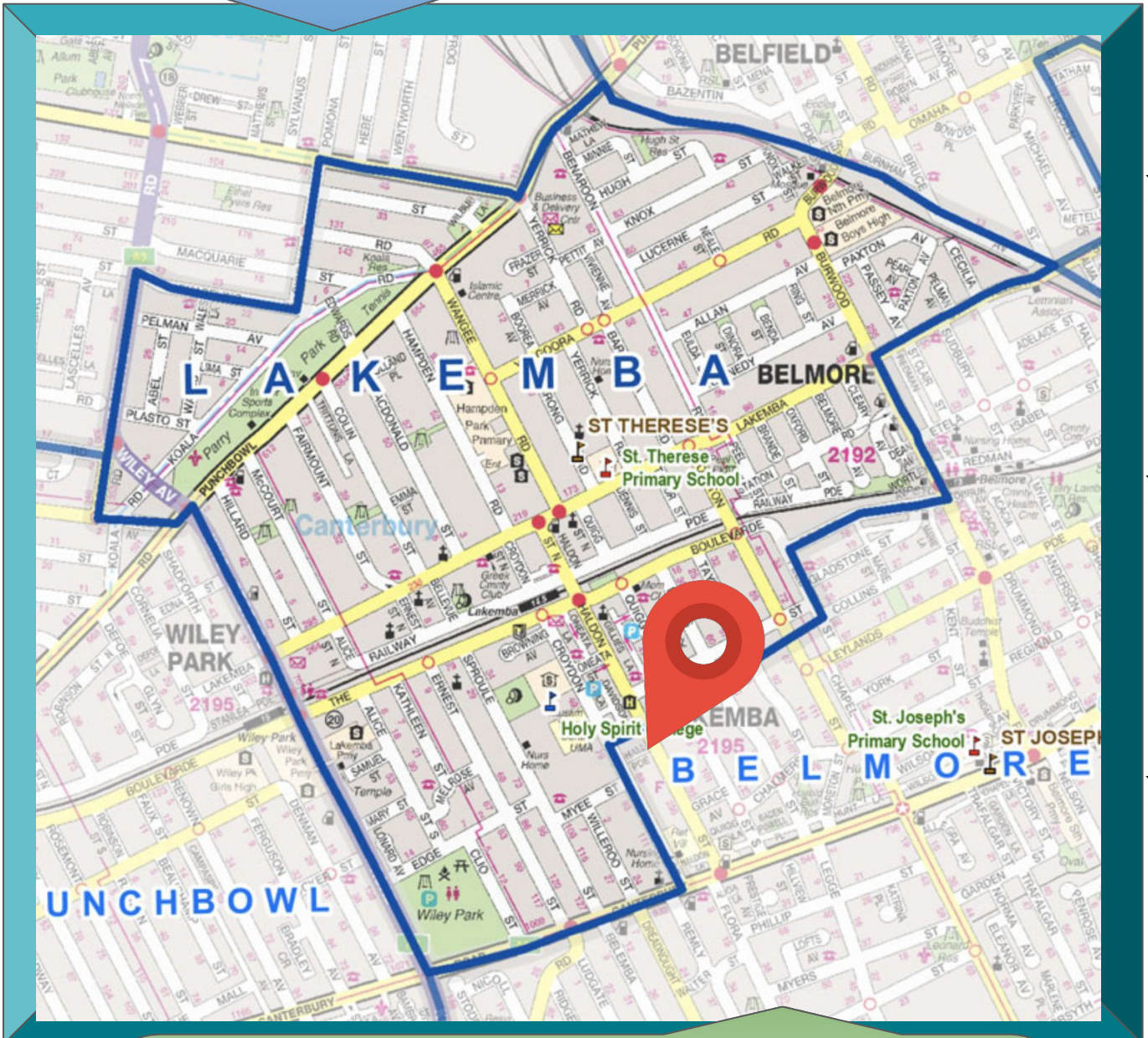
The following learning resources can be accessed by the students:

- Learning and assessment strategies
- Audio visual aids
- Commercial kitchen equipped with the required tools and equipment
- Internet access wireless internet
- Kitchen facilities
- Student Online Portal on wisemaneducation.com.au
- Functional restaurant dining room
- Access to commercial kitchens onsite
- Computer rooms and printing facilities

Our main locations are in the suburb of Lakemba.

- Building 1: 157 – 171 Haldon St, Lakemba NSW 2195
- Building 2: 132 – 136 Haldon St, Lakemba NSW 2195

Map of Lakemba



Our locations are centrally located between Shops and transportation for utmost convenience.

If lost call 1800 905 091

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 is 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.

Courses that get you qualified in Australia.

-- SIT30816 Certificate III in Commercial Cookery --

This course averages 1034 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 1474 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 career in leading a kitchen, 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, analyzing, and organizing 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.

-- SIT50416 Diploma of hospitality management --

This course averages 1342 hours of duration including work placement; this course is 66 weeks including holidays. This course is designed to provide participants with the skills, knowledge, and attitudes to meet the demands of the culinary industry.



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 Hospitality Management & Commercial Cookery.
- Training that incorporates the following key competencies: collecting, analyzing, and organizing 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 & manager.
- Interpersonal skills essential for a successful career in the hospitality industry.

SIT50416 - Diploma of hospitality management

| | | | |
|--------------------|--|---|----------------------|
| Course Code | SIT50416 - Diploma of hospitality Management | Tuition Fees | AUD \$ 19,820 |
| CRICOS Code | 0101155 | Enrolment Fees (Non - refundable) | \$ 300 |
| Duration | 66 weeks | Total Hours | 1344 |
| Hours (FT) | 20 Hours per week (face to face) | Study Mode | 100% Face to Face |

Course Description

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager.

The diversity of employers includes:

Restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops.

Course Fees

| 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 (including Holidays) | Total Hours | 1034 |
| Hours (FT) | 20 Hours per week (face to face) | Study Mode | 100% Face to Face |
| Course Description | | | |
| <p>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.</p> <p>Using discretion and judgement, they work with some independence and under limited supervision using plans, policies, and procedures to guide work activities.</p> <p>This qualification provides a pathway to work as a commercial cook in organizations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.</p> | | | |

| 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 | Total Hours | 1474 |
| Hours (FT) | 20 Hours per week (face to face) | Study Mode | 100% Face to Face |
| Course Description | | | |
| <p>This qualification reflects the role of commercial Chefs 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.</p> <p>This qualification provides a pathway to work in organizations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.</p> <p>Possible job titles include:</p> <p>Chef, chef de Partie.</p> | | | |

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.

Term Structure: Certificate III in Commercial Cookery (only)

| Training Schedule | SIT30816 Certificate III in Commercial Cookery | 25 units | |
|-------------------|--|---------------------------|----------------|
| Week | Subject | Kitchen & Classroom | Work placement |
| | Orientation Session | | |
| 1-10 | 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 perishable items SITXHRM001 Coach others in job skills SITHIND002 Source and use information on the hospitality industry | 200 + 20 hours self-study | |
| 11-12 | Term break 1 (2 weeks) | | |
| 13-22 | SITHKOP002 Plan and cost basic menus SITXWHS002 Identify hazards, assess and control safety risks SITXINV001 Receive and store stock BSBSUS201 Participate in environmentally sustainable work practices SITXWHS001 Participate in safe work practices BSBWOR203 Work effectively with others SITHKOP001 Clean kitchen premises and equipment SITHPAT006 Produce desserts | 200 + 20 hours self-study | |
| 23-24 | Term break 2 (2 weeks) | | |
| 25-34 | SITHCCC006 Prepare appetizers and salads SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITHCCC012 Prepare poultry dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes | 200 + 20 hours self-study | |
| 35-36 | Term break 3 (2 weeks) | | |
| 37-48 | SITHCCC018 Prepare food to meet special dietary requirements SITHCCC019 Produce cakes, pastries and breads SITHCCC020 Work effectively as a cook | 240 + 24 hours self-study | |
| | External Work placement @ 50 service periods | | 200 |
| 49-52 | Term 4 break (4 weeks) (Course Completion) | | |

Term Structure: Certificate IV in Commercial Cookery (only)

| Training Schedule | SIT40516 Certificate IV in Commercial Cookery | 33 units | |
|-------------------|--|---------------------------|----------------|
| Week | Subject | Kitchen & Classroom | Work placement |
| | Orientation session | | |
| 1-10 | 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 perishable items SITXHRM001 Coach others in job skills SITHIND002 Source and use information on the hospitality industry | 200 + 20 hours self-study | |
| 11-12 | Term break 1 (2 weeks) | | |
| 13-22 | SITHKOP002 Plan and cost basic menus SITXWHS002 Identify hazards, assess and control safety risks SITXINV001 Receive and store stock SITHPAT006 Produce desserts | 200 + 20 hours self-study | |
| 23-24 | Term break 2 (2 weeks) | | |
| 25-34 | SITHCCC006 Prepare appetizers and salads SITHCCC007 Prepare stocks, sauces and soups SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITHCCC012 Prepare poultry dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes | 200 + 20 hours self-study | |
| 35-36 | Term break 3 (2 weeks) | | |
| 37-48 | SITHCCC018 Prepare food to meet special dietary requirements SITHCCC019 Produce cakes, pastries and breads SITHCCC020 Work effectively as a cook | 240 + 24 hours self-study | |
| | External Work placement @ 50 service periods | | 200 |
| 49-52 | Term 4 break (4 weeks) | | |
| 53-62 | SITXHRM003 Lead and manage people SITXCCS007 Enhance customer service experiences BSBDIV501 Manage diversity in the workplace SITXMGT001 Monitor work operations SITXCOM005 Manage conflict SITXHRM002 Roster Staff | 200 + 20 hours self-study | |
| 63-64 | Term break 5 (2 weeks) | | |

| | | | |
|-------|--|---------------------------|--|
| 65-74 | SITXFIN003 Manage finances within a budget SITHKOP004 Develop menus for special dietary requirements SITXINV004 Control stock SITHKOP005 Coordinate cooking operations SITXWHS003 Implement and monitor work health and safety practices BSBSUS401 Implement and monitor environmentally sustainable work practices | 200 + 20 hours self-study | |
| 75-78 | Term break 6 (4 weeks) Course Completion | | |

Term Structure: Diploma of Hospitality Management (only)

| Training Schedule | SIT50416 Diploma of Hospitality Management | 28 units | |
|-------------------|--|---------------------------|----------------|
| Week | Subject | Kitchen & Classroom | Work placement |
| | Orientation session | | |
| 1-12 | SITXHRM003 Lead and manage people SITXCCS007 Enhance customer service experiences BSBDIV501 Manage diversity in the workplace SITXMGT001 Monitor work operations SITXCOM005 Manage conflict SITXHRM002 Roster Staff HLTAID003 Provide First Aid SITXFSA001 Use hygienic practices for food safety | 240 + 22 hours self-study | |
| 13-14 | Term break 1 (2 weeks) | | |
| 15-26 | SITXFSA002 Participate in safe food handling practices safety practices SITHCCC006 Prepare appetizers and salads SITHCCC007 Prepare stocks, sauces, and soups SITHCCC008 Produce vegetable, fruit, egg and farinaceous dishes SITHCCC012 Prepare poultry dishes SITHCCC013 Prepare seafood dishes SITHCCC014 Prepare meat dishes | 240 + 22 hours self-study | |
| 27-28 | Term break 2 (2 weeks) | | |
| 29-38 | SITXFIN003 Manage finances within a budget SITHKOP004 Develop menus for special dietary requirements SITXINV004 Control stock SITHPAT006 Produce Desserts SITXWHS003 Implement and monitor work health and safety practices BSBSUS401 Implement and monitor environmentally sustainable work practices | 200 + 20 hours self-study | |

| | | | |
|--------------|---|---------------------------|------------|
| 39-40 | Term break 3 (2 weeks) | | |
| 41-50 | SITXCCS008 Develop and manage quality customer service practices SITXMGT002 Establish and conduct business Relationships BSBMGT517 Manage operational plan SITXFIN004 Prepare and monitor budgets SITXGLC001 Research and comply with regulatory requirements | 200 + 20 hours self-study | |
| 51-54 | Term break 4 (4 weeks) | | |
| 55-66 | SITXHRM004 Recruit, select and induct staff SITHIND004 Work effectively in hospitality service | 240 + 24 hours self-study | |
| | External Work placement @ 50 service periods | | 200 |
| | (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.

What students may need to bring with them to classes.

Students are required to bring their own Stationary such as a pen, electronic device such as laptop or tablet like an iPad, safety boots when attending practical classes. They must also carry with them the given chef hat, apron, and chef jacket with student ID that has been provided by the RTO to the student on orientation day at all times when attending classes.

Entry Requirements

| | |
|---|---|
| English Proficiency | Minimum IELTS score of 5.5 or equivalent with minimum 5 in each band Or Complete an LLN test at Wiseman institute before confirming enrolment. |
| 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 Hours (Full Time) | January-February / March-April / June-July / September-October 20 hours per week |
| Study Mode | 100% Face to face in a classroom |
| 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. 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, due to reason that are not the control of the RTO your application fee will not be refunded. If you are accepted, Wiseman and Co. Advanced Learning Institute will forward to you a Letter of Offer and the Fee Schedule.

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](http://www.studyinaustralia.gov.au/) 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

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, who 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

✉ ali@hmmkmigration.com

Head Office

Australia
Sydney

17 Haldon Street Lakemba 2195, NSW Australia.



Saud@hmmkmigration.com
+61430012300 +61424385485



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



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

Commonwealth Bank



Overseas Student Health Cover

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

For more information on Overseas Student Health Cover:

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

Medical Services

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

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



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 Human Affairs (DHA) (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 Human Affairs (DHA) 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). <https://www.border.gov.au/Trav/Work/Work/workplace-rights>

You can view your visa online using [Visa Entitlement Verification Online \(VEVO\)](#)

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](#)

[ABIS grants, non-profit and small business, primary industry, import and export, science and technology](#), Culture and Arts, heritage, history, honors 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/>



- **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.careeroney.com.au/
www.gumtree.com.au/



- **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

TERMS & CONDITIONS OF ENROLMENT

1. Student Responsibilities - VET

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

2. Visa Requirements

According to Visa requirements, all students are required to undertake full-time study workload and must attend a minimum of at least 80% of classes in their course, as per the duration stated in their Confirmation of Enrolment (CoE)

Failure to meet the minimum attendance requirements may result in the student being reported to the Department of Home Affairs (DHA) for unsatisfactory attendance, which may result in the cancellation of their student visa.

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

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

3. Enrolment & Selection (5.3)

- a) This form is just for registering your initial interest into training with the Institute and is not confirmation of your enrolment into the Institute. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
- b) All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
- c) The student is responsible for notifying the Institute if they have a medical condition or disability or require assistance in their training.
- d) An Enrolment Application Fee must accompany enrolment to enable the students' application to be processed.
- e) It is the student's responsibility to note the date, time and location of the course as advertised.
- f) Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- g) Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- h) If you are unable to complete your course, due to changed personal circumstances, the Institute will make every effort to ensure you are placed into an alternative pre-scheduled course.
- i) Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- j) The Institute reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.

- k) Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. the Institute's students are covered by public liability insurance whilst studying on campus.
- l) Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
- m) Completing the Enrolment Application Form does not guarantee a place with the Institute.
- n) The Institute reserves the right to decline an application.
- o) Students from assessment level 3 and 4 countries are advised to apply through the Institutes representative (International Student Agent).
- p) Applications will be processed when all required documents and the non-refundable enrolment fee are received by the Institute.
- q) Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made.
- r) When the duration of studies at the Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.
- s) The student is responsible for keeping a copy of the letter of offer, as provided by Wiseman & Co Advanced Learning Institute.

4. Course Fees and Payments (5.3)

- a) Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- b) Fees must be paid in Australian dollars by bank cheque or bank transfer to the Institute's bank account. the Institute will not be responsible for any monies paid to agents.
- c) The Institute reserves the right to vary fees.
- d) Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
- e) The Enrolment Application Fee is non-refundable in any circumstances.
- f) Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- g) Fees not paid by the due date will incur a late fee of 5% of the total fee due.
- h) The student puts at risk their CoE being cancelled if their course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with the Institute administration before the due date.
- i) The student is responsible for retaining a copy of the receipts received for all payments made
- j) An **Enrolment Application Fee of \$300** is required to be paid with this Enrolment Application Form, which is non-refundable
- k) Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
- l) If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- m) If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued, and the student will be given a six-month period to undertake reassessment if required.
- n) The Institute is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation

5. Refund Policy

- a) If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
- b) Student's are also eligible for a Refund if the Institute cancels the enrolled course or the Principal course application has been denied.
- c) Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
 - i. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.

- ii. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
- d) There will be no refund issued following commencement of studies
- e) All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.
- f) If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
- g) If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
- h) The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
- i) When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
- j) The Institute is only responsible for the refund of the commission received by the student's EA.
- k) To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
- l) Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
- m) Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of Wiseman & Co Advanced Learning Institute.
- n) No refund or transfer will be made to third parties.
- o) This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
- p) If a student disagrees with this process they have the right to submit a Complaint and Appeal Form to appeal the decision.
- q) This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

6. Deferring, Suspending or Cancelling Enrolment

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

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

Wiseman & Co Advanced Learning Institute is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

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

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

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

7. Accommodation and Airport Pickup Service

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

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

8. Students Contact Details

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

9. Termination

Wiseman & 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.

10. Privacy Protection

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

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

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

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

11. Changes to Agreed Services

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

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

12. Consumer Guarantee

the Institute guarantees that the services provided by the Institute will be:

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

13. Cooling Off Period

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

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

14. Complaints and Appeals

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

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

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

15. Credit Transfer

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

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

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

16. Language, Literacy and Numeracy (LLN)

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

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

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

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

17. Support Services

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

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

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

18. Legislative and Regulatory Requirements

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

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

19. Age Dependents

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

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

20. Wiseman & Co Advanced Learning Institute Contact Hours

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

21. Pre-Departure Information

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

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



WISEMAN
& CO. Advanced Learning
INSTITUTE

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Lakemba, NSW, 2195
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RTO: 45415 | CRICOS PROVIDER: 03709E
www.wisemaneducation.com.au