Student Handbook

Mercury Institute of Victoria (MIV)

2022

(International Students)

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or **Mercury Institute of Victoria** policy may impact on the currency of information included. **Mercury Institute of Victoria** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **Mercury Institute of Victoria**.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of **Mercury Institute of Victoria**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Mercury Institute of Victoria

Contact person: **Yudan Wang**

                       E: admissions@mercury.edu.au

                       T: 03 9654 0101
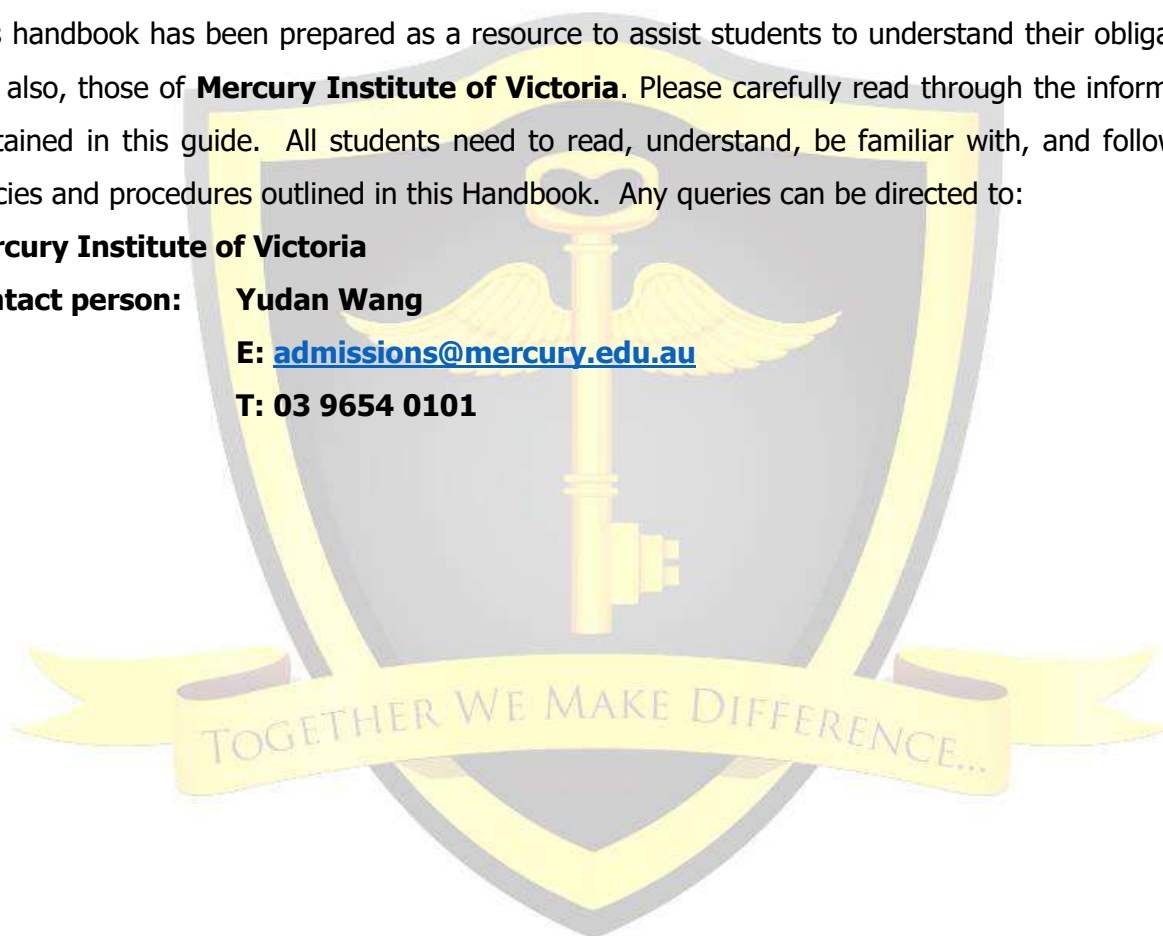
Important Details

Head Office: **Mercury Institute of Victoria Pty Ltd**

T/A Mercury Institute of Victoria

RTO Number 41264

Provider Code: 03439M

Level 1, 117 Lonsdale Street

Melbourne, VIC 3000

T: **03 9654 0101**

E: admissions@mercury.edu.au

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Melbourne Campus: **Level 1, 117 Lonsdale Street**

Melbourne, VIC 3000

Canberra Campus: **15 Moore St**

Canberra, ACT 2601

Student Details:

Name:	
Address:	
Phone contact:	
Email:	
Course of study:	
Trainer/ Assessor name:	

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Melbourne, Australia, 2022

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WELCOME

From the Chief Executive Officer

Welcome to **Mercury Institute of Victoria!**

Thank you for your interest in studying at Mercury Institute of Victoria.

Mercury Institute of Victoria aims to support students to achieve their lifelong educational and career goals by offering a range of vocational courses, all of which are accredited by the Australian Government.

The Institute is committed to providing practical approaches to delivering quality education to International students.

By focusing on both theoretical and practical knowledge, Mercury Institute of Victoria endeavours to bridge the knowledge gap between students and industry requirements.

Committed to an outstanding study experience, MIV's highly competent and passionate staff will make each student's educational experience a unique one.

We look forward to welcoming you to our vibrant and diverse community within Mercury Institute of Victoria and the broader Australian environment.

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Chief Executive Officer

INTRODUCTION

This handbook will explain about our organisation, how we operate and what to expect during your training and study journey with us. Mercury Institute of Victoria (MIV) is registered with the Australian Skills Quality Authority (ASQA) and the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to provide the national training packages as listed on its scope of registration on the National Training Register
http://training.gov.au/Organisation/Details/41264 and on the CRICOS
http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03439M

Our aim is to ensure that as a valued student and presenting an Australian Qualification you will receive the highest quality training, education and practical/simulated workplace experience possible during your study journey with MIV.

It is with great confidence that we invite you to participate in our VET courses. It will not only be a great career investment, but we will together make a difference and try to provide a learning journey of transformation for you and Mercury Institute of Victoria.

ABOUT US

Mercury Institute of Victoria (MIV) was founded in 2015 in Melbourne, Victoria, as a Registered Training Organisation (RTO) delivering nationally recognised qualifications. In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **41264**.

Melbourne campus is located in a premium location in Melbourne CBD, which is accessible by many forms of public transport. Our courses are delivered by appropriately qualified and experienced trainers. We also opened Canberra Campus in 2022.

Mercury Institute of Victoria delivers the following courses to international students:

- BSB50420 Diploma of Leadership and Management [104267H]
- BSB60420 Advanced Diploma of Leadership and Management [106669G]
- BSB80120 Graduate Diploma of Management (Learning) [106670C]
- SIT30821 Certificate III in Commercial Cookery [109835G]
- SIT40521 Certificate IV in Kitchen Management [109491D]
- SIT50422 Diploma of Hospitality Management [111012F]

Our vision is to be recognised as a leader in the quality tertiary education provider through providing quality assessments, teaching and a quality learning environment, while developing core work skills in our student cohorts.

Our mission is to create opportunities through innovation and entrepreneurship development in our students, and to become a leader through delivering better learning solutions and quality assessments in tertiary education.

Our values are to provide our students with a training environment that is efficient and supports both personal and professional growth.

We are committed to strengthening our VET sector, and to continue building our reputation as an Australian quality training provider of capacity and capability building for an industry-relevant workforce.

Recognition

All programs offered by Mercury Institute of Victoria are approved by the Australian Government and are nationally recognised. MIV maintains strong links with all relevant professional bodies and encourages and invites their participation in all of our validation meetings.

Course fees and other charges

Our programs are competitive in the marketplace. Our pricing structure provides students with confidence that they are receiving value for money on their investment. For more information about course fees and other charges please visit www.mercury.edu.au or contact MIV reception on +61 3 9654 0101, or email admissions@mercury.edu.au.

Small Class Sizes

As part of our educational strategy, students will be placed into small class sizes not exceeding 25 students for theory classes to maximise student development and learning outcomes. This encourages active participation between students and teachers. This strategy also assists us in ensuring that cross-cultural understanding is promoted and enhanced.

Flexible Learning

We provide flexible study options and, where possible, schedule daytime and evening classes to meet the needs of all of our students.

This timetable can be achieved by scheduling classes for 20 hours per week. This may be delivered by one of the following scheduling options:

- 2 days at 8 hours, 1 day at 4 hours
- 3 days at 4 hours, 1 day at 8 hours
- 5 days at 4 hours

Student's timetable will be provided on during Orientation. International students are supposed to attend 20 hours per week face-to-face class delivery.

Advanced Technology and Resources

Our computer lab is equipped with modern technology and is accessible from Monday-Sunday, between 8:45am-9:45pm, to assist students during their studies. Students have free access to their email and can use the free Wi-Fi for personal use during their enrolment with us, provided this use does not contravene MIV's policy regarding illegal use of technology.
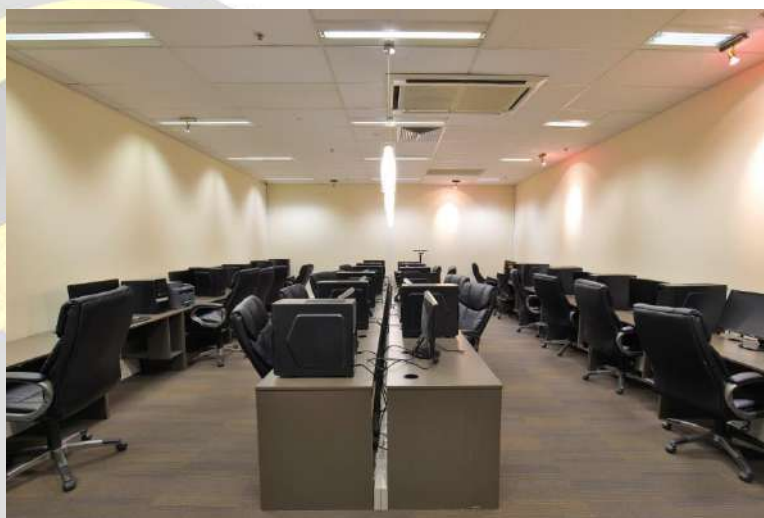
Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Student Handbook. Feel free to contact us with any query you may have regarding your learning experience with Mercury Institute of Victoria.

PRE- ENROLMENT INFORMATION

Rights and obligations

To make the most of your learning experience it is important that everyone understands their rights and obligations.

Students are expected to:

- Commit to a study plan that allows for completion of the course in which you are enrolled.
- Respect our staff, property, other students and the support you receive from your trainer/assessor and workplace personnel. The destruction of student or workplace property, harassment or bullying of individuals, and discriminatory or offensive language is not acceptable and could result in immediate cancellation of enrolment and action to recover costs. Students may appeal any decisions made by management regarding their behaviour.
- Complete all assessments in the agreed timeframe and follow your training plan.
- Be open and honest with your trainer and other MIV staff about any concerns that you have regarding the services and support you receive.
- Respect the rights of others to learn and participate in the learning process.
- Report any incidents that threaten the safety of any individuals either verbally to your trainer or in writing to the Administration Manager. Mobile phones should be turned off during all training sessions.
- Know about MIV's safety and evacuation procedures so that you can respond appropriately in an emergency situation.
- Report any accidents or injuries that you encounter to ensure that you or others receive prompt first aid or medical attention. Students requiring first aid treatment must speak to their trainer who will assist them.
- Advise a Student Support Officer if they have a disability or illness that requires special assistance.
- Work with your trainer and assessor, as they are your primary support person. You need to talk to them about any special learning needs that you may have and establish a line of communication with them to access the support you need.

Our Obligation to You

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

Welfare and Guidance

Specific student welfare and guidance services we may offer include:

- Information on training/assessment options.
- Support regarding issues that might interrupt your training or affect your ability to continue or complete your training.
- Special consideration for students who can demonstrate trauma or extreme hardship and who may need to suspend their studies until a more suitable time.
- Refer to consular if required.

MIV Role and Responsibilities to student

MIV is committed to ensuring that each student receives a quality training experience with a well-resourced learning environment and the support they require to reach their study objectives in a realistic timeframe. In practice this means we will ask you at enrolment about any special requirements that you may have and talk to you about any assistance that may be required. We also provide consistent support to our students by assigning them with a trainer. MIV wants you to achieve your goals and spread the news about your success!

Student Complaints and Appeals

MIV has a Complaint and Appeal Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing MIV's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with this outcome, the student may request mediation through the Overseas Student Ombudsman.

Please refer to the *Complaint and Appeal Policy and Procedure* for more information.

ENROLMENT

The enrolment process may vary depending on the type of qualification you intend to study.

Student Enrolment Procedure

On initial contact, students are to be informed of MIV's training and delivery mode to suit their particular circumstances. Students will be provided with information on the training program content, student handbook, qualification delivery mode, fees and charges, and complaints and appeals. Students will also be directed to the website for further information on MIV's policies and procedures, the ESOS Framework, TPS information, course outline and other relevant forms.

The following steps are to be followed when enrolling a new student:

Step 1 – Completing the Application Form (prospective students)

MIV's Administration Department is to ensure that all required fields have been filled in, including the student's date of birth and details of all current and completed studies with accurate dates.

The administration department ensures that:

- The application form with applicant's signature is completed;
- Pre training review is arranged and conducted
- Copies of academic qualifications and transcripts are provided;
- Copies of English language proficiency are provided;
- Copies of passport are provided (main page and visa page where appropriate); and
- Letter of offer and details for payment of tuition and other fees are sent to the student prior to them signing the written Acceptance Agreement.

Step 2 – Providing Supporting Documentation

The administration department will check the documents submitted by the student. The administration officer will check the student's visa conditions and, if required, the student will be asked to provide any other supporting documentation with their application through emailing either the education agent or the student directly.

Step 3 – Applying for Advanced Standing

- At the time of enrolment, if the administration department finds that enrolled students are eligible for advanced standing (Credit Transfer/RPL), the qualification transcripts will be

forwarded to the Training Coordinator for each qualification and the student will be informed of their eligibility; or

- If an applicant is applying for advanced standing, they are required to attach the Credit Transfer Application Form/RPL Kit to the application, including the details of all subjects they have successfully completed and would like credit for, as well as certified copies of qualifications and academic transcripts or USI transcripts.

Please refer to the *Recognition of Prior Learning and Credit Transfer Policy* for more information.

Step 4 – The administration department assesses the application and issues a Letter of Offer and Acceptance Agreement.

Step 5 – Student accepts the offer and signs the Acceptance Agreement.

Step 6 – MIV receives the signed Acceptance Agreement.

Step 7– Student pays the fees.

Step 8 – CoE is issued.

Enrolment Dates
Mercury Institute of Victoria operates on a system of rolling start dates. This means you are able to enrol and start studying straight away. MIV offers monthly intakes for each qualification. Please enquire at admissions@mercury.edu.au.

Entry Requirements
Please check details in **COURSE INFOMRATION** session or contact **Mercury Institute of Victoria** to confirm any prerequisites that are required for entry to the course in which you are interested.

Pre-Training Review
All students at MIV are expected to undertake a pre-training review. A pre-training review is designed to identify any language, literacy and/or numeracy issues and provide additional support where required to ensure each student is enrolled in the appropriate course.

Unique Student Identifier (USI)

The [Unique Student Identifier (USI)](#) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI.

The USI scheme will provide a national online authenticated record of students' training achievements and will serve as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfers and prerequisites.

MIV will only issue a qualification or statement of attainment to a student after the student has provided a USI or **MIV** applies for a USI on the student's behalf. To avoid any delays in issuing certification documentation, MIV will try to ensure that students' USIs are applied for and verified at the time of enrolment or during the orientation session.

MIV will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. MIV stores all paper-based records in locked cabinets. Digital records are backed up on Google Drive. All AQF certification documentation issued by MIV are kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, MIV does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting training-related data to the national VET provider collection (National Centre for Vocational Education Research (NCVER)), each record of nationally recognised training will have a USI attached. This USI can be used to draw down on this data collection in real time. This means that in the future, students will be able to obtain a record of their VET achievements from one place. They can view this online or use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for **Mercury Institute of Victoria** when as the data builds, MIV will, with the student's permission, be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing students' admission to courses, applications for credit transfer, and in some circumstances, their eligibility for funding. More

information is available from the <u>Department of Industry's website</u> where a comprehensive video outlines the USI scheme for MIV staff.

STUDYING AT MERCURY INSTITUTE OF VICTORIA

Course Assessments

A number of approaches to course assessment are used by MIV. Assessment approaches may be undertaken by practical demonstrations, case studies, projects, presentations, role plays and written tests.

Plagiarism

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and the student repeating the unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts a second time, they may be suspended or expelled from the school. All work submitted must demonstrate competence in the unit of study and be directly attributable to the student.

Please refer to the *Plagiarism Policy and Procedure* for more information.

Transfer between Registered Providers

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course. MIV will not allow students to transfer to another provider within six months of the commencement of their principal course of study in circumstances where the transfer would be detrimental to them as detailed in their application.

Please refer to the *Student Transfer Policy and Procedure* for more information.

Deferral, Suspension and Cancellation of Studies

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer their commencement or suspend their studies must apply in writing by submitting the *Application to Suspend, Defer or Cancel Enrolment* to the administration department or a student support officer.

Compelling or compassionate circumstances may include:

- Serious illness or injury
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience

- If MIV is unable to offer a prerequisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

If you know that you will not be attending classes during the study period you should contact the institute to discuss your circumstances. Subsequent to your discussion you will be required to formally apply for the deferral/suspension/cancellation and provide documented evidence supporting your circumstances/reasons for the request.

The institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. MIV reports the deferral of commencement, suspension of enrolment and cancellation of enrolment to the Department of Home Affairs (DHA) and this may affect the status of a student's visa.

Please refer to the *Deferring, Suspending or Cancelling Students' Enrolment Policy and Procedure* for more information.

Academic Progress

International students studying VET courses are expected to maintain satisfactory course progress. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period. Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals processes.

A failure in more than 50% of units in a study period will trigger a review of academic progress by the school and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

In order to have the best chance of maintaining satisfactory progress, you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers; and
- Make an appointment with the Student Support Officer/Administration Manager or Training Coordinator if you are having any difficulties with your studies.

In addition to the above minimum requirement, MIV will implement counselling procedures and an intervention strategy when they think you may be at risk of not meeting the requirements.

If students fail to meet the requirements of satisfactory course progress, they will be reported to DHA.

Please refer to the *Student Progression and Completion Policy and Procedure*.

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a type of health insurance that covers the cost of medical and hospital care, which international students must have while in Australia for the duration of their course of study. OSHC will also pay for most prescription medication and emergency ambulance transport. The OSHC premium cover must be paid before a student visa is issued. MIV can organise cover for you if you wish, just let the administration or student services department know at the time of application.

You can find out more about OSHC at www.health.gov.au www.study.vic.gov.au.

Change of Contact Details

Upon arriving in Australia students are required to advise MIV of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the school of a change of contact details within 7 days as, under Section 20 of the ESOS Act, the institute is obliged to serve a notice of the last known address of students if they breach a student visa condition relating to attendance or academic performance. The school may also send warning notices to students that are aimed at helping prevent breaches of visa conditions.

As per the Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their best interest to keep their records up-to-date to ensure they receive important information about their course, fees, and possible breaches of their student visa.

Additional information on student visa issues is available at www.homeaffairs.gov.au.

Mode of Delivery

Face-to-Face Classroom-based Delivery:

Delivery will be face-to-face for 20 hours per week. MIV's trainers use an interactive delivery method in a classroom environment. A group of maximum of 25 students in each batch give trainer enough time and space to deliver the content of the course with engaging students. MIV ensures that all trainers are dynamic and engaging to motivate students, and encourages trainers to use some of the following delivery methods in class:

- Presentations
- Formative activities during facilitation in classes

Mercury ensure that the learning environment to be safe and accessible, and meet the student's needs.

Due to the volume of learning, students are expected to commit to some self-paced learning. Please see Course Information for more details including total amount of training required.

As a temporary adjustment during COVID crisis, online study method is adopted under certain circumstances, which may change according to government suggestions. Please contact student administration team to confirm the current arrangement.

Full-Time Study

Australian law requires international students to study a full-time study load. A full-time study load is considered as a minimum of 20 hours per week of face-to-face.

Student ID Card

All enrolled students are entitled to a student ID card at no extra cost. Please check that all of your personal details are correct prior to your card being issued. A fee applies to replace lost or damaged cards.

Student Orientation

All students are required to participate in an orientation program which provides detailed information on living and studying in Melbourne and Canberra, and includes all required course information to ensure a smooth start to the term and program. It will include information on vocational education in Australia, MIV's policies and procedures, Student Support Services, school terms and re-

assessment weeks, student responsibilities and requirements, occupational health and safety procedures, as well as living in both campus (transport, banking and accommodation services etc.). In addition, Mercury Institute of Victoria will ensure all students undertake a Language, Literacy, and Numeracy (LLN) test through the orientation process to understand the student's 'ability to complete the course. This test will occur prior to course commencement and will be assessed by a qualified Trainer.

Access and Equity

Mercury Institute of Victoria will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. MIV prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Mercury Institute of Victoria will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

Access and equity in practice is about ensuring that all students, irrespective of difference, have the same opportunity to achieve their desired learning outcomes.

Therefore, MIV ensures that:

- The selection process is non–discriminatory and students are provided with the assistance and guidance they require to make their training decisions. MIV is transparent in the information we provide about the training, assessment, student support services, and student rights and obligations.

- It provides an inclusive learning environment through careful consideration of student learning preferences, selection of resources, varied delivery strategies, and encouragement

to participate.

- It establishes the needs of its students, and tries to cater for these needs.
- It is fair and flexible in its approach to learning and makes reasonable adjustments where required to ensure that students learn in a safe and positive learning environment. Our focus is on providing the support that students need to maximise their chances of success.
- Students have access to training materials and facilities necessary to complete their course as is reasonably expected to be provided by MIV.
- It interacts with industry experts and other parties who contribute to the learning and assessment process.
- Students have timely access to current and accurate records of their participation and progress.
- Appropriate mechanisms and services are provided for learners to have complaints and appeals addressed efficiently and effectively.

It is the responsibility of all staff at **Mercury Institute of Victoria** to uphold our commitment to access and equity principles. If you have questions or concerns, please contact us at admissions@mercury.edu.au.

Change in Ownership

If there is a change of ownership at MIV, or any changes to any third-party arrangements MIV has put in place for delivery of services to learners, MIV's CEO Compliance Manager will notify learners in writing about the change.

Students with School-age Dependants

Students with school-aged dependants should add a further 20% to their annual budget for their first child, plus additional finance for the cost of schooling. For each additional child a further 15% should be added into their budget.

For more information about your obligations for school-aged dependents, please visit: https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children

MIV POLICIES AND PROCEDURES

The following policies and procedures underpin **Mercury Institute of Victoria**'s operations. Please contact **our Administration Department** for more information or visit the Policy Library page.

- Access and Equity Policy
- AQF NRT Logo Use Policy and Procedure
- Attendance Policy
- Business and Financial Viability Policy
- Changes to Registered Providers' Ownership or Management Policy and Procedure
- Code of Conduct Policy and Procedure
- Complaint and Appeal Policy and Procedure
- Core Skills and LLN Support Policy and Procedure
- Critical Incident Policy and Procedure
- Deferral, Suspending or Cancelling Students Enrolment Policy and Procedure
- Education Agent Policy and Procedure
- Enrolment Policy and Procedure
- Fees, Charges and Refund Policy
- Industry Consultation Policy
- Marketing Information and Practice Policy and Procedure
- Plagiarism Policy and Procedure
- Privacy Policy
- Professional Development Policy
- Qualification Issuance and Data Provision Policy and Procedure
- Quality Assurance Policy and Procedure
- Recognition of Prior Learning and Credit Transfer Policy and Procedure
- Records Management Policy
- Resource Acquisition Policy and procedure
- Staff Capability, Educational Resources and Premises Policy
- Student Progression and Completion Policy and Procedure
- Student Support Policy and Procedure
- Student Transfer Policy and Procedure
- Student with Special Needs Policy and Procedure
- Training and Assessment Policy and procedure

- Training Package Transition Policy and Procedure
- Validation Policy and Procedure
- Workplace Health and Safety Policy

STUDENT SUPPORT SERVICES

MIV staff can be approached to gain advice on academic and personal issues. They will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by Mercury Institute have the responsibility to provide support to all students, the RTO shall nominate a 'Student Support Officer(s)' who will be available to all students, on an appointment basis, through the standard RTO hours of business.

Student Support Services include the following:

- *Welfare*
- *Medical and Emergency Services*
- *Safety and Security*
- *Academic Support*
- *Career Development Workshops*
- *LLN and Technology Support*
- *Adjusting to life in Australia (Accommodation, Job Search, Local facilities, Transportation)*

Official Point of Contact for MIV: Jackie GE
Phone: 03 9654 0101
Email: jackie.ge@mercury.edu.au

Students can access the student support officer(s) directly or via the administration department and an appointment will be organised as soon as practical.

All Student Support Services are provided for students at no additional cost.

Academic Support

For the duration of the qualification enrolment period, students are eligible for a number of privileges, including access to MIV's library, and mentoring, tutorial and consultation sessions as

additional academic support. MIV provides academic support for students struggling with their assessments and other academic issues like referencing.

Language, Literacy, and Numeracy (LLN) Support

MIV will review all enrolment applications to ensure entry requirements are being met prior to acceptance into a course.

In addition, MIV will ensure all students undertake a *Language, Literacy, and Numeracy (LLN) test and Training Needs Analysis* through the enrolment process to ensure that all students have the ability to complete the course. This test will occur during the orientation session prior to course commencement and will be assessed by a qualified trainer.

If the student cannot complete the LLN test satisfactorily then an LLN Report will be completed which includes the required action to be taken to assist the student to be able to complete the course (maintained in the *Student Support Register*). The LLN report has the provision to schedule and document processes to provide support and guidance to the student in line with issues identified in the LLN test. The LLN report also allows for the monitoring and evaluation of the support being provided.

The Administration Manager/Student Support Officer will be responsible for ensuring that any student identified as requiring LLN support is provided this support and is maintaining satisfactory progress throughout their enrolment. Where a student is not maintaining satisfactory course progress, the Administration Manager may determine that as part of the intervention strategy the student will be provided LLN support as appropriate to the individual student.

LLN support will be provided to students at no additional cost.

Trainers can provide extra assistance by using strategies like:
- Providing academic support e.g. additional classes or study groups;
- Recommending participation in MIV's workshops for student support;
- Using short and simple sentences to explain;
- Using real life experiences in the classroom;
- Confirming that students are understanding the questions by asking them in the class;
- Referring students to courses that may help them to develop the skills in these areas;

- Including more pictures or diagrams e.g. PowerPoint presentations, videos etc. during the learning process; and
- External/third Party references such as:
    - Math's Online
        - https://www.mathsonline.com.au/
    - Reading and Writing Hotline
        - http://www.readingwritinghotline.edu.au/

Reasonable Adjustment

Reasonable adjustment will be provided to individuals with a disability according to the nature of the disability. Reasonable adjustments are made to ensure that the student is not presented with artificial barriers to demonstrating achievement in the program of study. Reasonable adjustments may include the use of adaptive technology, alternative methods of assessment such as oral assessment, and individual assessment conditions such as enlarged print materials, scribes, or additional time.

Please refer to the *Student with Special Needs Policy and Procedure* for more information.

mailto:admissions@mercury.edu.au

Other Support Services

MIV is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help.

Included are:

Lifeline: 13 11 14 or www.lifeline.org.au

Beyond Blue: 1300 22 4636 or www.beyondblue.org.au

Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

Victims of Crime Helpline: 1800 819 817

International Student Care Service (ISCS): 1800 056 449

WorkSafe for Workplace Incidents: 13 23 60

State Emergency Service for storm, Rain damage: 13 25 00

Australian Health Management 24-hour Emergency Help: 1800 006 745

Emergencies/Ambulance/Fire Brigade/Police: 000

COST

Information about fees and charges is documented clearly and outlined in the section 'Course Information'.

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school, agent etc.) who will be paying the tuition fees. All fees are correct.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (https://www.humanservices.gov.au).

Please note that MIV may update fees and charges from time to time and it is recommended that potential students contact MIV to ensure the most up to date information is obtained.

Students have the option of paying in instalments. Please enquire at admissions@mercury.edu.au for a personalised payment plan.

Payment Options

Payment of course fees can be made to **Mercury Institute of Victoria** via:

- Electronic funds transfer (please provide your name and student ID when making a transaction)
- Cash (MIV headoffice at Level 1, 117 Lonsdale Street, Melbourne 3000)

Fees must be paid by the due date agreed in your payment plan. This will be clearly stated prior to your enrolment.

Bank Details

Bank Name: Commonwealth Bank

Account Name: Mercury Institute of Victoria

BSB No: 063 019

Account No: 1135 4829

Swift Code: CTBAAU2S

Please note that outstanding fees may result in cancellation of your enrolment and/or **Mercury Institute of Victoria** withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us at admissions@mercury.edu.au to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the Payment Plan, **Mercury Institute of Victoria** may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact **Mercury Institute of Victoria** as early as possible to discuss your options.

Course Withdrawal

If you wish to withdraw from a course, you must advise **Mercury Institute of Victoria** in writing of your decision within **14 days** and fill out *Application to Suspend, Defer or Cancel Enrolment* and *Refund Application Form*.

If applicable, the money will be refunded to the student within 14 days after the written request is received.

Refunds

Should a student withdraw from a course for any reason, a partial refund may be applicable. Please contact **Mercury Institute of Victoria** on **03 9654 0101** to discuss individual circumstances. Please refer to the *Refund Policy and Procedure* for more information.

INTRODUCTION OF AUSTRALIA

General Information

Geography

Australia is one of the world's oldest land masses. It is the Earth's biggest inhabited island and the sixth largest country in the world. It is also one of the driest, with just 6 per cent of its land considered suitable for agriculture. Distances are vast and visitors are often surprised at the size of the country and how long it takes to travel from city to city. Australia stretches about 4000 kilometres from east to west and 3700 kilometres from north to south. It takes about five hours to fly from Sydney to Perth. In total area, Australia is about the same size as the United States (not including Alaska), more than double the size of India and 32 times the size of the United Kingdom.

Climate

Australia has a temperate climate with four distinct seasons, take Melbourne as example:

- Winter (June - August)
  Temperatures range from 10-15°C
- Spring (September - November)
  Temperatures range from 17-22°C
- Summer (December - February)
  Temperatures can rise above 35°C
- Autumn (March - May)
  Temperatures range from 17-24°C

The people

Australia's original inhabitants, the Aboriginal and Torres Strait Islander peoples, have been living in Australia for at least 40 000 years and possibly up to 60 000 years. The rest of Australia's people are migrants or descendants of migrants who have come from nearly 200 countries since the start of the European settlement of Australia in 1788. In 1945, Australia's population was about seven million people. Since then, more than 6.5 million migrants, including around 675 000 refugees, have settled in Australia. Today, Australia has a population of approximately 25 million people, 49 per cent of which were either born overseas or have one parent who was born overseas. Australians of all religious, racial, ethnic and social backgrounds live together in peace.

Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia. Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life. (*Source: www/border.gov.au/living-in-Australia)

Melbourne

Melbourne is Australia's second largest capital city and home to some of Australia's best cafes and restaurants. Melbourne has great events and has a passion for food and wine.

Melbourne is located on Port Phillip Bay in Australia's South East and has a population of 4,443,000. There are some 3500 restaurants and cafes in Melbourne.

Melbourne Central Business District (CBD)

One glance at a map and it is obvious that Melbourne is a planned city: a tidy, balanced grid of neatly angled streets. But beneath this sense of restraint lies a restless and creative energy pushing back at the city's seeming conservatism. The CBD is made up of precincts and distinct enclaves, each with its own flavour and charm. Some are just a lane or two while others cover the banks of the Yarra River or a busy CBD street.

Canberra

Canberra is the capital city of Australia. Founded following the federation of the colonies of Australia as the seat of government for the new nation, it is Australia's largest inland city and the eighth-largest city overall. The city is located at the northern end of the Australian Capital Territory at the northern tip of the Australian Alps, the country's highest mountain range. As of June 2021, Canberra's estimated population was 453,558.

Living in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia. While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The figures above are indicative only and the costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures. For more information visit https://www.homeaffairs.gov.au/.

Cost of Living

Knowing the average living costs in Australia is an important part of your financial preparation. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation

- Hostels and Guesthouses - $90 to $150 per week
- Shared Rental - $85 to $215 per week
- Homestay - $235 to $325 per week
- Rental - $165 to $440 per week
- Boarding schools - $11,000 to $22,000 a year

Other living expenses

- Groceries and eating out - $80 to $280 per week
- Gas, electricity - $35 to $140 per week
- Phone and Internet - $20 to $55 per week
- Public transport - $15 to $55 per week

- Car (after purchase) - $150 to $260 per week
- Entertainment - $80 to $150 per week

Minimum cost of living

Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From Oct 2019 the 12 month living cost is:

- **You** - $21,041
- **Partner or spouse** - $7,362
- **Child** - $3,152

For more information visit https://www.studyinaustralia.gov.au

Budgeting

Once you've settled in, it's recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and childcare, if applicable, should also be taken into account. It's important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at www.understandingmoney.gov.au

Accommodation

Rent

Rental properties and costs vary widely across Australia. How much you can afford will be a key factor in choosing where you live and what style of home you live in.

When you first arrive, you should compare rent prices in different areas. Neighbouring suburbs can vary in price enormously, as can different properties in one suburb. For a basic guide to the cost of housing in each major regional and metropolitan town, use a map of Melbourne and navigate to the town you're interested in.

How to find a house or apartment to rent

Houses and apartments are generally rented through real estate agents, but you can also rent directly from the owner. Many real estate agents produce a weekly list of available rentals. Use real estate agents in your area.

There are also many websites available to help you find a home to rent, including:

- Domain.com.au

- Realestate.com.au
- Realestateview.com.au
- Myhome.com.au

Shared accommodation

Depending on your circumstances, you might find it easier to apply to share accommodation, rather than renting a house or apartment on your own. You can also apply together to rent a home as a group.

Rooms to rent are sometimes advertised on noticeboards in local shops, post offices and libraries or on the following websites:

- Domain
- MyHome.com.au
- Realestate.com.au
- Flatmate Finders
- Cracker

Viewing and applying for homes to rent

This means that looking at houses and applying for them may take longer than you think. Most real estate agents will not accept an application to rent a property unless you or your representative (like a friend or family member) has seen the house or apartment.

The three main ways to view a property for rent are:

- Attend an open for inspection held at a specific time
- Make an appointment with the real estate agent
- Collect the key from the real estate agent's office.

If you're attending an open for inspection, the real estate agent may ask for your name and phone number, for security. If you're collecting a key from an agent, you may need to leave a copy of your photo identification (such as a licence or passport), and a deposit of up to 100AUD. You should inspect the rental property before you sign any agreement and carefully check that everything works properly including the oven, plumbing, lights, heating, security systems, doors and window locks. Once you've decided you like the house or apartment, you'll need to fill in an application, with information about where you've lived and worked before arriving. Many applications request references, so if you've rented before you should bring written references with you to Australia.

Power and water

Before moving into your rental, you need to connect your utilities such as electricity, gas, water and telephone. The real estate agent can refer you to different providers. For more information and a list of gas, electricity and water providers, visit the Essential Services Commission website or Your Choice website.

Renting rules and regulations

Before you start looking for a home, you should know about the rules and regulations of the real estate and home rental industry.

These include:

1. Sign a lease

    A lease is a contract between you and the landlord. It records details such as:

    *   How long you can live in the house
    *   How much rent you must pay and when you must pay it
    *   Whether there are any special conditions about your home (such as keeping pets)

    Any issues with the rental property should be agreed with your real estate agent and recorded on a rental inspection sheet before you sign a lease.

2. Pay a bond

    The cost of the bond is generally around four to six weeks rent. Your bond is kept by the Residential Tenancies Bond Authority until you move out. When you move out, the bond you paid will generally be refunded, less any costs incurred for cleaning or repairs that were your responsibility.

3. Complete a condition report

    Before you move in, check that everything works as it should (like the oven, taps and drains, lights, heating, security systems and locks) and is in good order (like paint, floors and carpets, and glass or other window fittings). You should note anything that needs to be fixed or replaced on the condition report, and bring it to the attention of your real estate agent or landlord so that they are aware of it.

For more information on renting, visit the Consumer Affairs Victoria website.

Public Transport

Public buses operate from the terminal to various areas in Melbourne. Information on destinations and schedules can be obtained from the information desks within the airport, or

by calling the numbers listed below. Metro is the name of Melbourne's new metropolitan rail service. The Metro train network has 15 lines and 211 train stations. It carries around 500,000 customers a day with 149 six-carriage trains across 830 kilometres of track. Accessing Melbourne's comprehensive train network is simple. For more information please plan your journey at https://www.ptv.vic.gov.au/journey/standard or visit https://www.ptv.vic.gov.au/

Buy a ticket

Melbourne's ticketing system is called myki, which is a reusable card that you top up so you don't have to buy a ticket each time you travel. You just need to "touch on" as you board the tram or bus, and as you enter the platform at a train station, and "touch off" as you leave.

What is myki?

It is a durable, plastic smart card that stores value and can be used over and over again. Simply keep your myki topped up and carry it with you, and you'll always be ready to travel. Just touch on and off when you travel and myki will automatically calculate the lowest myki fare for you.

You can buy a myki:

- Online at myki.com.au
- By calling 13 6954 (13 myki)
- At the myki ticket window at selected Stations
- At myki machines at all metropolitan train stations and selected tram platforms

You can top up your myki:

- Online at myki.com.au (allow at least 24 hours for processing)
- Through the 'Pay24' app (allow at least 24 hours for processing)
- By calling 13 6954 (13 myki; allow at least 24 hours for processing)
- At myki machines at metropolitan train stations and selected tram platforms stops and bus interchanges
- At 7/11 stores

For more information on all public transport ticketing practices across Victoria (including how to buy a Myki) visit: https://www.ptv.vic.gov.au/.

Night Rider bus service

The Night Rider is a late night bus service that operates on Fridays and Saturdays. Night Rider buses leave from safe locations in the CBD and make over 300 stops along ten Night Rider routes. Visit https://www.ptv.vic.gov.au/ for maps, timetables, tickets and route information.

City Circle Tram and Melbourne City Tourist Shuttle

The City Circle Tram and Melbourne City Tourist Shuttle Bus take you around to all the city's major attractions for free. The City Circle Tram is a free service around central Melbourne taking passengers past some of Melbourne's major attractions. Visit https://www.ptv.vic.gov.au/ for timetables and a route map. Hop on and hop off the free shuttle bus at any of the stops at key city destinations. Running daily from 9.30am to 4.30pm.

Free Tram Zone

The free tram zone applies when travelling through stops within Melbourne's CBD. This means that you do not have to touch on your myki if you are travelling only within this zone. As soon as you leave the free tram zone, you will need to touch on to have a valid ticket. Always listen to announcements on trams so you know when you are leaving the free tram zone. For more information on tram stops within the free tram zone visit https://www.ptv.vic.gov.au.

Taxis

Taxis are available from the ground floor level of Melbourne Airport, outside the International Terminal and both domestic Terminals. Expect a taxi fare of around AU$50 to AU$60 for a trip between the CBD and Melbourne Airport. Fares are indicative.

Melbourne's major taxi companies include:

- 13 CABS (13 22 27)
- Arrow (13 22 11)
- Embassy Taxis (13 17 55)
- Silver Top Taxis (13 10 08)

Banking Institutes and Banking Terminology

Banking

It is free to open an account at a bank of your choice. All banks operate differently and you should be aware of all fees, charges, ease of access to your funds, and safety procedures for the way in which you will access those funds.

By choosing a major Australian bank, students can be assured their money is safe; and bank branches, ATMs and other banking services are conveniently accessible.

For further information on how to open a bank account online, simply visit any of the major four banks listed below or one of the smaller banks:

- Commonwealth Bank of Australia
  https://www.commbank.com.au/personal/can/moving-to-australia.html
- Westpac Bank
  http://www.westpac.com.au/personal-banking/student-banking/s-international-students/organise-australian-bank-acc/
- ANZ Bank
  http://www.anz.com/personal/bank-accounts/banking-for-life-changes/international-students/
- National Australia Bank (NAB)
  https://www.nationalaustraliabank.com/nabglobal/en/banking/migrant-banking/study-in-australia

Further information may be sourced at 'Studies in Australia':

http://www.studiesinaustralia.com/studying-in-australia/banking-in-australia

Electronic Transfers/EFTPOS

You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee for every transaction.

ATMs

Automatic Teller Machines are located everywhere (including the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access). Check this with your financial institution before leaving home.

Credit Cards

All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country they were issued. Do not

rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

Medical Services

Appointments should be made for consultations with doctors. However, medical emergencies may also be directed to the emergency departments of the major hospitals. There may be a charge depending on the student's health insurance. Contact medical centres directly for details.

Visa and Immigration Services

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated for students from some countries. It may be better to submit an application with the assistance of an accredited agent. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. For example, if you are under 18 you must have a completed CAAW form to ensure your accommodation and welfare is approved of by your education provider. You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as an application document checklist to assist you with your application.

Visit: www.homeaffairs.gov.au

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website, the Department of Foreign Affairs and Trade website (www.dfat.gov.au) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you do not need to use a migration agent to lodge any type of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in filling in international student applications and applying for visas. Most speak both English and the local language, which makes the application process a lot simpler and generally hassle-free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services. You can check with your Australian education provider for contact details of agents that they recommend.

Please Note: Although Education Agents are able to assist in completing education and visa applications, they are NOT licensed to provide migration advice. If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these study techniques involve heavy use of libraries, intensive note-taking in lectures, and active participation in the learning process (as opposed to passive listening and remote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services or free referral and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students. They understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

http://www.dfat.gov.au/

COURSE INFORMATION

Mercury Institute of Victoria delivers the following courses to International Students:

- BSB50420 Diploma of Leadership and Management [104267H]
- BSB60420 Advanced Diploma of Leadership and Management [106669G]
- BSB80120 Graduate Diploma of Management (Learning) [106670C]
- SIT30821 Certificate III in Commercial Cookery [109835G]
- SIT40521 Certificate IV in Kitchen Management [109491D]
- SIT50422 Diploma of Hospitality Management [111012F]

BSB50420 Diploma of Leadership and Management

CRICOS Code: 104267H

Qualification Status: Current

AQF Level: 5

Course Outline

Diploma of Leadership and Management is designed for students who wish to develop their knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Participants will be able to display initiative and judgment in planning, organising, implementing and monitoring their own workload as well as the workload of others. The course will enable them to develop their communication skills in a way that supports individuals and teams to meet organisational or enterprise requirements.

Units of Competency

This qualification includes 12 units of competency:

- 6 core units
- 6 elective units

Core Units	BSBPEF502 Develop and use emotional intelligence
	BSBOPS502 Manage business operational plans
	BSBTWK502 Manage team effectiveness
	BSBLDR523 Lead and manage effective workplace relationships
	BSBCMM511 Communicate with influence
	BSBCRT511 Develop critical thinking in others
Elective Units	BSBLDR522 Manage people performance
	BSBHRM524 Coordinate workforce plan implementation
	BSBTWK503 Manage meetings
	BSBOPS505 Manage organisational customer service
	BSBFIN501 Manage budgets and financial plans
	BSBPMG430 Undertake project work

Course Duration

The Diploma of Leadership and Management course will be delivered face-to-face for 20 hours per week over 52 weeks, including term breaks.

Intake Dates

Intakes are every month.

Pre-requisites

There are no pre-requisites for this course.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
    - IELTS band score of 5.5 or equivalent,
    - IELTS band 5.0 and a successful completion of ELICOS course minimum 10 weeks
- Academic Requirement: to enter this qualification, applicants should have successfully completed Year 11
- Age Requirement: students must be a minimum age of 18 years or above at the time of course commencement.
- Pre-Training Review: all learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor
- Language Literacy and Numeracy (LLN): all students will be required to complete an LLN assessment prior to the commencement of the course. MIV uses LLN robot platform for the assessment. All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course
- Hardware/Software requirements: for students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with operating system and office application like Microsoft word at their own cost. Where needed, MIV will provide access to computer labs at MIV campus

Delivery Approach

Diploma of Leadership and Management is delivered face-to-face in a classroom environment.

Method of Assessment

- Case studies
- Projects
- Written questions
- Observation of demonstrated skills, e.g. role play
- Presentations
- Reports

Educational Pathways

Participants will develop skills that lead to:

- BSB60420 Advanced Diploma of Leadership and Management, or
- Bachelor of Business

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- Frontline Manager
- Supervisor
- Business Operations
- Human Resources Manager
- Business Manager
- Sales Team Manager
- Office Manager
- Small Business Owner

Tuition and Application Fees

Tuition fees: 9,450 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 300 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,500 tuition fees, 250 AUD Application fee and 300 AUD Material fee
- Study period 2: 2,500 AUD tuition fees
- Study period 3: 2,500 AUD tuition fees
- Study period 4: 1,950 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment. It involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by each unit's respective trainer. Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

BSB60420 Advanced Diploma of Leadership and Management

CRICOS Code: 106669G

Qualification Status: Current

AQF Level: 6

Course Outline

Advanced Diploma of Leadership and Management is designed for students who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

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

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

Units of Competency

This qualification includes 10 units of competency:

- 5 core units
- 5 elective units

Core Units	BSBCRT611 Apply critical thinking for complex problem solving
	BSBLDR601 Lead and manage organisational change
	BSBLDR602 Provide leadership across the organisation
	BSBOPS601 Develop and implement business plans
	BSBSTR601 Manage innovation and continuous improvement
Elective Units	BSBHRM614 Contribute to strategic workforce planning
	BSBSTR602 Develop organisational strategies
	BSBPEF501 Manage personal and professional development
	BSBSUS511 Develop workplace policies and procedures for sustainability
	BSBMKG623 Develop marketing plans

Course Duration

The Advanced Diploma of Leadership and Management course will be delivered face-to-face for 20 hours per week over 78 weeks, including term breaks.

Intake Dates

Multiple intakes every year. Please contact admin team for more information.

Pre-requisites

Entry to this qualification is limited to those who:

Have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).

or

Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
    - IELTS band score of 5.5 or equivalent,
    - IELTS band 5.0 and a successful completion of ELICOS course minimum 10 weeks
- Age Requirement: students must be a minimum age of 18 years or above at the time of course commencement
- Pre-Training Review: all learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor
- Language Literacy and Numeracy (LLN): all students will be required to complete an LLN assessment prior to the commencement of the course. MIV uses LLN robot platform for the assessment. All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course.
- Hardware/Software requirements: for students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with operating system and office application like Microsoft word at their own cost. Where needed, MIV will provide access to computer labs at MIV campus.

Delivery Approach

Advanced Diploma of Leadership and Management is delivered face-to-face in a classroom environment.

Method of Assessment

- Case studies
- Projects
- Written questions
- Observation of demonstrated skills, e.g. role play
- Presentations
- Reports

Educational Pathways

Participants will develop skills that lead to:

- Graduate Diploma of Strategic Leadership, or
- Advanced qualifications, such as Bachelor of Business or Bachelor of Administration.

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- Area Manager Business Analyst
- Business Development Director
- Chief Executive Officer
- Department Manager
- Executive Director
- Manager
- Managing Director
- Quarry Business Manager
- Senior Executive

Tuition and Application fees

Tuition fees: 14,450 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 300 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,500 AUD tuition fees, 250 AUD Application fee and 300 Material fee
- Study period 2: 2,500 AUD tuition fees
- Study period 3: 2,500 AUD tuition fees
- Study period 4: 2,500 AUD tuition fees
- Study period 5: 2,500 AUD tuition fees
- Study period 6: 1,950 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment. It involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by each unit's respective trainer. Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

BSB80120 Graduate Diploma of Management (Learning)

CRICOS Code: 106670C

Qualification Status: Current

AQF Level: 8

Course Outline

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

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

Units of Competency

This qualification includes 8 units of competency:

- 3 core units
- 5 elective units

Core Units	BSBLDR811 Lead strategic transformation
	BSBHRM613 Contribute to the development of learning and development strategies
	TAELED803 Implement improved learning practice
Elective Units	BSBLDR812 Develop and cultivate collaborative partnerships and relationships
	BSBSTR801 Lead innovative thinking and practice
	BSBINS603 Initiate and lead applied research
	BSBMKG625 Implement and manage international marketing programs
	BSBAUD601 Establish and manage compliance management systems

Course Duration

The Graduate Diploma of Management (Learning) course will be delivered face-to-face for 20 hours per week over 78 weeks, including term breaks.

Intake Dates

Multiple intakes every year. Please contact admin team for more information.

Pre-requisites

There are no pre-requisites for this course.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
    - IELTS band score of 6.0 or equivalent
- Age Requirement: students must be a minimum age of 18 years or above at the time of course commencement
- Pre-Training Review: all learners will undertake an initial skills assessment to determine suitability for the course and student needs. The review aims to identify their training needs through questions on previous education or training, the relevance of the course and relevant experience. Determination of course suitability and additional support (if any) will be made by a qualified assessor
- Language Literacy and Numeracy (LLN): all students will be required to complete an LLN assessment prior to the commencement of the course. MIV uses LLN robot platform for the assessment. All reports, training supplements and recommendations are generated by the LLN Robot system after comparing the learner's ACSF spiky profile to the profile of this course
- Hardware/Software requirements: for students to work on assessments, tasks and self-study all learners are expected to have access to a laptop or computer with operating system and office application like Microsoft word at their own cost. Where needed, MIV will provide access to computer labs at MIV campus

Delivery Approach

Graduate Diploma of Management (Learning) is delivered face-to-face in a classroom environment.

Method of Assessment

- Case studies
- Projects
- Written questions
- Observation of demonstrated skills, e.g. role play
- Presentations
- Reports

Educational Pathways

Participants will develop skills that lead to:

- A master's program in education or management.

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- RTO Manager
- Career Development Manager (Education Sector)
- RTO Education Advisor
- RTO General Manager

Tuition and Application fees

Tuition fees: 14,450 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 300 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,500 AUD tuition fees, 250 AUD Application fee and 300 AUD Material fee
- Study period 2: 2,500 AUD tuition fees
- Study period 3: 2,500 AUD tuition fees
- Study period 4: 2,500 AUD tuition fees
- Study period 5: 2,500 AUD tuition fees
- Study period 6: 1,950 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

Mercury Institute of Victoria will offer Recognition of Prior Learning (RPL) and Credit Transfer to all students at the time of enrolment. RPL enables students who have not undertaken the unit or equivalent, but have the required knowledge and skills, to demonstrate competency for the unit in an assessment only pathway. An RPL kit is available for candidates wishing to apply for RPL and information sessions are available to support the candidates in their application.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

SIT30821 Certificate III in Commercial Cookery

CRICOS Code: [109835G]

Qualification Status: Current

AQF Level: 3

Course Outline

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.

Units of Competency

This qualification includes 25 units of competency:

- 20 core units
- 5 elective units

Core Units	SITHCCC023* Use food preparation equipment
	SITHCCC027* Prepare dishes using basic methods of cookery
	SITXFSA005 Use hygienic practices for food safety
	SITHCCC029* Prepare stocks, sauces and soups
	SITHCCC030* Prepare vegetable, fruit, eggs and farinaceous dishes
	SITHCCC035* Prepare poultry dishes
	SITHCCC036* Prepare meat dishes
	SITHCCC037* Prepare seafood dishes
	SITHCCC041* Produce cakes, pastries and breads
	SITHCCC042* Prepare food to meet special dietary requirements
	SITHCCC043* Work effectively as a cook
	SITHKOP009* Clean kitchen premises and equipment
	SITHKOP010 Plan and cost recipes
	SITHPAT016* Produce desserts
	SITHCCC028* Prepare appetisers and salads
	SITXFSA006 Participate in safe food handling practices
	SITXHRM007 Coach others in job skills
	SITXINV006* Receive, store and maintain stock

	SITHCCC031* Prepare vegetarian and vegan dishes
	SITXWHS005 Participate in safe work practices
Elective Units	SITHCCC026* Package prepared foodstuffs
	SITHCCC038* Produce and serve food for buffets
	SITXCOM007 Show social and cultural sensitivity
	SITXWHS006 Identify hazards, assess and control safety risks
	SITHCCC040* Prepare and serve cheese

Course Duration

This qualification is expected to be completed in 52 weeks. This will include 40 weeks of face-to-face training and assessment spread over 4 terms of 10 weeks each and 12 weeks (in total) of term breaks.

Students will also need to complete work placement as part of their course. This will be an additional 192 hours to be completed concurrently in term 3 and 4.

Intake Dates

Multiple intakes every year. Please contact admin team for more information.

Pre-requisites

There are no pre-requisites for this course.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
  - o IELTS band score of 5.5 or equivalent,
  - o IELTS band 5.0 and a successful completion of ELICOS course minimum 10 weeks
- Age requirements: students must be a minimum age of 18 years or above at the time of course commencement
- Academic Requirements: to enter this qualification, applicants should have successfully completed the equivalent of Australian Year 10 or Certificate II or higher
- Pre-training review: all international applicants will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, and relevant experience. This pre-training review also aims to identify any support needs and possible RPL or credit transfer opportunities

- Language, Literacy and Numeracy (LLN) Assessment: all applicant will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study

- Hardware/Software requirements: Mercury Institute of Victoria will provide access to computers/laptops during classroom hours. However, for students to work on assessments, tasks and self-study, all learners are expected to have access to a laptop or computer with Windows/macOS operating system at their own cost

   Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills

- Kitchen toolkit: students will need access to a kitchen toolkit which includes a chef's uniform, safety shoes, various knives and small equipment. This will be arranged and provided by Mercury Institute of Victoria

- Physical requirements: applicants will need to be physically able to carry out manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to handle complex foods – e.g. cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course.

   Mercury Institute of Victoria will identify any such barriers presented by applicants during pre-training review and provide required support and reasonable adjustment where possible.

Delivery Approach

Face to face delivery.

This program will be delivered in the classroom. Practical face to face training will be provided in a commercial training kitchen. A work placement is also required.

Method of Training

The structured learning – formal learning activities, may consist of:

- classes or tutorials, on-line tasks, and forums
- learning activities
- structured workplace experience
- workshop activities
- structured prescribed reading
- prescribed follow-up activities.

Work Placement

Work placement component has been implemented in this strategy to ensure work-based training for the unit SITHCCC043 Work effectively as a cook – for a total of 192 hours.

Work placement is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. In this live environment they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is "rush hour" – e.g. Lunch times at a restaurant in the city.

A total of 192 hours will be completed through work-based training. An induction for work placement for students would be conducted in first term of the course commencement. Students would be de briefed upon successful completion of the work placement. Students will only be placed in an establishment that has been assessed for suitability and has entered into a Practical Placement Agreement or Memorandum of Understanding with Mercury Institute of Victoria. Work placements are designed to ensure that all service periods/occasions are covered and meet the needs of a variety of menu styles.

Work based training with the host organisation must include work shifts that meet the requirements for the unit. While the host organisation will negotiate work shifts directly with the student, it is expected that service periods will be approximately 4 hours, with students completing around two service periods per week, with more being completed during term breaks.

Mercury Institute of Victoria will ensure placement of all students. This is to ensure International students with limited exposure to Australian workplace are not disadvantaged. Students will have the option to arrange their own work placement provided it meets all requirements. The assessor will visit and assess the student at least twice during this time at a mutually convenient time

Educational Pathways

Participants will develop skills that lead to:

- SIT40521 Certificate IV in Kitchen Management

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- Commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops.

Tuition and Application Fees

Tuition fees: 10,000 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 1,000 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,750 AUD tuition fees, 250 AUD Application fee and 1,000 AUD Material fee
- Study period 2: 2,750 AUD tuition fees
- Study period 3: 2,750 AUD tuition fees
- Study period 4: 1,750 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment. It involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by each unit's respective trainer. Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

SIT40521 Certificate IV in Kitchen Management

CRICOS Code: [109491D]

Qualification Status: Current

AQF Level: 4

Course Outline

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.

Units of Competency

This qualification includes 33 units of competency:

- 27 core units
- 6 elective units

Core Units	SITHCCC023* Use food preparation equipment
	SITHCCC027* Prepare dishes using basic methods of cookery
	SITHCCC028* Prepare appetisers and salads
	SITHCCC029* Prepare stocks, sauces and soups
	SITHCCC030* Prepare vegetable, fruit, eggs and farinaceous dishes
	SITHCCC031* Prepare vegetarian and vegan dishes
	SITHCCC035* Prepare poultry dishes
	SITHCCC036* Prepare meat dishes
	SITHCCC037* Prepare seafood dishes
	SITHCCC041* Produce cakes, pastries and breads
	SITHPAT016* Produce desserts
	SITHCCC042* Prepare food to meet special dietary requirements
	SITHCCC043* Work effectively as a cook
	SITHKOP010 Plan and cost recipes
	SITXFSA005 Use hygienic practices for food safety
	SITXFSA006 Participate in safe food handling practices
	SITXINV006* Receive, store and maintain stock

	SITHKOP012* Develop recipes for special dietary requirements
	SITHKOP013* Plan cooking operations
	SITHKOP015* Design and cost menus
	SITXCOM010 Manage conflict
	SITXFIN009 Manage finances within a budget
	SITXFSA008* Develop and implement a food safety program
	SITXHRM008 Roster staff
	SITXHRM009 Lead and manage people
	SITXMGT004 Monitor work operations
	SITXWHS007 Implement and monitor work health and safety practices
Elective Units	SITHCCC026* Package prepared foodstuffs
	SITHCCC038* Produce and serve food for buffets
	SITHCCC040* Prepare and serve cheese
	SITXCCS014 Provide service to customers
	SITXCCS015 Enhance customer service experiences
	SITHFAB021 Provide responsible service of alcohol

Course Duration

This qualification is expected to be completed in 78 weeks. This will include 60 weeks of face to face training and assessment spread over 6 terms of 10 weeks each and 18 weeks (in total) of term breaks.

Students will also need to complete work placement as part of their course. This will be an additional 192 hours to be completed concurrently in term 3 and 4, and 48 hours to be completed concurrently in term 6.

Intake Dates

Multiple intakes every year. Please contact admin team for more information.

Pre-requisites

There are no pre-requisites for this course.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
    - IELTS band score of 5.5 or equivalent,

- o   IELTS band 5.0 and a successful completion of ELICOS course minimum 10 weeks
- Age requirements: students must be a minimum age of 18 years or above at the time of course commencement
- Academic Requirements: to enter this qualification, applicants should have successfully completed the equivalent of Australian Year 12 or Certificate III or higher
- Pre-training review: all international applicants will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, and relevant experience. This pre-training review also aims to identify any support needs and possible RPL or credit transfer opportunities
- Language, Literacy and Numeracy (LLN) Assessment: all applicant will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study
- Hardware/Software requirements: Mercury Institute of Victoria will provide access to computers/laptops during classroom hours. However, for students to work on assessments, tasks and self-study, all learners are expected to have access to a laptop or computer with Windows/macOS operating system at their own cost

  Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills
- Kitchen toolkit: students will need access to a kitchen toolkit which includes a chef's uniform, safety shoes, various knives and small equipment. This will be arranged and provided by Mercury Institute of Victoria
- Physical requirements: applicants will need to be physically able to carry out manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to handle complex foods – e.g. cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course.

  Mercury Institute of Victoria will identify any such barriers presented by applicants during pre-training review and provide required support and reasonable adjustment where possible.

Delivery Approach

Face to face delivery.

This program will be delivered in the classroom. Practical face to face training will be provided in a commercial training kitchen. A work placement is also required.

Method of Training

The structured learning – formal learning activities, may consist of:

- classes or tutorials, on-line tasks, and forums
- learning activities
- structured workplace experience
- workshop activities
- structured prescribed reading
- prescribed follow-up activities.

Work Placement

Work placement component has been implemented in this strategy to ensure work-based training of 48 service periods for the unit SITHKOP013 and SITHCCC043 Work effectively as a cook (192 hours), must be completed via a work placement.

Work placement is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. In this live environment they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is "rush hour" – e.g. Lunch times at a restaurant in the city.

An induction for work placement for students would be conducted in first term of the course commencement. Students would be de briefed upon successful completion of the work placement. Students will only be placed in an establishment that has been assessed for suitability and has entered into a Practical Placement Agreement or Memorandum of Understanding with Mercury Institute of Victoria. Work placements are designed to ensure that all service periods/occasions are covered and meet the needs of a variety of menu styles.

Work based training with the host organisation must include work shifts that meet the requirements for the unit. While the host organisation will negotiate work shifts directly with the student, it is expected that service periods will be approximately 4 hours, with students completing around two service periods per week, with more being completed during term breaks.

Mercury Institute of Victoria will ensure placement of all students. This is to ensure International students with limited exposure to Australian workplace are not disadvantaged. Students will have the option to arrange their own work placement provided it meets all requirements. The assessor will visit and assess the student at least twice during this time at a mutually convenient time.

Educational Pathways

Participants will develop skills that lead to:

- SIT50422 Diploma of Hospitality Management.

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- Commercial cook in organisations such as restaurants, hotels, clubs, pubs, cafés, and coffee shops
- Small business owner in these sectors
- Chef and chef de partie.

Tuition and Application Fees

Tuition fees: 12,500 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 1,000 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,250 AUD tuition fees, 250 AUD Application fee and 1,000 AUD Material fee
- Study period 2: 2,250 AUD tuition fees
- Study period 3: 2,250 AUD tuition fees
- Study period 4: 2,250 AUD tuition fees
- Study period 5: 2,250 AUD tuition fees
- Study period 6: 1,250 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment. It involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by each unit's respective trainer. Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

SIT50422 Diploma of Hospitality Management

CRICOS Code: [111012F]

Qualification Status: Current

AQF Level: 5

Course Outline

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

Units of Competency

This qualification includes 28 units of competency:

- 11 core units
- 17 elective units

Core Units	SITXCCS015 Enhance customer service experiences
	SITXCCS016 Develop and manage quality customer service practices
	SITXCOM010 Manage conflict
	SITXFIN009 Manage finances within a budget
	SITXFIN010 Prepare and monitor budgets
	SITXGLC002 Identify and manage legal risks and comply with law
	SITXHRM008 Roster staff
	SITXHRM009 Lead and manage people
	SITXMGT004 Monitor work operations
	SITXMGT005 Establish and conduct business relationships
	SITXWHS007 Implement and monitor work health and safety practices
Elective Units	SITXFSA005 Use hygienic practices for food safety (Preorder)
	SITHIND006 Source and use information on the hospitality industry (Preorder)
	SITXFIN008 Interpret financial information (Preorder)
	SITHCCC023* Use food preparation equipment (Preorder)
	SITHCCC027* Prepare dishes using basic methods of cookery (Preorder)
	SITHCCC028* Prepare appetisers and salads (Preorder)

	SITHCCC029* Prepare stocks, sauces and soups (Preorder)
	SITHCCC030* Prepare vegetable, fruit, eggs and farinaceous dishes (Preorder)
	SITHCCC035* Prepare poultry dishes (Preorder)
	SITHCCC036* Prepare meat dishes (Preorder)
	SITHCCC037* Prepare seafood dishes (Preorder)
	SITHCCC041* Produce cakes, pastries and breads (Preorder)
	SITXCCS012 Provide lost and found services (Preorder)
	BSBSUS511 Develop workplace policies and procedures for sustainability
	SITXHRM010 Recruit, select and induct staff (Preorder)
	SITHCCC043* Work effectively as a cook
	SITHIND008 Work effectively in hospitality service

Course Duration

This qualification is expected to be completed in 104 weeks. This will include 80 weeks of face to face training and assessment spread over 8 terms of 10 weeks each and 24 weeks of term breaks (accumulative).

Students will also need to complete work placement of 208 hours for the units SITHCCC043 & SITHIND008 as part of their course.

Intake Dates

Multiple intakes every year. Please contact admin team for more information.

Pre-requisites

There are no pre-requisites for this course.

Entry Requirements

- English Language Requirement: an English language proficiency level of one of the following:
  - IELTS band score of 5.5 or equivalent,
  - IELTS band 5.0 and a successful completion of ELICOS course minimum 10 weeks
- Age requirements: students must be a minimum age of 18 years or above at the time of course commencement
- Academic Requirements: to enter this qualification, applicants should have successfully completed the equivalent of Australian Year 12 or Certificate III or higher

- Pre-training review: all international applicants will undertake pre-training review to determine suitability for the course and student needs. The aim of the review is to identify their training needs through questions on previous education or training, relevance of the course to applicant, and relevant experience. This pre-training review also aims to identify any support needs and possible RPL or credit transfer opportunities

- Language, Literacy and Numeracy (LLN) Assessment: all applicant will be required to complete an LLN assessment prior to the commencement of the course. – it is a diagnostic process to identify if prospective student requires LLN support during study

- Hardware/Software requirements: Mercury Institute of Victoria will provide access to computers/laptops during classroom hours. However, for students to work on assessments, tasks and self-study, all learners are expected to have access to a laptop or computer with Windows/macOS operating system at their own cost

  Note: Some assessment tasks are completed using a computer and internet, and it is essential for the student to possess basic computer skills

- Kitchen toolkit: students will need access to a kitchen toolkit which includes a chef's uniform, safety shoes, various knives and small equipment. This will be arranged and provided by Mercury Institute of Victoria

- Physical requirements: applicants will need to be physically able to carry out manual handling required to perform tasks involved while undergoing training. As part of this course students are expected to handle complex foods – e.g. cooking of various processed or raw meats, poultry, seafood's, dairy items and student must keep in mind of any religious or dietary barriers to handle such foods before enrolling in this course.

  Mercury Institute of Victoria will identify any such barriers presented by applicants during pre-training review and provide required support and reasonable adjustment where possible.

Delivery Approach

Face to face delivery.

This program will be delivered in the classroom. Practical face to face training will be provided in a commercial training kitchen. A work placement is also required.

Method of Training

The structured learning – formal learning activities, may consist of:

- classes or tutorials, on-line tasks, and forums
- learning activities

- structured workplace experience
- workshop activities
- structured prescribed reading
- prescribed follow-up activities.

Work Placement

Work placement component has been implemented in this strategy to ensure work-based training of 4 service periods for the unit SITHIND008 Work effectively in hospitality industry; calculated at approx. 4 hours per service (16 hours) and 192 hours for SITHCCC043 woork effectively as a cook. SITHIND008 may also be completed in a simulated environment in the training kitchen if the student is not able to demonstrate that they can coordinate cooking operations in a work placement context. The simulation in the training kitchen will allow students to be able to supervise food production process and coordinate commercial cooking operations.

Work placement is aimed at giving students a varied experience in a real live situation, under normal commercial pressures. In this live environment they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is "rush hour" – e.g. Lunch times at a restaurant in the city.

An induction for work placement for students would be conducted when delivering the unit of SITHIND008 & SITHCCC043. Students would be de briefed upon successful completion of the work placement. Students will only be placed in an establishment that has been assessed for suitability and has entered into a Practical Placement Agreement or Memorandum of Understanding with Mercury Institute of Victoria. Work placements are designed to ensure that all service periods/occasions are covered and meet the needs of a variety of menu styles.

Work based training with the host organisation must include work shifts that meet the requirements for the unit. While the host organisation will negotiate work shifts directly with the student, it is expected that service periods will be approximately 4 hours, with students completing around two service periods per week, with more being completed during term breaks.

Mercury Institute of Victoria will ensure placement of all students. This is to ensure International students with limited exposure to Australian workplace are not disadvantaged. Students will have the option to arrange their own work placement provided it meets all requirements. The assessor will visit and assess the student at least twice during this time at a mutually convenient time.

Educational Pathways

Participants will develop skills that lead to:

- SIT60322 Advanced Diploma of Hospitality Management.

Employment Pathways

Job roles and titles vary across different industry sectors. Possible career outcomes relevant to this qualification include:

- banquet or function manager
- bar manager
- café manager
- club manager
- front office manager
- motel manager
- restaurant manager

Tuition and Application Fees

Tuition fees: 15,500 AUD

Application fee: 250 AUD (non-refundable)

Material fee: 1,200 AUD

Payment Schedule:

- Study period 1 (Deposit to be paid prior to being issued CoE): 2,050 AUD tuition fees, 250 AUD Application fee and 1,200 AUD Material fee
- Study period 2: 2,050 AUD tuition fees
- Study period 3: 2,050 AUD tuition fees
- Study period 4: 2,050 AUD tuition fees
- Study period 5: 2,050 AUD tuition fees
- Study period 6: 2,050 AUD tuition fees
- Study period 7: 2,050 AUD tuition fees
- Study period 8: 1,150 AUD tuition fees

(*Deposit for course may vary, please refer to Letter of Offer)

RPL and Credit Transfer

The Recognition of Prior Learning (RPL) process is offered to students as an alternative to the written Assignment, and Workplace assessment. It involves students gathering evidence against a checklist of suggested evidence for individual units, RPL checklists have been developed and are assessed by

each unit's respective trainer. Learners can submit a portfolio of recognition of prior learning (RPL) evidence to the assessor for assessment relevant to the unit of competency.

Further Information

To apply for this course or for further information please call Mercury Institute of Victoria on 03 9654 0101 or email admissions@mercury.edu.au.

COURSE STRUCTURE

After enrolment, you will be given access to training materials in hard/soft copy format. You will need to supply your own stationery materials.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Furthermore, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for **all activities** a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

More information on Volume of Learning can be accessed at: http://www.aqf.edu.au

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry. CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge, or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Mercury Institute of Victoria has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Mercury Institute of Victoria staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by **Mercury Institute of Victoria**. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and **Mercury Institute of Victoria**. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

(Taken from Standards for RTOs 2015, Clause 5.2)]

Recognition Processes

Mercury Institute of Victoria offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic - it must be your own work
- Sufficient - it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency

- Current - it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid - it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more units of competency in your course. Please contact our **Administration Department** to discuss your options.

Credit Transfer

Students may be eligible for credit transfer for a unit they have previously completed which is identical/equivalent to the unit of competency being offered in their current course. Credit will be granted in accordance with the *Recognition of Prior Learning and Credit Transfer Policy and Procedure*. To apply for credit transfer, students must complete the Credit Transfer Application Form and attach copies of verified documentation to support the application (certificates and/or statements). Achieving Credit Transfer might affect a student's course duration/conditions. Please refer to the *Recognition of Prior Learning and Credit Transfer Policy and Procedure* for more information.

Foundation Skills

All training and assessments delivered by **Mercury Institute of Victoria** contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

ASSESSMENT INFORMATION

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose. Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. MIV does not charge a fee for resubmission of assessments. If, after 2 of submissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification. This may incur extra fees.

Talk to our Administration Department for more information. All of the staff at **Mercury Institute of Victoria** will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have to sign a declaration at the start of each assessment that this is the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by MIV. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as your own

- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols.

Appeals

Whilst as a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow **Mercury Institute of Victoria**'s *Complaint and Appeal Policy and Procedure* for lodging an appeal.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office at admissions@mercury.edu.au.

Principles of Training and Assessment

Training and assessment strategies developed by **Mercury Institute of Victoria** will adhere to the following principles:

- Training and assessment strategies are developed for each qualification/unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

Quality training and assessment principles

MIV will apply the *Principles of Assessment* and the *Rules of Evidence*.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair;
- Flexible;
- Valid;
- Reliable; and
- Sufficient.

Fair

Fairness in assessment requires consideration of the individual student's needs and characteristics, and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the student to ensure that the student is fully informed about, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessment should reflect the student's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the student; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills.
- Knowledge that are essential to competent performance.
- Assessment of knowledge and skills must be integrated with their practical application.
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results in consistent assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid;
- Sufficient;
- Authentic; and
- Current.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills
- Knowledge that are essential to competent performance
- Assessment of knowledge and skills must be integrated with their practical application
- Judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the student's own work.

Current

In assessment, currency relates to the age of the evidence presented by a student to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.
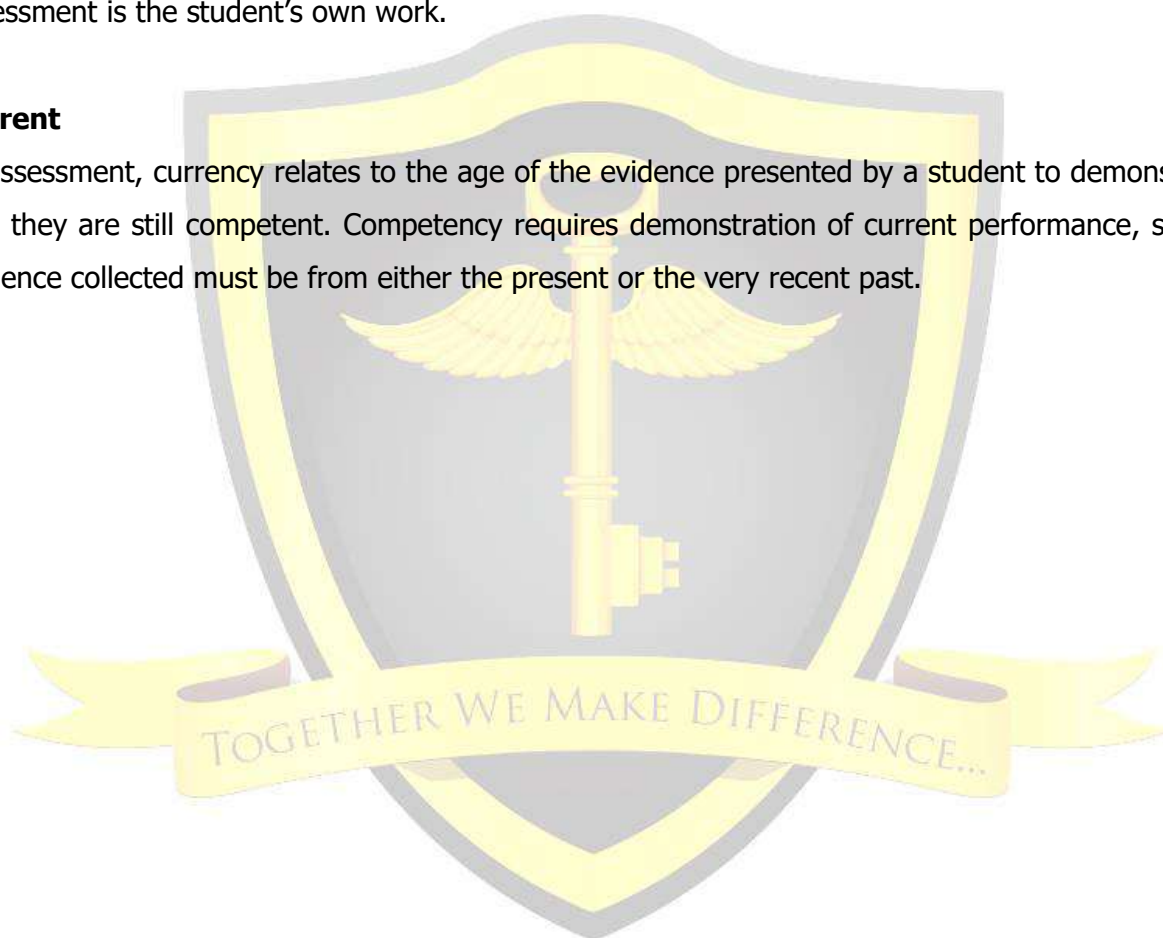
ISSUING CERTIFICATES

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have successfully completed. All Certificates or Statements of Attainment are to be issued in accordance with the appropriate AQF award (Certificate or Statement of Attainment) within 30 calendar days of completing the requirements of the qualification.

Please refer to the *Qualification Issuance Policy and Procedure* for more information.

This meets the compliance requirements as set for **Mercury Institute of Victoria** and other RTOs in the Standards for RTOs 2015.

If, for some reason, **Mercury Institute of Victoria** ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met the requirements.

Reissuance of awards

If a student requires any award to be re-issued, they must fill out the *Student Request Form* and pay the **re-issuance fee of $50**.

Please contact our administration department for more information or visit the Policy Library at http://www.mercury.edu.au/policy-library-2/
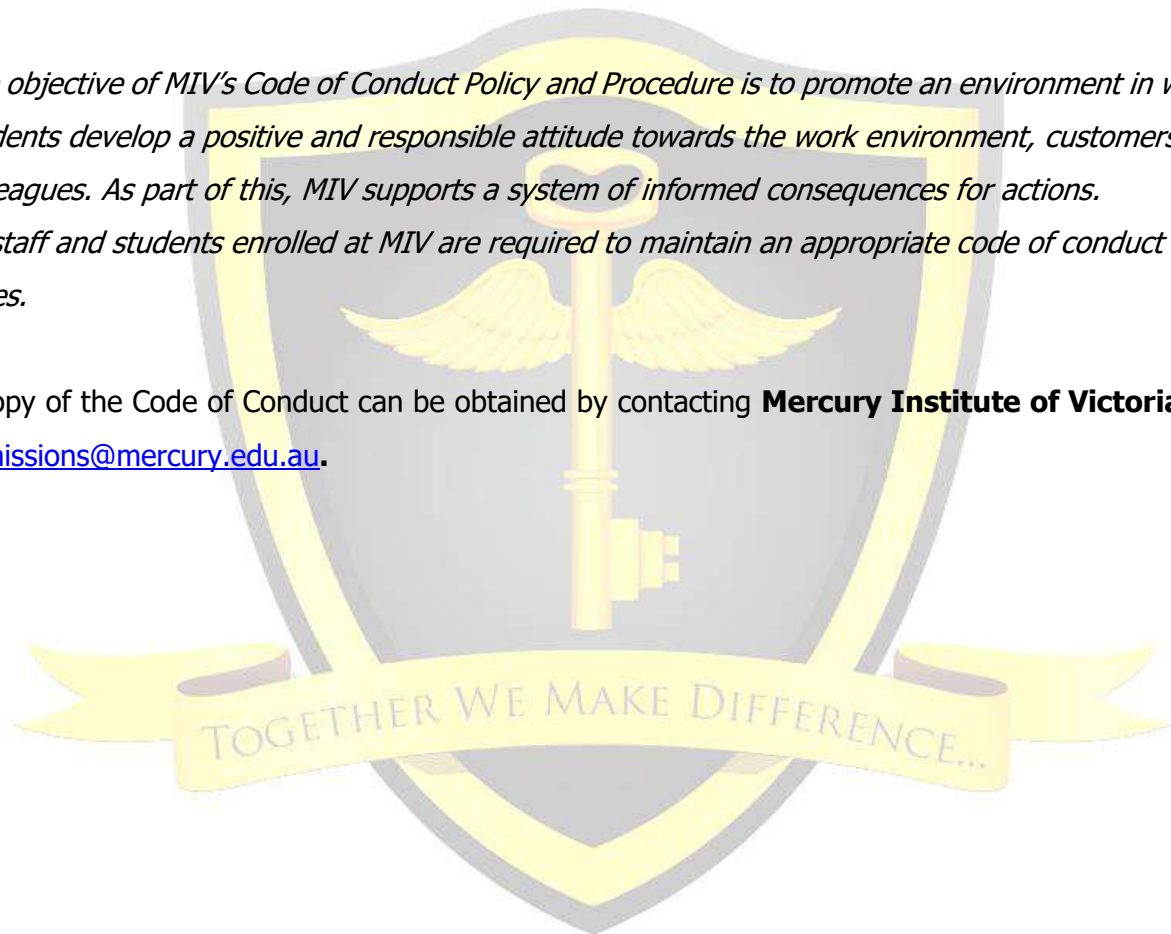
CODE OF CONDUCT

As a responsible member of the VET community, **Mercury Institute of Victoria** follows a Code of Conduct, which outlines how you can expect the organisation and our staff to behave. Similarly, **Mercury Institute of Victoria** has expectations for student behaviour. These are outlined in the section 'Student Code of Conduct'.

Mercury Institute of Victoria's Code of Conduct states that:

The objective of MIV's Code of Conduct Policy and Procedure is to promote an environment in which students develop a positive and responsible attitude towards the work environment, customers and colleagues. As part of this, MIV supports a system of informed consequences for actions.
All staff and students enrolled at MIV are required to maintain an appropriate code of conduct at all times.

A copy of the Code of Conduct can be obtained by contacting **Mercury Institute of Victoria** on: admissions@mercury.edu.au**.**

STUDENT CODE OF CONDUCT

Just as **Mercury Institute of Victoria** has a responsibility to meet expectations of students, legislation, and regulations, students also have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Mercury Institute of Victoria views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating;
- Harassment, bullying and/or discrimination;
- Falsifying information;
- Any behaviour or act that is against the law;
- Any behaviour that endangers the health, safety, or wellbeing of others; and/or
- Intentionally damaging equipment and/or materials belonging to **Mercury Institute of Victoria** and/or a partner organisation such as a school or workplace.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning);
- Suspension from the course;
- Student to reimburse the costs incurred by any damage caused;
- Cancellation of the course without refund; and/or
- Matter referred to the police.

Students found guilty of misconduct have a right to lodge an appeal. Please refer to MIV's *Complaint and Appeal Policy and Procedure* for more information.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at **Mercury Institute of Victoria**. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard immediately.

Smoking, Drugs and Alcohol

Mercury Institute of Victoria is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on MIV's premises, to use MIV's facilities or equipment, or to engage in any MIV activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Non-payment of fees

It is a part of policies and procedures of MIV that it is regarded as misbehaviour by a student where the student fails to pay tuition fees as per the payment plan. MIV shall send *First Warning Letter-Non-payment of tuition fees* to remind the student of the amount due if the amount exceeds $500. Failing to pay the amount in the time stipulated in the warning letter will result in issuing *Notification to cancel- Cancellation of Enrolment due to non-payment of fees*.

STUDENT FEEDBACK

Mercury Institute of Victoria is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it during and at the completion of your study.

All RTO's are required to submit data based on Student and Employer feedback in relation to Quality Indicators. To assist with the collection of data all students will be required to complete the nationally endorsed Learner Questionnaire and report data related to learner engagement. This data will then be submitted to the RTO's registering body.

Student Support Surveys are conducted on a regular basis to improve MIV's Student Support Services using '*Student Support Service Survey Form*'.

All submitted feedback forms are reviewed and monitored in *Student Support Feedback and Evaluation Forms*. Where required, appropriate action will be determined and taken.

Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our services to students.

PRIVACY

Mercury Institute of Victoria strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Collection of Information

In connection with providing our services we need to collect personal and sensitive information. The reason is to enable us to:

- Identify and manage our relationships with students;
- Maintain quality course and assessment development;
- Ensure quality business planning;
- Market our services appropriately;
- Distribute information about various opportunities to our students; and
- To meet MIV's obligations to state and federal government bodies.

We will obtain, only by lawful means, personal information by:

- Interviews, assessments, and training sessions with students;
- Resumes, references, and additional information students provide to the company;
- Former employers, educational institutions, and professional and/or regulatory bodies;
- Workplace complaints received about students involved in on-the-job training; and
- Workplace accidents in which students in on-the-job training are involved.

If the information we seek is not provided we may not be able to fully assist with the application.

Use and Disclosure of Information

We will only use this information for:

- The main purpose of our business;
- Development of our products and services;
- Other purposes where you would reasonably expect us to use this information;

- Where written consent is given by you to it being used for another purpose; and
- When MIV is required to by law.

In order to fulfil the above, we may release your personal information to third party whom we have a business relationship with, such as:

- Contractors;
- Suppliers;
- Potential employers;
- Actual employers;
- Where we have a legal obligation to provide such information to specific groups.

In the event of your illness or injury, we may use or disclose your health information to any medical or first aid provider for the purposes of administering assistance to you. We may also disclose such information for any other purpose if it relates to the safe conduct of the workplace.

Accessing and Correcting our Information

You can access the personal information that we hold about you, where legally possible. We endeavour to ensure all of our information about you is accurate and current, but if you identify some inaccuracies and inform us we will take appropriate steps to correct the information.

Storage and Disposal of Information

We will take reasonable steps to protect personal information from misuse and loss from unauthorised access, modification or disclosure. We destroy unused personal identifiable information via a secure manner.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to admissions@mercury.edu.au.

For more information about this policy please download from http://www.mercury.edu.au/wp-content/uploads/2020/08/Privacy-Policy.pdf

HARASSMENT AND DISCRIMINATION

At **Mercury Institute of Victoria,** it is made known that in the event that a person considers that he or she has been or is being harassed, this person is encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the person is not comfortable discussing the matter with the offending party, a trainer or another MIV staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow **Mercury Institute of Victoria**'s policies and procedures to rectify the situation.

All students and staff working with MIV have the right to discuss matters of harassment with the relevant members of staff without making a formal complaint; all discussions are dealt with in confidentiality. The right to lodge a formal complaint of misconduct against the offending party is available and will be actioned according to MIV's policy and procedures.

Mercury Institute of Victoria ensures that all staff are adequately trained in dealing with harassment and discrimination in order to fulfil their roles and responsibilities in creating and contributing to a harassment and discrimination free workplace. In addition to relevant training, MIV's management provides opportunities for communication and mentoring amongst staff to ensure that all employees understand and correctly apply the processes and procedures involved in identifying and addressing all forms of harassment and discrimination.

Mercury Institute of Victoria's staff and students should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include, but is not limited to: derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include, but is not limited to: sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to: verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of **Mercury Institute of Victoria**.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to: unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by MIV.
- When MIV's management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of MIV's management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from MIV's management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers. Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

CONSUMER LAW

Shops and businesses operate differently around the world so it's a good idea to become familiar with the way things are done in Australia so you get the best value for money.

Getting a Good Deal

Although most businesses do their best to offer good deals, there are still those who charge more than that which is fair and reasonable. Most businesses abide by the law and there are laws to guide them and protect consumers. By finding out about consumer rights, market prices and possible scams, students can protect themselves from fraud and ensure they always get the best deal they are entitled to.

The following information is useful if students:

a) Want information about their consumer rights

b) Have a problem with items or services that they have bought or are considering buying

c) Want to know how a business should behave under the law

d) Want to make a complaint about a business.

Consumer rights

As a 'consumer' everyone in Australia has legal rights and protection wherever they are in Australia. Fair trading laws form part of the Australian Consumer Law to protect consumers. These are outlined in the Competition and Consumer Act 2010. For details, go to www.accc.gov.au.

Download the **MyShopRights** app to get up-to-date information on rights as a consumer and also learn about the rights and obligations of businesses.

Consumer Affairs Victoria is a government run organisation that gives advice on:

a) Housing and accommodation - renting, buying and selling, renovating, etc.

b) Shopping - exchanging, returns, servicing, warranties, etc.

c) Cars - buying or selling a car and information on finance, insurance, leasing, servicing and repairs.

d) How to make a complaint about a business.

Consumer Affairs Victoria offers a range of information in languages other than English.

The Law and your Rights

Students studying in Australia have certain rights and responsibilities. Advice on legal aid services and other Government services can be sourced at MIV. Australia has legal protection for overseas students studying in Australia. The Commonwealth Government's Education Services for Overseas Students (ESOS) Act governs all education providers' responsibilities to overseas students studying in Australia.

Questions about rights and responsibilities, as an international student, may be initially discussed with the Student Support Officer at Mercury Institute of Victoria.

For additional information, contact the Australian Government Department of Education and Training who can answer questions or refer students to the correct agency for help. If students require an interpreter, contact the Translating and Interpreting Service (TIS) on 13 14 50.

Human Rights

The human rights of all people living in Victoria are valued and protected by the Charter of Human Rights and Responsibilities Act 2006.
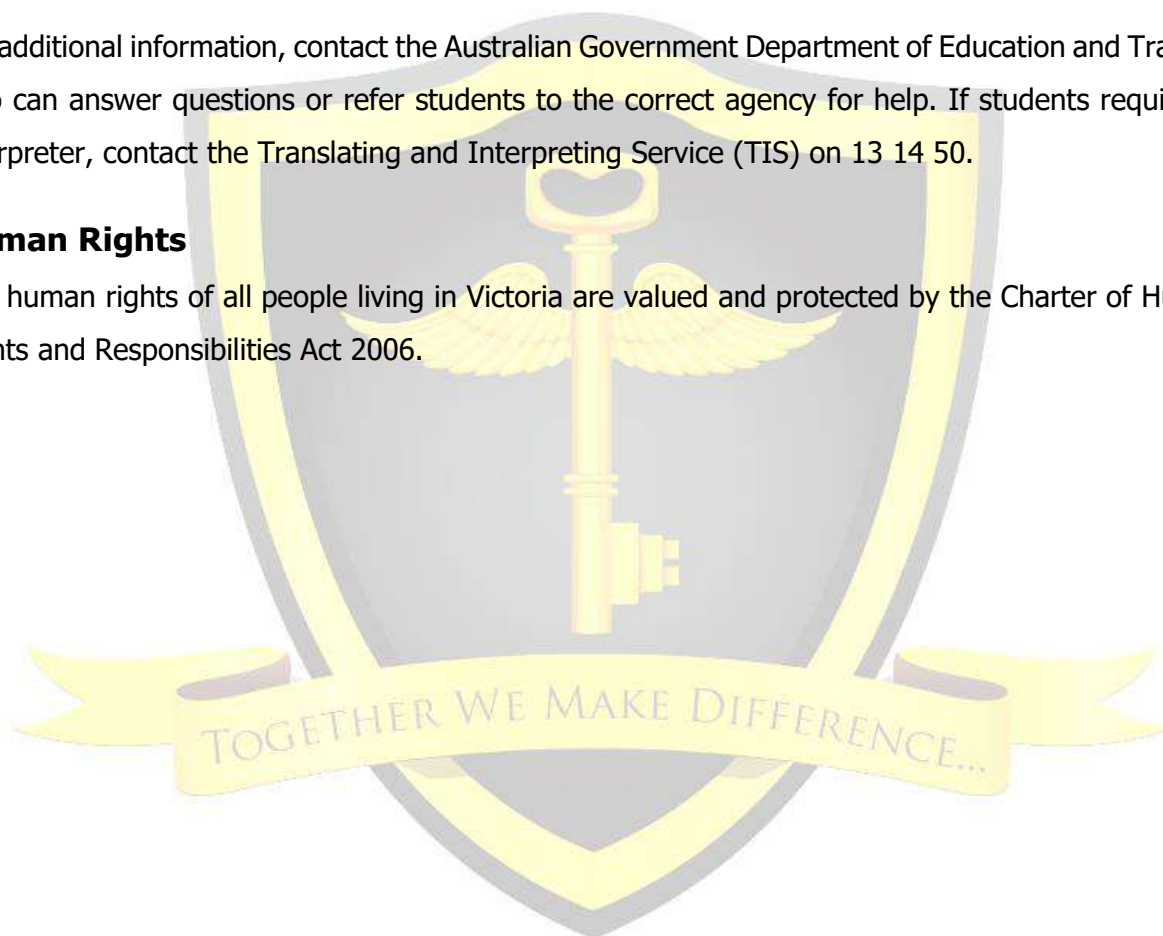
RELEVANT LEGISLATION

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

Work Health & Safety	https://www.worksafe.vic.gov.au/laws/ohs
Equal Opportunity	http://www.humanrightscommission.vic.gov.au/
RTO & CRICOS Registration	http://www.asqa.gov.au/
Educational Services for Overseas Students	https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx
Department of Home Affairs (DHA)	http://www.homeaffairs.gov.au/
Education and Training Reform	http://www.education.vic.gov.au/about/department/legislation/Pages/act2006regs.aspx
National VET Regulator (NVR)	https://www.asqa.gov.au/standards
National Skills Standards Council (NSSC)	http://www.ivet.com.au/a/186.html
Australian Qualifications Framework	www.aqf.edu.au/

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Please make good use of the web sites indicated.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

USEFUL INFORMATION/LINKS/CONTACTS

Mercury Institute of Victoria is registered under National VET Regulator

Australian Skills Quality Authority:

- Melbourne- Level 6, 595 Collins Street
- Brisbane- Level7, 215 Adelaide Street
- Sydney- Level 10, 255 Elizabeth Street
- Canberra- Ground Floor 64, Northbourne Avenue

T: 1300 701 801

E: enquiries@asqa.gov.au

W: www.asqa.gov.au

Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider, or
- receive a refund of their unspent tuition fees.

Http Link for further information: https://tps.gov.au/StaticContent/Get/StudentInformation

ESOS ACT

These standards detail the specific requirements registered providers must meet to comply with their obligations. These obligations need to be met at the point of CRICOS registration and throughout the CRICOS registration period. Obligations and requirements that relate specifically to the registration process for CRICOS purposes are covered under Part C.

CRICOS-registered providers must comply with 11 standards that ensure their quality of education and professionalism is of a sufficiently high standard to enrol international students. These education providers must demonstrate their compliance with the standards at the point of CRICOS registration and throughout their CRICOS registration period. The 11 standards cover the following aspects of

delivery of education to international students:

1. Marketing information and practices
2. Recruitment of an overseas student
3. Formalisation of enrolment and written agreements
4. Education agents
5. Younger overseas students
6. Overseas student support services
7. Overseas student transfers
8. Overseas student visa requirements
9. Deferring, suspending or cancelling the overseas student's enrolment
10. Complaints and appeals
11. Additional requirements

For Further ESOS Act Framework details please click below link:

https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx

Unique Student Identifier

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, MIV needs your USI number before issuing your qualification. If you are new student, you can create your USI or, MIV can apply for your USI on your behalf.
For further details please visit: https://www.usi.gov.au/students.

School-aged Dependents

For information about your obligations for school-aged dependents, please visit:

https://www.studyinaustralia.gov.au/english/australian-education/bringing-your-children

Other Helpful Contacts

Fire, ambulance and police emergency   Phone 000

Translating and Interpreting Service   Phone 131 450

Life Line 24 hours Counselling Services   Phone 131 114

Life Resolutions (Counselling Services)   Phone 1300668256

(http://www.liferesolutions.com.au/)

Doctor   **Royal Melbourne Hospital:** Grattan St, Parkville, VIC 3050,

Ph. 03 9342 7000

Medical one: 23 QV Terrace, 292 Swanston St, Melbourne, VIC 3000

Ph. 03 8663 7000

Swanston Clinic: Level 2, 55 Swanston St Melbourne VIC 3000

Ph. 03 9654 9818

Dentist   **Melbourne City Dental Group:** Ground floor, ACTU house 393 Swanston St Melbourne, VIC 3000

Ph. 03 9662 2638

Community Health Centre: **North and West Melbourne Neighbourhood Centre**:

58 Errol St, North Melbourne Vic, Ph. 03 9328 4812

Physiotherapist   **Collins Street Physiotherapist:** Level 7, 520 Collins St, Melbourne Vic,

Ph. 03 9629 4299

Religious Institute: **The Anglican Diocese of Melbourne**

The Anglican Centre, 209 Flinders Lane, Melbourne 3000

St Francis Catholic Church (Melbourne)

Cnr Lonsdale & Elizabeth St Melbourne 3000,

Mosque

66-68 Jeffcott Street, Melbourne, Ph. 03 9328 2067,

Hindu

Hindu Society of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd

Carrum Downs

Buddhists

Melbourne Buddhist Centre, 1 Pitt Street Brunswick

Legal Services **Victoria Legal Aid:** 350 Queen St, Melbourne (03) 9269 0120

Study in Australia http://www.studyinaustralia.gov.au/

Youth Central http://www.youthcentral.vic.gov.au/

Complaints or problems Overseas Student Ombudsman

http://www.ombudsman.gov.au/

Employment information Fair Work Australia https://www.fwc.gov.au/

Business Victoria http://www.business.vic.gov.au/

Equal opportunity Victorian Equal Opportunity & Human Rights Commission

https://www.humanrightscommission.vic.gov.au/

Occupational Health & Safety Work Safe Victoria https://www.worksafe.vic.gov.au/