



William  
**Angliss**  
Institute



INTERNATIONAL  
COURSE GUIDE **2012**

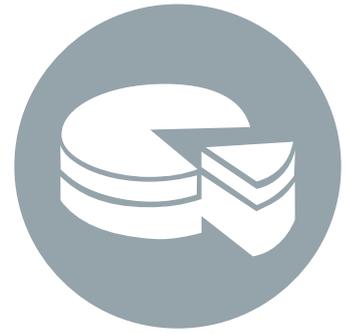
Melbourne, Australia



Be a part of a learning  
community that shares  
your passion for foods,  
tourism and hospitality.



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## What's on Campus

At William Angliss Institute we give our students the ultimate head start with the best facilities anywhere in the world in foods, hospitality and tourism training. We know that to be successful in these industries you need a balance of expert knowledge and hands-on experience. Our first-class facilities and expert mentoring will provide you with the confidence and experience to be a leader in your chosen field.

### Specialist Centre

We enjoy the ongoing recognition and support of our government partners. Recently the Victorian Government pledged over \$12M, through the Commonwealth Infrastructure Grants Program, to make sure our campus continues to offer world-class learning facilities into the future. Facilities include innovative live and simulated classrooms and state-of-the-art information technology, all designed to help you tackle real workplaces.

On campus we have three operational restaurants and a conference centre where students can experience first-hand the thrill of creating delicious dishes and serving tables of satisfied patrons. Because they are open to the public you also learn how to cope with the day-to-day challenges of food service and event management.

At our newly expanded Learning Resource Centre, students have access to over 150 computers and a library full of up-to-date resource material. You can access wireless internet across the campus and the student portal puts learning resources, timetables, student news and forums at your fingertips. Ultimately our cutting edge facilities are about making you job-ready with the tools you need to follow your passion anywhere in the world.

### Location

The Institute's main campus is nestled in the heart of Melbourne's CBD. Students immerse themselves in their studies, surrounded by some of Australia's most successful cafés, bars, restaurants and tourism enterprises. Situated on La Trobe Street, there are tram stops right on the campus doorstep while Southern Cross and Flagstaff train stations are a short stroll away.

#### William Angliss Institute

RTO Number 3045 CRICOS Provider Code 01505M  
ABN 66 266 583 978  
+61 3 9606 2169  
555 La Trobe Street  
Melbourne Victoria 3000  
Australia

Find us on Facebook and Twitter.

### Visit one of our in-country representatives

If you are looking for more advice on studying abroad visit one of our in-country education representatives. Go to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links). We also have staff visiting your country for student exhibitions and interview programs. Go to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for more information.

# Facilities

At William Angliss Institute students will use some of Australia's best quality and most specialised facilities including:

- > 11 fully equipped training kitchens
- > 110 classrooms
- > 400 computer terminals
- > Three training restaurants open to the public
- > Four fully equipped training bakeries
- > Coffee Academy
- > Wine sensory evaluation centre
- > Fully equipped meat processing rooms
- > Confectionery training centre
- > Reservation training room featuring fully automated, live travel ticket system
- > Hotel business training room
- > Three accommodation training units
- > Event Management training suite
- > Two food technology laboratories
- > Research and development kitchen
- > Food demonstration centre
- > TAB training centre
- > Free wireless internet, 100% coverage of campus
- > Commercial conference centre
- > Learning Resource Centre, a modern learning space with over 150 computers and extensive information resources
- > Medical centre on site
- > Food and retail outlets
- > Male and female retreat spaces
- > Bakeshop selling student made produce to the public
- > Smart boards in classrooms
- > Bookshop



coffee academy



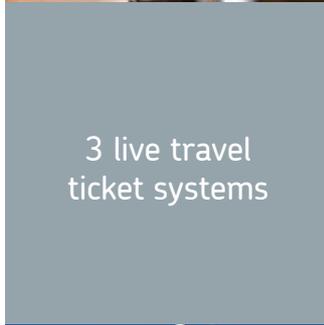
3 award winning restaurants



11 kitchens



accommodation training units



3 live travel ticket systems



400 computers



# Student Support Services

Student Support Services provides you with assistance to achieve in your studies, professional and personal life. Opportunities are also provided to make friends and have fun in a diverse community. For a complete range of student services and facilities, visit [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links).

## Angliss International Office

Angliss International Office is responsible for the admission, orientation and welfare of all International students. The office provides advice on matters relating to program admission, student visa regulations, ESOS requirements, payment of fees and further study options to International students. In conjunction with Student Support Services at the Institute, the Angliss International Office provides International students with important support services and pastoral care while students are studying at William Angliss Institute. Please visit the Angliss International Office if you require assistance.

## International Student Course Coordinators

International student course coordinators have been appointed in the teaching departments to help you to understand timetables, assignment tasks and day-to-day issues. They will also monitor your course progress, consult with your teachers and organise support services if required to ensure that you make satisfactory course progress.

## Orientation

The Institute will assist you to adjust to study and life in Australia through an orientation program. You must attend the orientation program during the week prior to commencement of your course at the Institute.

The Orientation Program offers a number of activities to welcome you to William Angliss Institute and help you:

- > Meet other students
- > Obtain information on OSHC, Student Visa, legal services, emergency and health services, facilities and complaints and appeals processes
- > Get to know your International Coordinators, Program Managers, International Office Staff and Student Support Staff
- > Find useful resources and services at the Institute including information on accommodation, study strategies, academic requirements and expectations.
- > Join a tour around the campus
- > Enjoy fun activities

## Careers and Employment

Careers and Employment service can assist you with career development and opportunities to gain valuable experience to ensure a smooth transition from study to work.

Services include:

- > Career guidance and development
- > Workshops on writing resumes, interview skills
- > Online jobs notice board
- > Employer information sessions and on campus interviews
- > Opportunities to be involved in major events including Melbourne Food and Wine Festival, Good Food and Wine Show, various fashion and sports entertainment events
- > Annual Careers and Employment Expo, as well as other careers related events and activities where you can network and meet potential employers.

## Counselling and Personal Development

Counselling and Personal Development services are available to address any issues which may be affecting your ability to study. The services include:

- > Personal counselling for stress, depression, relationship problems
- > Personal development coaching/mentoring
- > Self help resources
- > Accommodation information
- > Financial support information and referral
- > Workplace and consumer rights support and referral

All services are free and confidential.



Scan for more info





**Medical Centre**

The onsite Medical Centre offers a bulk billing, fully confidential service to all students. A full range of medical services are offered including pregnancy testing and advice, pap smears and contraception, pathology testing, health checks, dietary advice, referrals, and sports medicine.

**myWAI Student Portal**

The myWAI Student Portal provides information for students including:

- > Results
- > Student email
- > Events
- > Examination information
- > Timetables
- > Services

**Study Support**

Study skills support is available from Learning Support and Development teachers in the Study Hub.

Study skills support includes:

- > Understanding assessments
- > Research skills
- > Time and study management
- > Writing skills
- > Assessment preparation
- > English language skills

**Student Elections**

Every year student representatives are elected for the following committees:

- > Institute Board
- > Higher Education Board of Studies
- > Vocational Education and Training (VET Board of Studies)

Student representatives ensure students' views are heard. All student representatives can document their experience on their resumes. Elections always occur early in Semester 1 and more details are given at Student Orientation.

**Student Activities Centre (SAC)**

The Student Activities Centre organises a range of fun and free campus activities.

**The Lounge - Building C, Level 1**

The Lounge is located on Building C, Level 1 and is a great place for students to relax, and meet up with other students. The Lounge offers: a pool table, table tennis tables, board games and a large LCD / TV with Foxtel. The Lounge also has food and drink vending machines, two microwaves and hot water facilities.



# Course Catalogue

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Fee	Total Course Fee	Intakes	Page
<b>Bachelor Programs</b>							
058617K	058617K	Bachelor of Tourism and Hospitality Management (Year 3 A\$3,500)	4 years	A\$7,500	A\$48,500	Feb, July	11
058616M	058616M	Bachelor of Culinary Management (Year 3 A\$3,500)	4 years	A\$7,500	A\$48,500	Feb, July	11
<b>Vocational Programs: Advanced Diploma to Certificate</b>							
<b>Hospitality</b>							
064731B	SIT30707	Certificate III in Hospitality	6 months	A\$6,800	A\$6,800	Feb, July	15
064732A	SIT40307	Certificate IV in Hospitality	1 year	A\$6,800	A\$13,600	Feb, July	15
064733M	SIT50307	Diploma of Hospitality	1.5 years	A\$6,800	A\$20,400	Feb, July	15
064734K	SIT60307	Advanced Diploma of Hospitality	2 years	A\$6,800	A\$27,200	Feb, July	15
<b>Hospitality (Industry Placement Program)</b>							
064937K	SIT30707	Certificate III in Hospitality – IPP (Placement Semester – A\$3,450)	1 year	A\$6,900	A\$10,350	Feb, July	16
064938J	SIT50307	Diploma of Hospitality – IPP (Placement Semesters – A\$3,450)	2 years	A\$6,900	A\$20,700	Feb, July	16
064939G	SIT60307	Advanced Diploma of Hospitality – IPP (Placement Semesters – A\$3,450)	2.5 years	A\$6,900	A\$27,600	Feb, July	16
<b>Business</b>							
064218G	BSB30107	Certificate III in Business	6 months	A\$6,000	A\$6,000	Feb	17
064556A	BSB40207	Certificate IV in Business	1 year	A\$6,000	A\$12,000	Feb	17
064557M	BSB50207	Diploma of Business	1.5 years	A\$6,000	A\$18,000	Feb	17
064558K	BSB60207	Advanced Diploma of Business	2 years	A\$6,000	A\$24,000	Feb	17
<b>Tourism – Operations</b>							
064211D	SIT30107	Certificate III in Tourism	6 months	A\$6,500	A\$6,500	Feb, July	19
064213B	SIT40207	Certificate IV in Tourism	1 year	A\$6,500	A\$13,000	Feb, July	19
064215M	SIT50107	Diploma of Tourism	1.5 years	A\$6,500	A\$19,500	Feb, July	19
064216K	SIT60107	Advanced Diploma of Tourism	2 years	A\$6,500	A\$26,000	Feb, July	19
<b>Tourism – Retail Travel Sales</b>							
064553D	SIT30207	Certificate III in Tourism (Retail Travel Sales)	6 months	A\$7,400	A\$7,400	Feb, July	20
064554C	SIT40207	Certificate IV in Tourism – specialising in Retail Travel Sales	1 year	A\$6,500	A\$13,900	Feb, July	20
064555B	SIT50107	Diploma of Tourism – specialising in Retail Travel Sales	1.5 years	A\$6,500	A\$20,400	Feb, July	20
064611K	SIT60107	Advanced Diploma of Tourism – specialising in Retail Travel Sales	2 years	A\$6,500	A\$26,900	Feb, July	20
<b>Tourism – Ecotourism</b>							
064550G	SIT40107	Certificate IV in Tourism (Guiding)	1 year	A\$6,700	A\$13,400	Feb	21
064551F	SIT50107	Diploma of Tourism – specialising in Guiding	1.5 years	A\$6,500	A\$19,900	Feb	21
064552E	SIT60107	Advanced Diploma of Tourism – specialising in Guiding	2 years	A\$6,500	A\$26,400	Feb	21
<b>Event Management</b>							
064738F	SIT30607	Certificate III in Events	6 months	A\$6,500	A\$6,500	Feb, July	23
064739E	SIT50207	Diploma of Events	1.5 years	A\$6,500	A\$19,500	Feb, July	23
064740A	SIT60207	Advanced Diploma of Events	2 years	A\$6,500	A\$26,000	Feb, July	23

CRICOS Course Code	NTIS Code	Course/Qualification Title	Duration	Semester Fee	Total Course Fee	Intakes	Page
<b>Event Management – Industry Placement Program</b>							
064940D	SIT30607	Certificate III in Events – Industry Placement Program (Placement Semester – A\$3,250)	1 year	A\$6,500	A\$9,750	Feb, July	24
064942B	SIT50207	Diploma of Events – Industry Placement Program (Placement Semesters – A\$3,250)	2 years	A\$6,500	A\$19,500	Feb, July	24
064944M	SIT60207	Advanced Diploma of Events – Industry Placement Program	2.5 years	A\$6,500	A\$26,000	Feb, July	24
<b>Resort Management</b>							
064610M	21865VIC	Diploma of Resorts Management (specialising in Dive)	2 years	A\$7,900	A\$31,600	Feb, July	25
064560E	21865VIC	Diploma of Resorts Management (specialising in Spa)	2 years	A\$7,300	A\$29,200	Feb, July	27
064638K	21865VIC	Diploma of Resorts Management (specialising in Water Recreation)	2 years	A\$7,300	A\$29,200	Feb, July	28
<b>Commercial Cookery</b>							
064735J	SIT30807	Certificate III in Hospitality (Commercial Cookery)	1 year	A\$7,900	A\$15,800	Feb, July	31
064736G	SIT40407	Certificate IV in Hospitality (Commercial Cookery)	1.5 years	A\$6,800	A\$22,600	Feb, July	31
064203D	SIT50307	Diploma of Hospitality – specialising in Commercial Cookery	2 years	A\$6,800	A\$29,400	Feb, July	31
064204C	SIT60307	Advanced Diploma of Hospitality – specialising in Commercial Cookery	2.5 years	A\$6,800	A\$36,200	Feb, July	31
<b>Patisserie</b>							
064205B	SIT31107	Certificate III in Hospitality (Patisserie)	1 year	A\$7,400	A\$14,800	Feb, July	33
064206A	SIT40707	Certificate IV in Hospitality (Patisserie)	1.5 years	A\$6,800	A\$21,600	Feb, July	33
064641D	SIT50307	Diploma of Hospitality – specialising in Patisserie	2 years	A\$6,800	A\$28,400	Feb, July	33
064642C	SIT60307	Advanced Diploma of Hospitality – specialising in Patisserie	2.5 years	A\$6,800	A\$35,200	Feb, July	33
<b>Food Science and Technology – Confectionery Manufacturing</b>							
064640E	21616VIC	Certificate IV of Food Science and Technology – (Confectionery Manufacturing)	1 year	A\$6,600	A\$13,200	Feb, July	34
064737G	21617VIC	Diploma of Food Science and Technology – (Confectionery Manufacturing)	2 years	A\$6,600	A\$26,400	Feb, July	34
<b>Food Science and Technology</b>							
064207M	21616VIC	Certificate IV in Food Science and Technology	1 year	A\$6,600	A\$13,200	Feb, July	35
064639J	21617VIC	Diploma of Food Science and Technology	2 years	A\$6,600	A\$26,400	Feb, July	35
<b>Study Abroad Programs</b>							
070200A	(Non award)	Study Abroad (26 weeks)	6 months	A\$7,500	A\$7,500	Feb, July	36
070201M	(Non award)	Study Abroad (52 weeks)	1 year	A\$7,500	A\$15,000	Feb, July	36

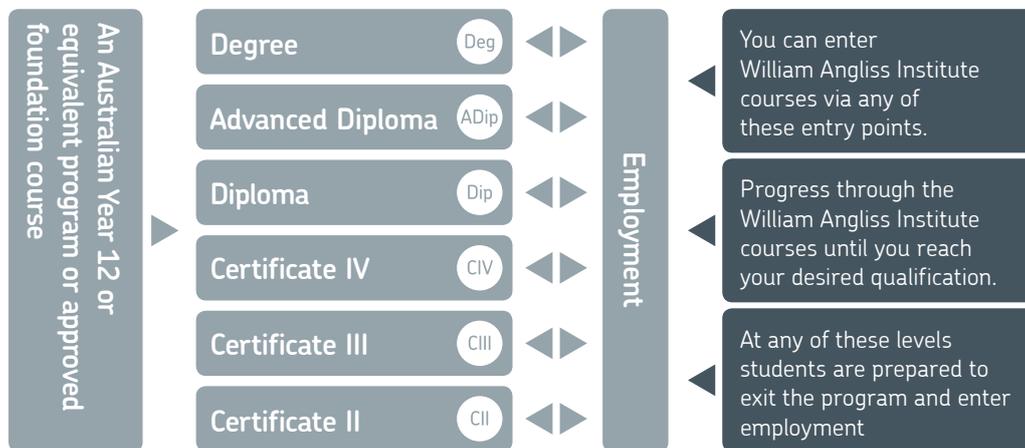
## Useful Terms

ADS	Australian Development Scholarship	CoE	Confirmation of Enrolment	IATA	International Air Transport Association	PTE	Pearson Test of English
AFTA	Australian Federation of Travel Agents	CPE	Certificate of Proficiency in English (University of Cambridge)	IELTS	International English Language Testing Service	RPL	Recognition of Prior Learning
AIE	Angliss International Education	CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students	MARA	Migration Agents Registration Authority	RTO	Registered Training Organisation
AQF	Australian Qualifications Framework	DEEWR	Department of Education, Employment and Workplace Relations	National Code	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (Revised 2007)	TAFE	Technical and Further Education
AQTF	Australian Quality Training Framework	DFAT	Department of Foreign Affairs and Trade	NCVER	National Centre for Vocational Education Research	TER	Tertiary Entrance Rank
ATO	Australian Taxation Office	DIAC	Department of Immigration and Citizenship	NTIS	National Training Information Service	THE-ICE	Tourism and Hospitality Education – International Centre of Excellence
AusAID	Australian Government Aid Organisation	ENTER	Equivalent National Tertiary Entrance Rank	OSHC	Overseas Students Health Cover	TOEFL	Test of English as a Foreign Language
CAAW	Confirmation of Appropriate Accommodation and Welfare	ESOS Act	Education Services for Overseas Students Act 2000	OTTE	Office of Training and Tertiary Education	TOEIC	Test Of English for International Communication
CAE	Certificate in Advanced English (University of Cambridge)	2000	Act 2000	Provider	Education institution that provides courses	TWE	Test of Written English
CEF	Common European Framework of References for Languages (Council of Europe)	FCE	First Certificate in English (University of Cambridge)	Provider Code	Education institution code number on CRICOS	UFTA	United Federation of Travel Agents' Associations
CELS	Certificates in English Language Skills (University of Cambridge)	HE	Higher Education (undergraduate bachelor degrees)			VET	Vocational Education and Training (also known as VTE)
CEO	Chief Executive Officer					VTAC	Victorian Tertiary Admission Commission
						VTE	Vocational and Technical Education (also known as VET)

# Flexible Options

## Pathways

There are many entry and exit points to allow flexible learning and pathways that match your needs. See the chart below for the multiple ways you can progress through William Angliss Institute into employment.



Qualification	Indicators of Employment Capabilities
Degree	The acquisition of a systematic and coherent body of knowledge, the underlying principles and concepts, and the associated communication and problem solving skills. Development of the academic skills and attributes necessary to undertake research, comprehend and evaluate new information, concepts and evidence from a range of sources.
Advanced Diploma	Breadth, depth and complexity involving analysis, diagnosis, design, planning, execution and evaluation across a broad range of technical and/or management functions including development of new criteria or applications of knowledge or procedures.
Diploma	Breadth, depth and complexity covering planning and initiation of alternative approaches to skills and knowledge application across a broad range of technical and/or management requirements, evaluation and coordination. Self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.
Certificate IV	Breadth, depth and complexity of knowledge and competencies would cover a broad range of activities or application in a wider variety of contexts most of which are complex and non-routine. Leadership and guidance are involved when organising activities of self and others as well as contributing to technical solutions of a non-routine or contingency nature.
Certificate III	This qualification prepares a person to select, adapt and transfer skills to a new environment and to provide technical advice and some leadership in resolution of specific problems. This would be applied across a range of roles in a variety of contexts with some complexity in the extent and choice of options available.
Certificate II	This qualification would prepare a person to perform in a range of varied activities or knowledge application where there is a clearly defined range of contexts in which the choice of actions required is usually clear and there is limited complexity in the range of options to be applied.



# Graduate Employment Outcomes

## Tourism, Travel and Events

Tourist Attractions	Tour Guiding	Wholesale Tour Operations	Retail Travel Tourism	Events
<ul style="list-style-type: none"> <li>&gt; Senior Manager</li> <li>&gt; Manager of Operations, Sales, Marketing, Public Relations</li> <li>&gt; Supervisor in Operations, Sales, Marketing, Public Relations</li> <li>&gt; Groups Coordinator</li> <li>&gt; Sales Reservation Agent, Guest Service Groups Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owner Operator</li> <li>&gt; Tour Manager Lead Guide, Guide Coordinator, Specialist Guide (Ecotourism, Cultural)</li> <li>&gt; Specialist Site Guide, Tour Guide, Driver Guide</li> <li>&gt; Site Guide, Meet and Greet</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Senior Manager</li> <li>&gt; Manger of Product Sales, Marketing, Public Relations</li> <li>&gt; Supervisor in: Product Sales, Marketing, Public Relations, Reservations, Operations</li> <li>&gt; Group Tour Coordinator</li> <li>&gt; Sales Reservation Agent</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Senior Management</li> <li>&gt; Manager of Small Travel Agency Branch, Travel Administration, Marketing</li> <li>&gt; Supervisor in: Retail Travel, Corporate Travel, International and Australian Travel</li> <li>&gt; Senior Travel Consultant</li> <li>&gt; Travel Consultant</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Event Assistant</li> <li>&gt; Event Coordinator</li> <li>&gt; Venue Coordinator</li> <li>&gt; Event Manager</li> <li>&gt; Conference Manager</li> <li>&gt; Exhibitions Manager</li> </ul>

## Hospitality and Business

Hospitality		Business
<ul style="list-style-type: none"> <li>&gt; Restaurant Manager</li> <li>&gt; Event Manager</li> <li>&gt; Food &amp; Beverage Manager</li> <li>&gt; Catering Manager</li> <li>&gt; Restaurant/Service Supervisor, Catering Supervisor</li> <li>&gt; Restaurant Cashier, Host/Hostess, Cocktail Bar Attendant</li> <li>&gt; Banquets/Functions Manager</li> <li>&gt; Rooms Division Manager</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Housekeeper / Executive Housekeeper</li> <li>&gt; Housekeeping Supervisor</li> <li>&gt; Floor Supervisor</li> <li>&gt; Corporate Hospitality Coordinator</li> <li>&gt; Cruise Liner Steward</li> <li>&gt; Concierge</li> <li>&gt; Front Office Manager</li> <li>&gt; Front Office Supervisor</li> <li>&gt; Night Auditor</li> <li>&gt; Guest Relations Officer</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Venue Manager</li> <li>&gt; Owner/Operator</li> <li>&gt; Sales &amp; Marketing Manager</li> <li>&gt; Franchisor – Accommodation</li> <li>&gt; Franchisor – Hospitality</li> <li>&gt; Franchisor – Food Venues</li> <li>&gt; Finance Administrator</li> <li>&gt; Human Resources Coordinator</li> <li>&gt; Marketing Coordinator</li> <li>&gt; Business Manager</li> </ul>

## Foods

Commercial Cookery and Patisserie	Baking	Meat Processing	Food Science	Confectionery Manufacturing
<ul style="list-style-type: none"> <li>&gt; Executive Chef</li> <li>&gt; Sous Chef</li> <li>&gt; Patisier</li> <li>&gt; Chef de Partie</li> <li>&gt; Commis Chef</li> <li>&gt; Restaurant Owner</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owner / Franchisee</li> <li>&gt; Store Manager</li> <li>&gt; Production Manager, Technical Advisor</li> <li>&gt; Baker</li> <li>&gt; Pastry Cook</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owner Operator</li> <li>&gt; Store / Area Manager</li> <li>&gt; Production Manager</li> <li>&gt; Butcher</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owner Operator</li> <li>&gt; Factory Manager</li> <li>&gt; Operations Manager</li> <li>&gt; Floor Manager / Supervisor</li> <li>&gt; Laboratory Technician / Researcher</li> <li>&gt; Laboratory Assistant / Research Assistant</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Owner Operator</li> <li>&gt; Factory Manager</li> <li>&gt; Operations Manager</li> <li>&gt; Floor Manager / Supervisor</li> <li>&gt; New Product Development, Laboratory Technician</li> <li>&gt; Laboratory Assistant / Research Assistant</li> </ul>

## Resort Management

Dive	Spa	Water Recreation
<ul style="list-style-type: none"> <li>&gt; Resort Manager/Supervisor</li> <li>&gt; Dive Centre Owner/Manager</li> <li>&gt; Dive Operations Manager</li> <li>&gt; Leisure Sport Centre Manager</li> <li>&gt; Resort Department Manager</li> <li>&gt; Water Sports Supervisor</li> <li>&gt; Dive Instructor</li> <li>&gt; Coxswain</li> <li>&gt; First Aid Instructor</li> <li>&gt; Tour Guide</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Resort Manager/Supervisor</li> <li>&gt; Resort Department Manager</li> <li>&gt; Spa Director/Owner</li> <li>&gt; Spa Manager</li> <li>&gt; Cruise Line Spa Operations</li> <li>&gt; Spa Supervisor</li> <li>&gt; Spa Therapist</li> <li>&gt; Aromatherapist</li> <li>&gt; Massage &amp; Beauty Therapist</li> <li>&gt; Tour Guide</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Resort Manager/Supervisor</li> <li>&gt; Resort Department Manager</li> <li>&gt; Marina Manager</li> <li>&gt; Water Sports Manager</li> <li>&gt; Leisure Sport Centre Manager</li> <li>&gt; Sailing Instructor</li> <li>&gt; Charter Boat Skipper</li> <li>&gt; Coxswain</li> <li>&gt; Kayak Instructor</li> <li>&gt; Snorkelling Instructor</li> <li>&gt; Tour Guide</li> </ul>

# National and International Programs

## National Programs

The Institute offers corporate training programs across Australia, providing industry with passionate and skilful experts with required accreditation. We have world-class training programs in Melbourne, Perth, Adelaide, Sydney and Brisbane, and partnership programs with complementary educational institutions. We provide comprehensive courses for staff throughout their careers, from induction right through to management training.

Each year William Angliss Institute trains thousands of local corporate employees in travel, hospitality, food service, retailing and tourism. Our graduates are leaders in their fields and are highly regarded throughout Australia. Our 2011 industry clients include: Hilton Hotels and Resorts, Rydges Hotels and Resorts, Qantas

Club, Gloria Jean's Coffee Franchisees, Compass Group Australia, Coles, Safeway/Woolworths, Australian Hotels Association, Colonial Leisure Group, Haigh's Chocolates, Hungry Jacks Franchisees, Harvey World Travel, Jetstar, Nestle, Somerville Retail Services, Nandos, Sandringham Yacht Club, McDonalds Australia, Crown Ltd, and Mantra Hotels and Resorts.

## International Partnerships

If you are keen to work overseas or dream of experiencing other cultures, William Angliss Institute courses are held in the highest regard internationally. Our graduates are prized for their professionalism, skills and passion and they lead hospitality, tourism and foods enterprises all over the world. We also provide internationally

recognised courses and training through our representative office in Shanghai, supporting the development and expansion of four joint venture campuses with Shanghai University, Nanjing Institute of Tourism and Hospitality, Zhejiang Tourism College (Hangzhou) and Nankai University (Tianjin). We also have partner campuses in Kuala Lumpur Malaysia with the Berjaya University College of Hospitality and in Bangkok Thailand with the Dusit Thani College. In 2009, the graduates of our Shanghai University programs were recognised for having the highest employment rates of all faculties at Shanghai University. This achievement reflects the calibre of our programs and the passion and strength of our teaching staff and students.

The Institute was successful under an international Workforce Development Agency (WDA) tender process, securing the partnership to deliver over 2,000 training places annually from the William Angliss Tourism Continuing Education and Training (CET) Centre for the tourism workforce in Singapore. This outcome recognises Australia's quality in vocational training delivery and acknowledges William Angliss Institute's capacity as Australia's specialist centre for foods, tourism and hospitality. The Institute will be setting up a campus to provide integrated Continuing Education and Training services for the rapidly expanding Tourism sector in Singapore. The training delivered at the CET Centre will equip the Singaporean workforce to deliver international standards of service and to prepare for more complex tourism products that are being developed. The values, expertise and experience built up since 1940 and as a

Government endorsed specialist centre in Victoria, plus the solid partnerships across Asia, the Middle East, Europe and the Americas, has enabled the Institute to offer WDA a powerful partnership.

## William Angliss Institute Industry Training Centre Sydney

William Angliss Institute Industry Training Centre is located in Surry Hills in Sydney. The newly refurbished premises provide industry clients and full time students with the flexibility of training staff in a classroom or workplace environment.

Located on the ground floor 26-32 Waterloo Street Surry Hills, the Industry Training Centre incorporates nine classrooms and three commercial training kitchens. The site includes a new Coffee Academy for barista training mirroring facilities already in Melbourne and Brisbane. Students have a range of study options such as Resort Management, Retail Travel Sales and Compliance courses covering RSA, RCG and Food Safety Supervisors Training. Additional short courses include Dealing with Conflict, Customer Service and First Aid.

The Industry Training Centre offers a great range of training options and flexible delivery of qualifications for hospitality, retail, foods, tourism and business staff.



**Sean Royal** Director of Human Resources at Grand Hyatt Melbourne

Diploma of Business in Hospitality Management

# Degree Programs

Looking for that edge when you're seeking work here or overseas? Our degree graduates receive an ideal balance of business skills, industry insights and real world experience to take on exciting management roles anywhere in the world.

## Career Paths

Degree courses could lead you to positions such as:

- > Manager
- > Administrator
- > Business owner
- > Restaurant manager
- > Resort manager
- > Franchisor or franchisee
- > Caterer
- > Tourism operator
- > Tourism representative
- > Event coordinator

### Deg Bachelor of Tourism and Hospitality Management

CRICOS CODE	058617K
NTIS COURSE CODE	058617K
INTAKES	Feb, Jul
DURATION	4 yrs FT
TUITION FEES	A\$15,000 per year (Years 1 and 2) A\$3,500 Work Integrated Learning (Year 3) A\$15,000 per year (Year 4)
TOTAL FEES	A\$48,500

Tourism and Hospitality continue to play a major role in the global economy, and there is a recognised need to develop high quality professionals across the tourism and hospitality industry. Tourism provides the framework from which the hospitality sector operates, and the Bachelor of Tourism and Hospitality Management has been framed as a 'generalist degree program' encapsulating the management skills and understanding with the technical know-how to provide that intrinsic hospitality link between accommodation and food and beverage, with tourism and events.

The structure of the degree program requires you to undertake four subjects per semester in years one, two and four with the third year of the program undertaken in industry as an Industry Internship year. The program aims to produce graduates who are not only practitioners in tourism and hospitality, but also to have an understanding of and insights into business dynamics, challenges and opportunities in their industry.

Major areas of study include Food and Beverage Management, Hospitality Operations and Management, Hospitality Sales and Marketing, Management Accounting, Sustainability and Risk Management, Strategy and Innovation, Event Management, Food and Wine Matching, Tourism Attractions and Destinations, Management and Organisational Behaviour, Tourism Management and Hotel Operations.

In processing applications, all relevant work experience gained in hospitality and tourism will be considered.

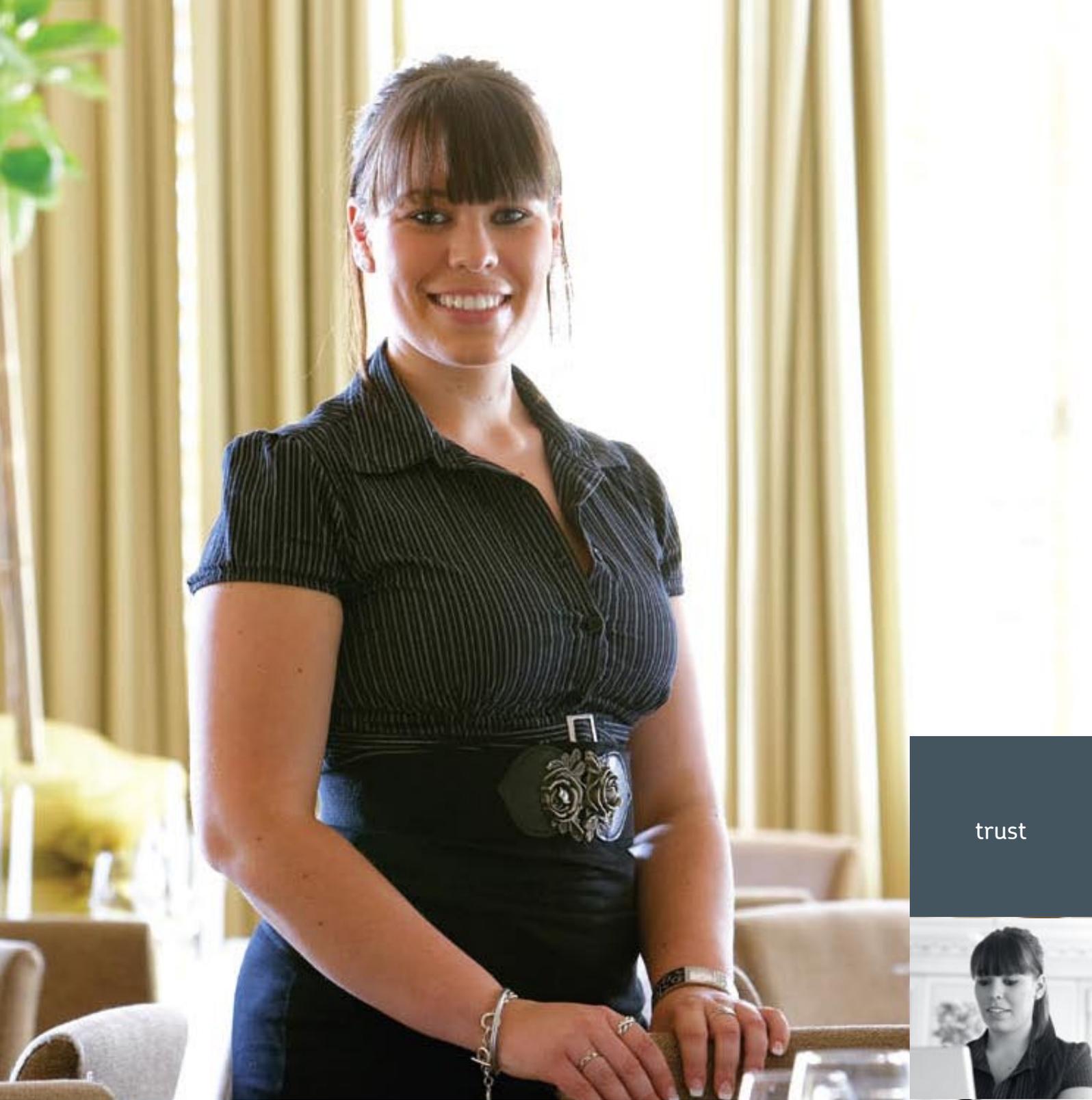
### Deg Bachelor of Culinary Management

CRICOS CODE	058616M
NTIS COURSE CODE	058616M
INTAKES	Feb, Jul
DURATION	4 yrs FT
TUITION FEES	A\$15,000 per year (Years 1 and 2) A\$3,500 Work Integrated Learning (Year 3) A\$15,000 per year (Year 4)
TOTAL FEES	A\$48,500

The emphasis of the specialisation for the Culinary Management program is strongly focused on Food and Beverage Management leveraging from and integrating the broad industry perspectives covered in the core units. This specialisation is not structured with a singular 'front of house perspective', but with the aim of producing graduates with a holistic body of knowledge that encompass both service, production and management elements. Culinary Management graduates will have varying levels of experience and be employed in different sectors of the industry, ranging from wineries, restaurants and cafes, hotels, hospitals, and catering enterprises, and in both small and large businesses.

This four year degree specialisation (with an Industry Internship in third year) is structured to provide students with the critical and analytical skills that support cross-disciplinary business and managerial practice in a diverse and dynamic industry environment. Major areas of study include Culinary Arts, Food and Beverage Management, Food and Beverage Production, Food and Wine, Gastronomy, Hospitality Sales and Marketing, Management Accounting, Sustainability and Risk Management, Management and Organisational Behaviour.

**Study Abroad**  
for 6 - 12 months!  
See page 36  
for details.



trust



## Kym Holloway at Peter Rowland Major Events

Bachelor of Tourism and Hospitality Management

### How did your study with the Institute help you to gain employment?

Studying hospitality does make you more attractive to potential employers and in my case was one attribute that I had that made me successful in gaining positions. The Institute is known all over the world as a hospitality specialist centre so

in the future when I apply for a full-time job within the hospitality sector this will really work in my favour.

### What aspects of your study have you found to be most valuable?

The industry placement year was a great opportunity to gain valuable experience within the industry, and for me it was an experience that I

would never have thought possible. The teachers at the Institute were also a very important part of my time there and helped me begin my networking for the industry ahead. The experience in the higher education learning environment has helped me learn personal attributes that will help me succeed within the workforce.

experience

## Why a Degree?

Degree qualifications are internationally recognised and provide graduates with a competitive edge when searching for employment. Degree courses are the most in-depth studies you can undertake at the Institute. Each course is structured to provide you with critical and strategic thinking skills, and contains a greater focus on management. If you are interested in rising to the very top of your field or would like to work overseas, a degree qualification will provide you with the skills to get there.

## Work Integrated Learning

The Work Integrated Learning internship allows students to gain valuable industry experience, and through reflective practice and first-hand investigation students are better placed to develop their career. Students are required to work for either six months or one year (depending on their previous experience), with a number of nominal hours worked in each semester (500 hours) of their placement. The work can be on a casual or full-time basis, and the students are paid at the appropriate award rates.

## Already have an Advanced Diploma?

It will take three years full time plus one year Work Integrated Learning to complete a degree. However, applicants who have completed the Advanced Diploma of Hospitality, Tourism, Events or Business may be eligible to apply for up to 2 years exemption for either degree (dependent on work experience and qualification). Students from relevant degree, technical or vocational programs overseas are also encouraged to apply for credits. Each application will be individually assessed to determine exemptions.

## Practical, Skill-based Learning

The Degree Programs here at William Angliss Institute build on core units that are multi-disciplinary and industry based, and that to a greater or lesser extent have been customised to reflect managerial skills and knowledge relevant to the industry. Students also receive a strong foundation in generic management skills and knowledge.

Industry advice suggests that these capabilities are regarded as critical to successful professional contribution in the sector. William Angliss provides this experience for its students utilizing quality facilities, infrastructure and resources. This infrastructure and broader capability allows you to acquire a hands-on appreciation of contemporary production and service systems together with the resource management skills that underpin the theoretical and applied content of the degree. This foundational approach, that aligns practical and theoretical understanding, allows you to be more flexible in your range of skills and competencies when entering the industry.

## Entry Requirements for the Degree

Admission to the Institute is based on academic merit and demonstrated ability to successfully undertake the degree course. International students must apply using the application form in the back of this guide.

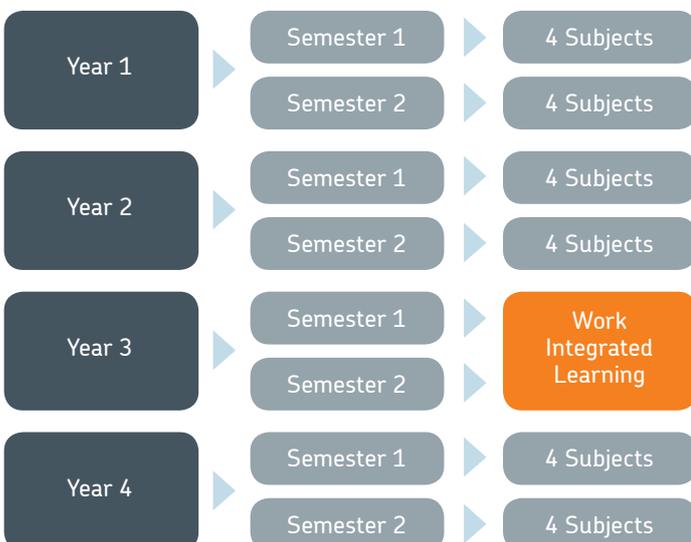
Countries and their academic qualifications that meet the Institute's entry requirements are listed at [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links). If your qualification is not listed, contact the Angliss International Education Office for advice.

You must achieve the required academic grades and meet the English language proficiency requirements to be eligible for an unconditional offer. The Australian Government also has mandatory English language requirements for applicants from some countries.

If you do not meet the Institute's prerequisites, you must complete an approved equivalent Year 12 program, approved Foundation Studies or an approved Certificate IV where English is the language of instruction and assessment.

Mature age entry may be considered from candidates who are 21 years of age or older and who can demonstrate the ability to successfully undertake the degree course.

## Degree course progression



**Andres Felipe Sierra** Student from Columbia

Bachelor of Tourism and Hospitality Management



pride



experience

## Marcus Schaech Waiter, PM24 Restaurant

Advanced Diploma of Hospitality

### What makes you passionate about the industry you work in?

I am passionate about matching food and wines. I am utterly impressed with Melbourne's restaurant culture and the variety of cuisines that it has to offer.

### Would you recommend living in Melbourne to others?

Absolutely. Melbourne is indeed one of the most liveable cities in the world and certainly the best place for anyone to pursue their studies in Hospitality.

### What are your plans for the future?

I've come to Melbourne to learn the craft of working in cafes, casual and fine-dining restaurant as well as cocktail bars. With food and beverage knowledge, people skills and management skills, I aspire to pursue my dream of owning a restaurant that has a unique style and concept.

# Hospitality

If you love working with people and thrive in a fast paced environment, a career in the dynamic hospitality industry will offer you great career and opportunities to work within Australia and overseas.

Hospitality careers are diverse; whether you are interested in hotel management operating a restaurant wine industry services, operating as a franchisor, coordinating major events, working within the cruise line industry, or as a manager at an iconic venue, we offer courses that fit into your lifestyle and tailor a hospitality program according to your career aspirations.

We are Australia's largest hospitality training provider, providing an abundance of work experience opportunities, either on campus, in industry or at special events.

## Career Paths

Hospitality courses could lead you to positions such as:

- > Club manager
- > Reservations manager
- > Function coordinator
- > Resort manager
- > Supervisor
- > Bar manager
- > Catering manager
- > Business owner
- > Franchisor
- > Event Manager
- > Cruise Liner Stewart
- > Concierge
- > Guest Relations Officer
- > Food and beverage operator
- > Guest services attendant
- > Housekeeper
- > Executive Housekeeper manager

CIII

### Certificate III in Hospitality

CRICOS CODE	064731B
NTIS COURSE CODE	SIT30707
INTAKES	Feb, Jul
SEMESTER	1
DURATION	6 month FT
TUITION FEES	A\$6,800

This qualification combines entry level practical skills and knowledge for entry level positions in the hospitality industry. Areas of study include: introduction to hospitality, communication, food and beverage knowledge, food and beverage service, wine service, cocktail and bar operations, food hygiene, barista training, customer service, occupational health and safety.

CIV

### Certificate IV in Hospitality

CRICOS CODE	064732A
NTIS COURSE CODE	SIT40307
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,600

This qualification introduces skills and knowledge in areas of advanced food and beverage, health and safety, security and hygiene procedures, liquor studies and food knowledge. Subjects cover hotel front office and reception services, guest services, concierge, wine knowledge and restaurant cookery. Students will develop skills in supervision with a specific focus on: leadership, introductory finance, safety and security and stock control. This qualification supports your opportunity of employment at supervisory level or you can continue your studies to complete the Diploma.

Dip

### Diploma of Hospitality

CRICOS CODE	064733M
NTIS COURSE CODE	SIT50307
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$20,400

This qualification gives you a broad understanding of hospitality, and begins to explore, in substantial depth, theoretical concepts relating to: business operations, hospitality budgeting, workplace diversity, legal knowledge, rostering, and quality customer service. Many elective choices are available from the hospitality and tourism suite of subjects. On completion of the Diploma employment opportunities are available at middle management. Continue your studies to complete the Advanced Diploma.

ADip

### Advanced Diploma of Hospitality

CRICOS CODE	064734K
NTIS COURSE CODE	SIT60307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$27,200

This qualification consolidates your skills and knowledge gained from the Certificate IV and Diploma, and further develops your knowledge in the areas of: business planning, finance, human resources, marketing, and property management and a choice of hospitality and tourism electives.

On completion of the Advanced Diploma of Hospitality employment opportunities become available in a variety of hospitality management functional areas. Students can also continue on to higher education degree programs.

# Hospitality Industry Placement Program (IPP)

Incorporating two semesters of internship in industry the IPP is an innovative, industry focused, flexible approach to training. The two year IPP is focused on flexible learning, combining two semesters of training on campus at the Institute with a further two semesters of industry training in a range of venues and locations in the industry.

The benefits to students include:

- > 'Earn while you learn'
- > Experience a cross-section of hospitality roles before selecting a specialist stream
- > Opportunity to trial your future career

Throughout your industry placement, our IPP Coordinator and team liaise with you and your host employer during your training.

At the successful completion of Stage 4 (two years), students may graduate with a Diploma of Hospitality or continue to Stage 5 (Semester 5) to complete the Advanced Diploma of Hospitality (2.5 years in total).

## **CIII** Certificate III in Hospitality

### INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064937K
NTIS COURSE CODE	SIT30707
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$10,350 (Placement semester – A\$3,450)
SPECIAL SELECTION CRITERIA	Interview by the Hospitality Department

#### Semester One

On campus at the Institute plus work experience: Food and beverage skills, customer service, first aid, beverage service including RSA, espresso coffee, introductory finance, food knowledge. Industry placement work experience: 6 days (1 day/week), food and beverage role

#### Semester Two

Industry placement: Six months food and beverage role paid at award rate: casual, part-time or full-time. Can include: banqueting, café, restaurant, bar and room service in any approved hospitality environment within Victoria. Assessment is achieved through observation and supervisor reports and includes assignments and projects related to hospitality service, food and beverage service, stock control and supervision.

## **Dip** Diploma of Hospitality INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064938J
NTIS COURSE CODE	SIT50307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$20,700 (Placement semester – A\$3,450)
SPECIAL SELECTION CRITERIA	Interview by the Hospitality Department

#### Semester Three

The areas of study completed on campus include: operational plans, hotel guest services, budgeting, legal knowledge, OH&S systems, hotel reception services, diversity and negotiation.

#### Semester Four

Industry placement six months: This placement allows students to take on broader hospitality roles. In consultation with the placement coordinator, students are encouraged to search for positions in the area in which they see their future career path. Assessment is achieved through observation and supervisor reports, and includes assignments and projects related to rostering staff and managing quality customer service.

## **ADip** Advanced Diploma of Hospitality INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064939G
NTIS COURSE CODE	SIT60307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4+5
DURATION	2.5 yrs FT
TUITION FEES	A\$27,600 (Placement semester – A\$3,450)
SPECIAL SELECTION CRITERIA	Interview by the Hospitality Department

#### Semester Five

Your final stage brings together your learning from stages 1, 2, 3 and 4, and further develops your knowledge in the areas of: business planning, finance, human resources, marketing, and property management.



# Business

**Are you a creative self starter with an entrepreneurial flair?** Do you have an ambition to succeed in broad areas of business in the service industry? Hit the big time with a qualification in business management.

Business skills and knowledge are essential ingredients for every organisation. If you want to advance to management level in any of these industries, training in business management will put you a step ahead. In today's economic climate, employers are looking for team members with the skills and knowledge that will help their organisations compete and grow.

William Angliss Institute offers a range of business courses tailored specifically to prepare you to excel in the hospitality, tourism and food industries. These courses combine theory with practical industry experience and offer a vast selection of career and study pathways.

## Career Paths

Business courses could lead you to positions such as:

- > Human resources coordinator
- > Marketing coordinator
- > Supervisor
- > Advertising coordinator
- > Bar manager
- > Business owner foods or accommodation operations
- > Functions coordinator
- > Venue manager

CIII

### Certificate III in Business

CRICOS CODE	064218G
NTIS COURSE CODE	BSB30107
INTAKES	Feb
SEMESTER	1
DURATION	6 month FT
TUITION FEES	A\$6,000

This qualification will provide you with the skills for entry level positions in an office or service environment and covers areas of study including: products and services, customer service, communication, finance and computing. Students will also learn coffee making, food knowledge, RSA and food hygiene.

CIV

### Certificate IV in Business

CRICOS CODE	064556A
NTIS COURSE CODE	BSB40207
INTAKES	Feb
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$12,000

This qualification gives you relevant theoretical and practical knowledge in: general administration, product skills and advice, computing, occupational health and safety, and workplace diversity.

You will also gain a broad understanding of: business marketing, e-business, general administration, and learning and development.

Dip

### Diploma of Business

CRICOS CODE	064557M
NTIS COURSE CODE	BSB50207
INTAKES	Feb
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$18,000

The Diploma of Business builds on the Certificate IV to enhance your career prospects and skills.

This qualification gives you a broad knowledge base incorporating: advertising, human resource management, general administration and business marketing.

ADip

### Advanced Diploma of Business

CRICOS CODE	064558K
NTIS COURSE CODE	BSB60207
INTAKES	Feb
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$24,000

This qualification builds on the Diploma and gives you a greater understanding of: financial management and information management, advertising, human resource management and business marketing, making you highly skilled and employable.





## Annette Rypalski Horticulturalist & Tour Guide at Werribee Zoo

Diploma of Tourism – Specialising in Ecotourism

### Where are you currently working?

I'm currently working full time as a horticulturalist at Werribee Zoo and I also work casually as a tour guide at Mount Rothwell.

### How did you end up in your current position?

I studied Ecotourism at William Angliss Institute after Year 12, and I then studied natural resource management which only took me one year because I got a lot of credits from my course at William Angliss Institute.

### What is the coolest thing about your job?

The best thing about my job is that I have access to do so many things. I ride quad bikes every day; I have access to all the animals at the Zoo.

prestige



passion

# Tourism

**Bitten by the travel bug?** Do you enjoy learning about the world and helping others experience the different cultures and adventures it has to offer?

When you receive expert training in tourism operations, tour planning, product development, guiding and marketing, a world of opportunity opens up for you.

## Career Paths

Our tourism courses could lead you to such positions as:

- > Tour guide
- > Tour operator
- > Small tourism business manager
- > Travel agent
- > Information officer
- > Marketing officer
- > Resort manager
- > Customer service
- > Tour costing
- > Advertising and promotions

### CIII Certificate III in Tourism

CRICOS CODE	064211D
NTIS COURSE CODE	SIT30107
INTAKES	Feb, Jul
SEMESTER	1
DURATION	6 month FT
TUITION FEES	A\$6,500

This course introduces the many tourism businesses and bodies that combine to make up the tourism industry. Excursions to both city and regional tourism operators provide an insight into the varied tourism products available and job opportunities that exist for graduates. Students will be responsible for the development and running of an overnight tour to regional Victoria.

Throughout the course you will gain the basic skills required for employment in this industry. Through networking and industry visits, students are able to talk with industry leaders and are well prepared to enter the tourism industry.

### CIV Certificate IV in Tourism

CRICOS CODE	064213B
NTIS COURSE CODE	SIT40207
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,000

Incorporating the skills and knowledge of the Certificate III in Tourism, you will develop the skills that industry demands whilst learning supervisory skills that enhance your employment opportunities. Electives are offered to enable you to focus on areas of particular interest for future career paths.

Training is closely aligned to industry best practice, with regular site visits and networking opportunities to provide a greater understanding of how the industry works, making graduates job ready and flexible.

This semester of study includes the following areas: leadership and management, coaching, making sales presentations and negotiation. Students will also cover finance, service quality, safety and risk management. Electives are also offered that cover domestic airfares, tour guiding and event management.

### Dip Diploma of Tourism

CRICOS CODE	064215M
NTIS COURSE CODE	SIT50107
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$19,500

The Diploma of Tourism incorporates the skills and knowledge from Certificate III and IV in Tourism. You will develop industry ready skills including basic industry knowledge, supervisory and management skills. Studies in culturally appropriate and sustainable practices are also undertaken.

Training is closely aligned with industry best practice, with an industry placement program available to give you an opportunity to gain real-life experience. Regular visits to tourism operations and networking opportunities also give you a greater understanding of how the tourism industry works making graduates highly skilled and sought after.

This semester includes studies in advanced business operations and regulations, budgeting, legal knowledge, culturally appropriate and sustainable tourism practices, and operational planning. A choice of electives enhances the core units with the opportunity to develop skills in the areas of international fares, event management, tour guiding, sponsorship and wine tourism.

### ADip Advanced Diploma of Tourism

CRICOS CODE	064216K
NTIS COURSE CODE	SIT60107
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,000

The Advanced Diploma is designed for graduates looking at a career in the tourism industry in management or operating a business. Study areas develop broad industry knowledge, supervisory and management skills while considering the cultural and sustainable impacts of tourism. The skills and knowledge gained are transferable to other industry sectors.

Development of a business plan looking at all aspects of business is a major focus of study with elective choices available during the course of study. A wide range of business subjects, including human resources and financial management, risk management, workplace diversity and marketing strategies provide the skills needed to run your own tourism business. Elective choices may include advanced tour guiding and wine tourism.

With industry visits, networking opportunities and guest speakers, students gain a greater understanding of how industry works, making graduates job ready.

# Travel

## Looking to balance your passion for travel with a flexible career?

Train in the latest airline reservation software such as Amadeus, Galileo and Sabre as well as Marriott Hotel Excellence and travel insurance, so you feel capable and confident working in travel sales anywhere in the world.

Angliss Travel is the niche training division for the travel industry at the Institute. With a strong national reputation in the industry, Angliss Travel was awarded the Australian Federation of Travel Agents (AFTA) award for 'Best Registered Travel Industry Training Institution' for three years running, and was inducted into the Hall of Fame in 2009.

### Why are we the best?

- > Training on live industry reservation systems
- > All three major global systems covered
- > Industry study tour to experience destinations
- > Short intensive program allows you to start working sooner
- > Resources, study tours and certifications are all included in course fees

### Industry certifications include:

- > Galileo
- > Amadeus
- > Sabre
- > AFTA Normal International Fares
- > AFTA Promotional International Fares
- > Marriott Hotel Excellence
- > Travel Insurance Compliance Sales, Australian retail fares, customer relations, destinations and travel products are also covered.

An important element of the course is a number of industry visits and presentations. Not only will you gain necessary skills, it will also be an opportunity to network and develop contacts for future employment. Angliss Travel provides comprehensive assistance for students to find suitable job placements.

Students participate in an interstate or overseas trip to give an understanding of travel experiences, trends and career options. Past trips have included Bali, Fiji, New Zealand, Thailand and Vanuatu.

### **CIII** Certificate III in Tourism (Retail Travel Sales)

CRICOS CODE	064553D
NTIS COURSE CODE	SIT30207
INTAKES	Feb, Jul
SEMESTER	1
DURATION	6 months FT
TUITION FEES	A\$7,400

This course includes live training on industry reservation systems such as Galileo, Amadeus and Sabre, which are used throughout the industry worldwide. Sales, Australian retail fares, international airfares, customer relations, destinations and travel products are also covered.

An important element of the course is a number of industry visits and presentations which will give you an opportunity to network and develop contacts for future career opportunities in Australia and overseas.

Students can participate in interstate or overseas travel to gain a better understanding of the travel experience, industry trends and career options. The cost is included in the tuition fee and past trips have included Bali, Fiji, New Zealand, Thailand and Vanuatu.

### **CIV** Certificate IV in Tourism - Specialising in Retail Travel Sales

CRICOS CODE	064554C
NTIS COURSE CODE	SIT40207
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,900 (Semester 1 is A\$7,400)

This semester of study includes the following areas related to supervision roles in tourism: leadership and management, coaching, sales presentations and negotiation. Students will also cover finance, service quality, safety and risk management and domestic airfares, tour guiding and event management.

### **Dip** Diploma of Tourism - Specialising in Retail Travel Sales

CRICOS CODE	064555B
NTIS COURSE CODE	SIT50107
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$20,400 (Semester 1 is A\$7,400)

This qualification builds on the previous two semesters by incorporating studies in advanced business operations and regulations, budgeting,

## Career Paths

This course could lead you to positions such as:

- > Retail travel agent
- > Wholesale travel agent
- > Airline ground operations
- > Tour operator
- > Cruise operations
- > Car rental operations
- > Reservations agent

legal knowledge, culturally appropriate and sustainable tourism practices, and operational planning. A choice of electives enhances the core units with the opportunity to develop skills in the areas of international fares, event management, tour guiding, sponsorship and wine tourism.

### **ADip** Advanced Diploma of Tourism - Specialising in Retail Travel Sales

CRICOS CODE	064611K
NTIS COURSE CODE	SIT60107
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,900 (Semester 1 is A\$7,400)

This qualification provides specialist business management knowledge through the development of an actual business plan. A wide range of business subjects, including human resources and financial management, risk management, workplace diversity and marketing strategies provide the skills needed to run your own tourism business. Electives choices may include advanced tour guiding and wine tourism.

For a full list of units visit [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links)

# Ecotourism

## Looking for a career that is more like an adventure?

A job that is challenging but also looks after the environment? Be at the forefront of Australia's ecotourism boom of more than 3,000 ecotourism operators nationwide, learning how to run a successful eco-tourism business interacting and working with industry while helping travellers experience and appreciate Australia's unique natural environment.

Ecotourism is ecologically sustainable tourism which focuses on the experience of natural areas whilst at the same time fostering environmental and cultural understanding, appreciation and conservation.

A qualification in guiding will provide you with the skills needed to open the doors to the world. The knowledge you will gain from this course is transferable to a host of different industries and can be used in exotic and exciting locations. A career as a tour guide is about as far as you can get from your average nine to five!

## Career Paths

Our tourism courses could lead you to such positions as:

- > Tour guide
- > Tour operator
- > Small tourism business manager
- > Travel agent
- > Information officer
- > Marketing officer
- > Resort manager
- > Customer service
- > Tour costing
- > Advertising and promotions

CIV

### Certificate IV in Tourism (Guiding)

CRICOS CODE	064550G
NTIS COURSE CODE	SIT40107
INTAKES	Feb
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,400

This course gives you basic theoretical knowledge of the ecotourism and guiding industry: first aid, sustainable tourism practices, tour guiding, conservation and basic outdoor recreation skills, bushwalking skills, tour coordination, finance, people and risk management, and cultural tourism.

Dip

### Diploma of Tourism - Specialising in Guiding

CRICOS CODE	064551F
NTIS COURSE CODE	SIT50107
INTAKES	Feb
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$19,900 (Semester 1 & 2 are A\$6,700 per semester)

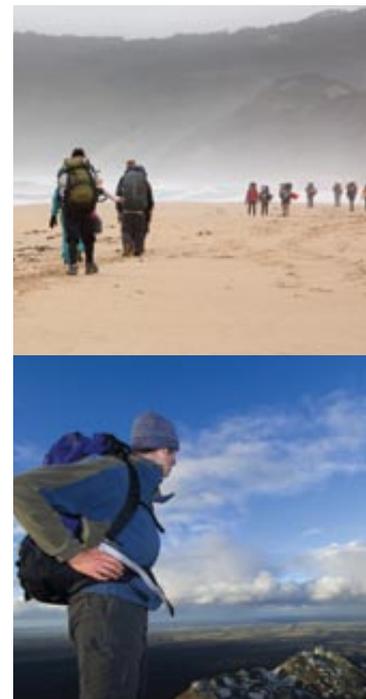
This qualification gives you an in-depth knowledge of: business law and finance and nature based attractions, culturally appropriate and sustainable tourism practices, operational planning, quality service, marketing and interpretation skills, and Outdoor Adventure Standards.

ADip

### Advanced Diploma of Tourism - Specialising in Guiding

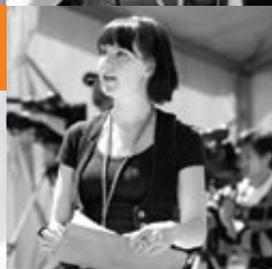
CRICOS CODE	064552E
NTIS COURSE CODE	SIT60107
INTAKES	Feb
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,400 (Semester 1 & 2 are A\$6,500 per semester)

This qualification provides specialist business management knowledge through the development of an actual business plan. A wide range of business subjects, including human resources and financial management, risk management, workplace diversity and marketing strategies provide the skills needed to run your own tourism business. Electives choices may include advanced tour guiding and wine tourism.





passion



## Jessica Matley Events Administrator at Logistic Events Australia

Diploma of Events

### How did your study with the Institute help you land this job?

Studying at the Institute helped me focus on a career move I had put off for many years. Meeting the teachers and coordinators helped create that direction in my life I had been craving, and the course itself equipped me with the knowledge

to carry that drive forward into the industry and my future career development.

### What aspects of your study have you found to be most valuable?

Functions and Project Management were my favourite classes, because they were hands-on, and we had

to organise and run actual events. For me this is the best way to learn, and it also gives you a taste of the many hours and effort needed to run a successful event.

optimism

# Events

**Do you love the buzz of a launch, an opening or a premiere?** Why settle for walking the red carpet when you can run the whole show? With our Event Management courses you can learn how to plan, fund, market and manage successful events – everything from international sporting events to celebrity weddings.

CIII

## Certificate III in Events

CRICOS CODE	064738F
NTIS COURSE CODE	SIT30607
INTAKES	Feb, Jul
SEMESTER	1
DURATION	6 months FT
TUITION FEES	A\$6,500

This qualification will give you a solid theoretical knowledge base with an introduction to the events industry and the vast array of products and services offered. You will become familiar with event registration software, and gain practical hands-on experience in the training restaurants at the Institute. Students will also receive a Responsible Service of Alcohol certificate at the completion of Certificate III.

Dip

## Diploma of Events

CRICOS CODE	064739E
NTIS COURSE CODE	SIT50207
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$19,500

This Diploma builds on Certificate III to focus on organising activities and planning for contingencies. You will work with real clients to run a real event. You will theme and run functions in our training restaurants and learn the intricacies of event protocols, developing conference programs and sourcing sponsorship. Alongside the operational skills, you will be introduced to business management subjects that ensure the success of an event, including legal requirements and financial planning.

Electives may include exhibitions, guiding, domestic or international airfares, website development and wine tourism.

ADip

## Advanced Diploma of Events

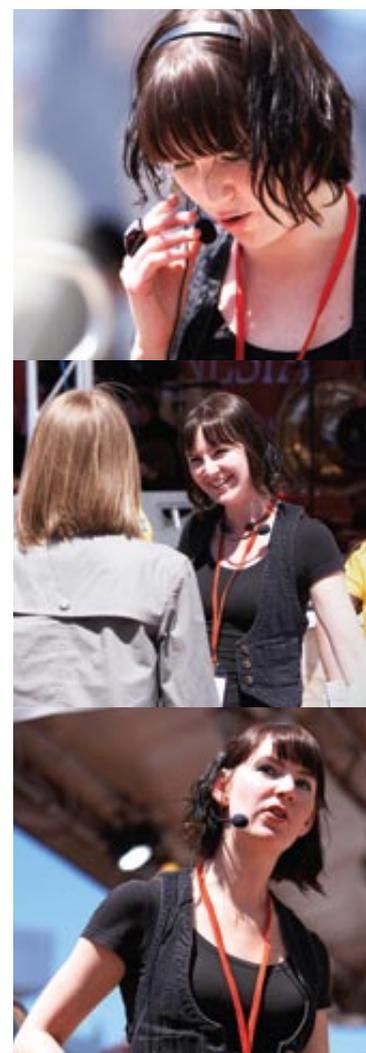
CRICOS CODE	064740A
NTIS COURSE CODE	SIT60207
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,000

This qualification utilises the skills, knowledge and experiences learned so far and puts them into a management perspective. Human resource skills, financial management, researching current trends, feasibility studies and marketing strategies will allow you to develop your own event proposal. Such skills will set you in good standing for a job in a range of organisations where event management takes place.

## Career Paths

This course could lead you to positions such as:

- > Event assistant / Manager
- > Event / Function coordinator
- > Catering / Food and beverage coordinator
- > In-house event coordinator
- > Venue / Exhibitions manager





## Entertainment Operations (Short course)

Love the glamour of the catwalk or the exciting world of DJs and promoters?

Students learn the art of running professional entertainment events, receive hands-on industry training and open up new career pathways. Subjects cover both promotion and production coordination. With a focus on the organisation of fashion shows, dance music festivals and performance-style events, the course enables students to develop specialist skills in entertainment event coordination.

Students experience hands-on entertainment event work experience. Collaborators include top fashion labels, first class performers and internationally recognised DJs in Melbourne's best entertainment venues.

This course is delivered with a combination of classroom learning, practical activities and industry visits over a period of 10 weeks. A variety of career pathways within the ever expanding entertainment industry can be explored upon graduation.

Contact Angliss International for further details: [international@angliss.edu.au](mailto:international@angliss.edu.au)

## Events Industry Placement Program (IPP)

The Events Industry Placement Program is an innovative, industry focused, flexible approach to training. The two and a half year Advanced Diploma IPP in Events combines three semesters of training on campus with two semesters of work-based training in industry in a range of venues and locations.

The benefits to students include:

- > Earn while you learn
- > Experience a cross-section of hospitality and events work roles
- > Opportunity to trial your future career

The Institute Industry Placement Officer will assist you in finding an appropriate placement by providing job search training and interviews with potential employers. Throughout your industry placement, our IPP Coordinator and team liaise with you and your host employer to review your progress and conduct assessments.

On successful completion of the Advanced Diploma, you will be eligible to apply for entry into the Bachelor of Tourism and Hospitality Management or the Bachelor of Culinary Management offered by William Angliss Institute with credits.

CIII

### Certificate III in Events

#### INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064940D
NTIS COURSE CODE	SIT30607
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$9,750 (Placement semester – A\$3,250)

#### Semester One

This semester involves basic skills and theoretical knowledge in event registrations; communications; event products and services; finance; safety and security; bar operations.

#### Semester Two

Industry Placement – 324 hours. Units on event hygiene and safety and event food and beverage service will be assessed in the workplace. Industry placement in Semester 2 will be performed in general hospitality roles to help you develop hospitality and general work skills.

CIII

### Diploma of Events

#### INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064942B
NTIS COURSE CODE	SIT50207
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$19,500 (Placement semester – A\$3,250)

#### Semester Three

This semester covers legal knowledge for business in events; conference programming and sponsorship; financial budgeting; project management; event staging and onsite event services. Students will work with real clients to run events.

#### Semester Four

Industry Placement – 396 hours. Units on service and quality and managing business relationships will be assessed in the workplace. Structured workplace learning in Semester 4 will be performed in event-specific roles.

CIII

### Advanced Diploma of Events

#### INDUSTRY PLACEMENT PROGRAM (IPP)

CRICOS CODE	064944M
NTIS COURSE CODE	SIT60207
INTAKES	Feb, Jul
SEMESTER	1+2+3+4+5
DURATION	2.5 yrs FT
TUITION FEES	A\$26,000 (Placement semester – A\$3,250)

#### Semester Five

This qualification utilises the skills, knowledge and experiences learned so far and extends students knowledge into the areas of financial management, human resource skills and marketing strategies that will allow you to develop your own event proposal. Such skills will set you in good standing for a job in a range of organisations where event management takes place.

#### Study and Training Components

You are expected to complete 324 hours of paid or voluntary industry placement in Semester 2 and 396 hours in Semester 4. Part time work of up to 20 hours per week can be additional to the industry placement hours. Work is not restricted during vacation periods.

During semester 1, 3 and 5, you can expect to attend training on campus for 24 hours per week. You'll be restricted to working a maximum of 20 hours per week during these semesters.

# Resort Management

## Dive

**Exhilarated by the underwater world?** Wondering how to turn scuba diving into a lasting career? With thousands of job vacancies around the globe our Dive graduates have the freedom to choose their destination.

**Dip**

### Diploma of Resort Management (Dive)

CRICOS CODE	064610M
NTIS COURSE CODE	21865VIC
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$31,600

Our Resort Management (Dive) course combines your leadership skills and love of adventure into a unique, internationally recognised qualification that includes expert training in tourism management, hospitality, resort operation and boating, along with a dive instructor ticket.

The outcome is flexible, multi-skilled graduates that are job ready.

Units of study from tourism, hospitality and resorts include: customer relations, finance, legal knowledge, tour guiding, food and beverage knowledge, leadership, resort reception services, sales and marketing, stock control, human resource management and occupational health and safety. Dive related units include: advanced equipment maintenance and scuba inspection, open water diving, emergency response and dive rescue, outdoor recreation and dive risk analysis.

#### Certifications include:

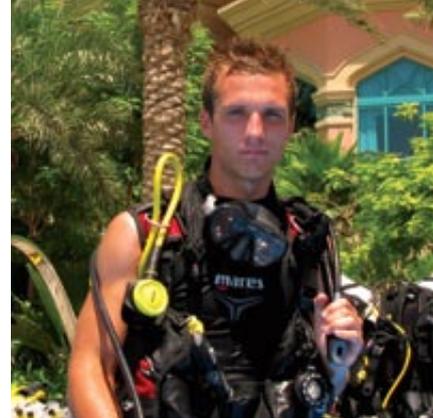
- > Responsible Service of Alcohol
- > Responsible Service of Food
- > First Aid (Level 2) Instructor
- > PADI (Professional Association of Dive Instructors) Certificates:
  - PADI Advanced Open Water
  - PADI Rescue Diver
  - PADI Divemaster
- > Instructor Development Course
- > Master Scuba Diver Trainer
- > Coxswain's (skipper) Certificate

#### Dive and Industry Training:

- > Marine studies at the Marine Discovery and Interpretation Centre (Queenscliff)
- > PADI Dive Qualifications
- > National study tour in first year of study (Queensland)
- > International industry tour in second year of study
- > Coxswain's Course at Lake's Entrance
- > Workplace training opportunities

#### Where are some of our graduates?

- > Videographer, Fantasea Cruises, Whitsundays
- > Operations Manager, Dive Victoria, Portsea
- > Owner, Aquatic Adventures, Glen Iris
- > Dive Instructor, Dubai



### Kit Glover

Senior Dive Instructor at Atlantis Dive Centre Dubai

Diploma of Resort Management (Dive)

#### What do you do now?

I have the most amazing job at a five star luxury dive resort in Dubai. I'm a dive instructor and boat operator and outclassed 350 other applicants to get the job.

#### What do you love about your job?

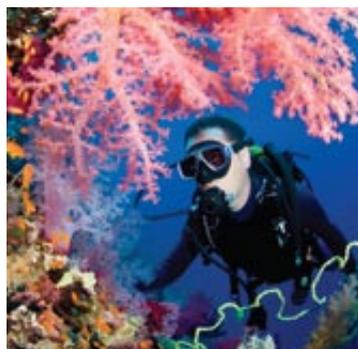
The best part is the resort has dolphins and sharks, and I get to work with these animals.

#### How did your course at William Angliss Institute help your goals?

I certainly owe credit to everyone at William Angliss and the crew at Aquatic Adventures who have helped me get to where I am. I teach dive courses and the opportunities for my career to advance are incredible – it just keeps getting better!

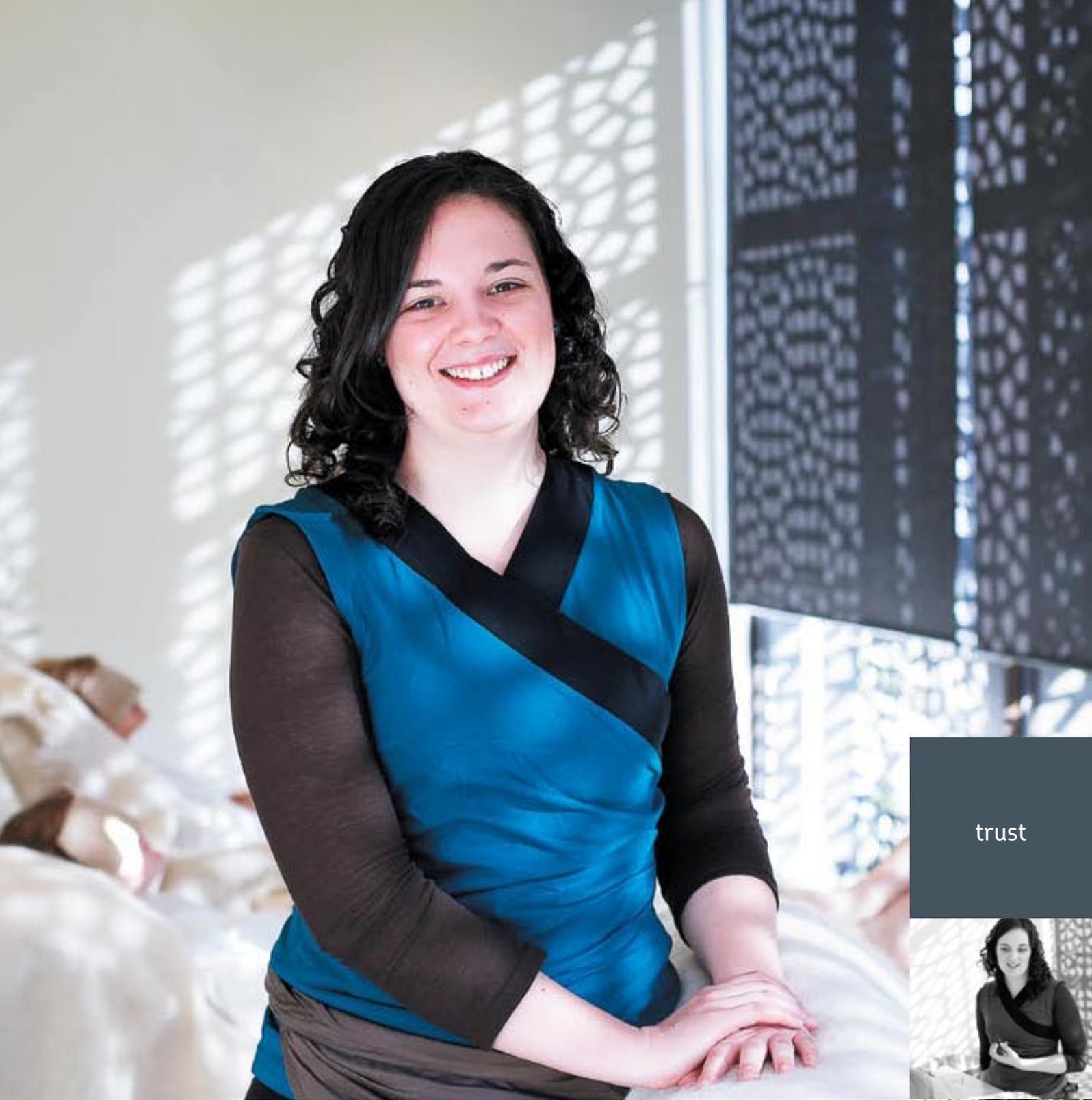
#### What are your plans for the future?

I'll come home eventually and I'm sure the skills I'm gaining here will help me get work in tourism back in Australia.



experience





trust



nurturing

## Shelley Wilson Massage Therapist at Aurora Spa Retreat

Diploma of Resort Management (Spa)

### What makes you passionate about the industry you work in?

I love working in the spa and wellness industry because I am helping people and working with people all day. I'm not sitting behind a desk but learning and meeting new people constantly. I get to have great friendships and I enjoy the work I do.

### What was a moment in your career that you are extremely proud of?

When I qualified as a Massage Therapist and accepted a position at a prestigious day spa in Melbourne.

### How did your study with the Institute help you to achieve that moment?

My study at William Angliss Institute helped to further my choices - it gave me more options in my career and the direction I wanted to take.

# Spa

Our award winning resort programs have international recognition for providing relevant, innovative training that is specific to the resort industry. The combination of established industry partners and a dedicated resort industry placement officer assists our graduates in securing employment when they complete their studies.

## Dip Diploma of Resort Management (Spa)

CRICOS CODE	064560E
NTIS COURSE CODE	21865VIC
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$29,200

Excited by unique places and rich travel experiences? We can help you turn your taste for the exotic into a career in the booming worldwide spa industry. Learn business, tourism and hospitality management skills to successfully manage a wellness facility, while helping guests relax and indulge their senses with your specialist pampering and spa treatments.

The Diploma of Resort Management (Spa) provides Spa Therapy training in conjunction with hospitality and tourism management. The outcome is flexible, multi-skilled graduates that are job-ready. Units of study from tourism, hospitality and resorts include: customer relations, finance, legal knowledge, tour guiding, food and beverage knowledge, leadership, resort reception services, sales and marketing, stock control, human resource

management and occupational health and safety. Spa units include body massage and aromatic treatments, skin science, facial and beauty treatments, cosmetic chemistry, beauty and nutrition and development of a spa program.

### Certifications Include:

- > Diploma Resort Management (Spa)
- > Diploma of Beauty Therapy\*
- > Responsible Service of Alcohol (RSA)
- > Responsible Service of Food (RSF)
- > First Aid (Level 2)

### Spa and Industry Training:

- > Elly Lukas Beauty Therapy College
- > Facials, body wraps, massage, aromatherapy, manicures and pedicures, foot soaks, planning of spa programs
- > 4 days of Li'Tya Indigenous Training
- > National study tour (Queensland) in first year of study
- > International industry tour in second year of study
- > Australian Spa Association membership
- > Kerstin Florian and VitaMan onsite specialty training at Eforea Spa, Hilton on the Park
- > Workplace training opportunities

### Where are some of our graduates?

- > Resort Spa Manager, Fiji Hilton
- > Spa Therapist, MiiSpa, Sebel Cairns
- > Event Manager, Silky Oaks Lodge, Daintree, Queensland
- > Spa Therapist, Steiner Cruise Ships
- > Lead spa therapist, Silver water Resort, Philip Island
- > Indigenous Youth Projects, Sheraton Mirage, Port Douglas
- > Corporate Cadets, Ridges, Village Gold Class, Aurora Day Spa
- > Spa Manager, Cradle Mountain Retreat, Tasmania

## Career Paths

This course could lead you to positions such as:

- > Resort manager
- > Spa owner / director
- > Spa manager
- > Spa operations – cruise liners
- > Spa therapist
- > Aromatherapist
- > Massage and beauty therapist

“Rydges Hotels have been delighted with the calibre of the William Angliss Institute Resorts students graduating and have offered several students cadetship positions in Victoria and Queensland”

**Joanne Westover**  
Area Training and Development Manager,  
Rydges Hotels and Resorts



\* Diploma of Beauty Therapy can be obtained at no additional cost as part of a dual qualification.

# Water Recreation

Love the thrill and freedom of being on the water? We can help you transform your weekend pursuit into an international career, crewing on charter yachts and 'white boats' or working in yacht clubs, marinas and resorts. Be versatile and in demand with additional skills in resort management, hospitality and tourism.

**Dip**  
**Diploma of Resort Management (Water Recreation)**

CRICOS CODE	064638K
NTIS COURSE CODE	21865VIC
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	AS\$29,200

The global marine and charter boat industry is continuing to grow and present outstanding career opportunities. Water sports can be one of the biggest drawcards to a resort, and guests can't wait to hit that water as soon as they check in. Sailing, snorkelling and kayaking are some of the activities covered in Water Recreation.

The Diploma of Resort Management (Water Recreation) is unique. It provides graduates with charter and white boat training in conjunction with hospitality and tourism management, marine studies, sea kayaking, snorkelling and marina operations. The outcome is flexible, multi-skilled graduates that are job-ready.

This award winning program has international recognition for providing relevant, innovative training that is specific to the resort industry. The combination of established industry partners and a dedicated resort industry placement officer assists our graduates in securing employment when they complete their studies.

**Certifications Include:**

- > Responsible Service of Alcohol (RSA)
- > Responsible Service of Food (RSF)
- > First Aid (Level 2)
- > TL3 License, Yachting Victoria Industry Certificate
- > Coxswain's (skipper) Certificate

**Water Recreation and Industry Training**

- > Regular sessions at Sandringham Yacht Club
- > Sessions at Port Phillip and other locations
- > Coxswain's Course at Lakes Entrance
- > Boating Industry Association (BIA)
- > National study tour in the first year of study (Queensland)
- > International study tour in the second year of study
- > Workplace training opportunities
- > Affiliation with Peninsular Sea Road Transport (Sorrento – Queenscliff Ferry)

**Where are some of our graduates?**

- > Beach Manager, Hamilton Island
- > First Mate, Super Yacht, Monaco region
- > Sailing Instructor, Sunsail
- > Ocean Racing Crew, Australasia
- > Off the Beach Attendant, Hamilton Island
- > Corporate Cadets, Rydges Hotels and Resorts

## Career Paths

This course could lead you to positions such as:

**Water Recreation**

- > Resort manager
- > Marina manager
- > Water sports supervisor
- > Charter boat skipper
- > Sailing instructor
- > Kayak instructor
- > Coxswain
- > Snorkelling instructor
- > Tour guide



**Andrew Bensley**  
Sailing Instructor at Sandringham Yacht Club

Diploma of Resort Management (Water Recreation)



## Nadine de Rosayro Student from Sri Lanka

Diploma of Resort Management (Water Recreation)

### What makes you passionate about this industry?

There is no better career for me than hospitality! The opportunities are endless - interacting with different kinds of people and travelling the world. I could never just sit at a desk so the Water Recreation course was tailor made for me. For me sailing is not just a sport, it's a way of life.

### Do you recommend studying with William Angliss Institute?

Studying this highly sought-after course in one of the best cities in the world is my stepping stone to the future. The teachers are very patient and supportive, the campus is great and I love the course. I believe that this is the best opportunity I have had so far in my life.

### What are your plans for the future?

My goal is to take everything I learn back home and manage own my own resort on the beautiful South-West Coast of Sri Lanka.

leadership



reassurance



leadership

## James Campbell Head Chef at MoVida Aquil

Certificate III in Hospitality (Commercial Cookery)

### How did William Angliss help you achieve your goals?

Cooking in the 'Great Chefs' program was really an invaluable experience. Also my year group was really supportive and we still keep in touch with each other. It's a useful network to be part of.

I did my apprenticeship with Frank Camorra at MoVida in Hosier Lane and worked my way up to Head Chef at MoVida Aquil. After the small kitchen at Hosier Lane, this kitchen is like Disneyland for me! I always call William Angliss Institute when I need new staff, and if I get any new apprentices I prefer to send them there.

### Do you have any advice for people getting into cooking?

I'd advise some kitchen work experience before committing to this career to try it out first. Don't be scared to work in a busy kitchen – you will be well rewarded and get so much more out of the experience.

passion

# Cookery

## Add some flavour to your career.

Imagine becoming the next great world renowned chef. You can travel and work all over the world with your career in cookery. Study the fundamentals of commercial cooking and express your creativity and passion through original food.

A career in cookery could take you all over the world with opportunities existing in hotels, cafes, catering companies and restaurants globally. The possibilities are endless. Cookery is the essence of the hospitality industry, and is an incredibly creative and rewarding occupation.

Our courses are designed to give students the very best preparation for a career in commercial cookery. You'll develop the fundamental skills and knowledge required in professional cooking and kitchen management using state of the art facilities.

### **CIII** Certificate III in Hospitality (Commercial Cookery)

CRICOS CODE	064735J
NTIS COURSE CODE	SIT30807
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$15,800

You will gain basic skills and training in: customer relations, hospitality knowledge, health and safety, security, workplace hygiene, knife skills, basic methods of cookery, storing kitchen supplies, appetisers and salads, stocks, soups and sauces, vegetables, fruits, eggs and farinaceous dishes, presentation of food, preparing and cooking meat and preparation of pastries cakes and yeast goods. This qualification will give you the skills to become a kitchen hand or preparation cook.

The next semester covers basic knowledge and theoretical concepts relating to: cost effective catering, customer service, food safety, handling and serving cheese, restaurant cookery and cooking from menus, food for buffets, poultry and game preparation and

cooking of seafood, hot and cold desserts, and menus for special dietary and cultural needs. This qualification will give you the skills to become a qualified cook or commis chef.

### **CIV** Certificate IV in Hospitality (Commercial Cookery)

CRICOS CODE	064736G
NTIS COURSE CODE	SIT40407
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$22,600

In addition to Certificate III skills, on completion of this course you will have in-depth knowledge of: customer service, kitchen management, finance management, occupational health and safety risk management, quality control, stock control and team management. This qualification will give you the skills to become a qualified cook, commis chef or chef, or kitchen manager.

### **Dip** Diploma of Hospitality - Specialising in Commercial Cookery

CRICOS CODE	064203D
NTIS COURSE CODE	SIT50307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$29,400

This qualification gives you a broad understanding of hospitality, and begins to explore, in substantial depth, theoretical concepts relating to: business operations, hospitality budgeting, workplace diversity, legal knowledge, rostering, and quality customer service. Many elective choices are available from the hospitality and tourism suite of subjects. On completion of the Diploma employment opportunities are available at middle management. Continue your studies to complete the Advanced Diploma.

## Career Paths

These courses could lead you to positions such as:

### Cookery

- > Commis chef
- > Qualified cook
- > Chef de partie
- > Chef
- > Sous chef
- > Executive chef

### Patisserie

- > Patisserie
- > Pastry cook
- > Business owner

### **ADip** Advanced Diploma of Hospitality - Specialising in Commercial Cookery

CRICOS CODE	064204C
NTIS COURSE CODE	SIT60307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4+5
DURATION	2.5 yrs FT
TUITION FEES	A\$36,200

This qualification consolidates your skills and knowledge gained from the Certificate IV and Diploma, and further develops your knowledge in the areas of: business planning, finance, human resources, marketing, and property management and a choice of hospitality and tourism electives.

On completion of the Advanced Diploma of Hospitality employment opportunities become available in a variety of hospitality management functional areas. Students can also continue on to higher education degree programs.



pride



## Selvana Chelvanaigum Head Pastry Chef, The Tea Room NGV

Certificate IV in Hospitality (Patisserie)

**Where are you currently working, and what is your position?**

I am the Head Pastry Chef at The Tea Room, National Gallery of Victoria. We are famous for having the best macarons and we hosted the first macaron competition in Melbourne.

**What makes you passionate about the industry you work in?**

I love my job! Working with the team is fun, but I also enjoy talking to the customers. I am proud of the products we make here, and it is rewarding to have the opportunity to bring my own ideas.

**Do you recommend studying at William Angliss Institute?**

Studying at William Angliss Institute has really helped my career by increasing my knowledge in managing, food preparation, and organisation. Working with experienced chefs and teachers helped me refine my skills, and they also made learning fun.

commitment

# Patisserie

**Indulge your passion for the sweet life with the delicious art of the patissier or pastry chef.** Learn to make professional gateaux, pralines, pastries and desserts from industry experts as they reveal traditional and contemporary techniques and the secrets of artistic presentation.

This course is the complete guide to the preparation and artistic presentation of everything from handmade chocolates to delicious desserts. From the most innovative techniques to traditional patisserie production techniques, industry experts will also teach you about operational management, basic cooking and highly creative artisan skills in sugar, marzipan and chocolate.

Our graduates go on to become patissiers in leading hotels, restaurants and boutique patisseries all over the world. Many even start their own businesses. This course is your passport to a world of opportunity.

CIII

## Certificate III in Hospitality (Patisserie)

CRICOS CODE	064205B
NTIS COURSE CODE	SIT31107
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$14,800

You will gain a basic understanding of: customer relations in hospitality, presentations, health, safety, security and hygiene procedures, patisserie production of hot and cold desserts, preparation of pastries, cakes and yeast goods, presenting food, receiving and storing kitchen supplies, and methods of cookery, and preparing and serving espresso coffee.

In the next semester you will develop your techniques and you will train in a range of subjects including: bakery and patisserie products, preparation of cakes and cookies, gateaux and tarte, preparation and display of petit fours, and stock control, modeling using marzipan. Continue with your studies to complete the Certificate IV.

CIV

## Certificate IV in Hospitality (Patisserie)

CRICOS CODE	064206A
NTIS COURSE CODE	SIT40707
INTAKES	Feb, Jul
SEMESTER	1+2+3
DURATION	1.5 yrs FT
TUITION FEES	A\$21,600

Following on from the Certificate III, this course gives you an understanding of: workplace safety, catering control, sweets production and dietary requirements for desserts, decoration of cakes and cookies preparation of chocolate, preparing sweets buffets and showpieces, communication skills, food law, quality control and team management.

Dip

## Diploma of Hospitality – Specialising in Patisserie

CRICOS CODE	064641D
NTIS COURSE CODE	SIT50307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$28,400

This qualification gives you a broad understanding of hospitality, and begins to explore, in substantial depth, theoretical concepts relating to: business operations, hospitality budgeting, workplace diversity, legal knowledge, rostering, and quality customer service. Many elective choices are available from the hospitality and tourism suite of subjects. On completion of the Diploma employment opportunities are available at middle management. Continue your studies to complete the Advanced Diploma.

ADip

## Advanced Diploma of Hospitality – Specialising in Patisserie

CRICOS CODE	064642C
NTIS COURSE CODE	SIT60307
INTAKES	Feb, Jul
SEMESTER	1+2+3+4+5
DURATION	2.5 yrs FT
TUITION FEES	A\$35,200

This qualification consolidates your skills and knowledge gained from the Certificate IV and Diploma, and further develops your knowledge in the areas of: business planning, finance, human resources, marketing, and property management and a choice of hospitality and tourism electives.

On completion of the Advanced Diploma of Hospitality employment opportunities become available in a variety of hospitality management functional areas. Students can also continue on to higher education degree programs.

# Confectionery Manufacturing

Imagine being the brains behind the national launch of a sensational new chocolate bar. Behind every chocolate and every sweet on the supermarket shelf is a dedicated Confectionery Technologist. Learn the fascinating science of chocolate, candy, caramel, marshmallow and honeycomb making, as well as how to ensure convenience, safety and consistent quality in the world's most delicious course.

Specialising in Confectionery Manufacturing will open up a world of opportunities. This course will qualify you to work in areas such as research and development, production and quality control. You could even end up with your own business and spend your days perfecting delicious candy creations of your own!

## Career Paths

This course could lead you to positions such as:

- > Confectionery manufacturer
- > Owner operator
- > Factory manager
- > Operations manager
- > Production manager / supervisor
- > New product development, laboratory technician
- > Laboratory assistant / research assistant



CIV

### Certificate IV in Food Science and Technology – Specialising in Confectionery Manufacturing

CRICOS CODE	064840E
NTIS COURSE CODE	21616VIC
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,200

This qualification gives you a broad knowledge base in subjects such as: food safety, boiled confectionery, chocolate refining and tempering, food packaging, hygiene and sanitation, nutrition, health and safety, water and waste management, food industry knowledge, workplace relationships, microbiology, chemistry, chocolate depositing, panning and enrobing sugar and chocolate, database management and food preservation methods. Continue with your studies to complete the Diploma.

Dip

### Diploma of Food Science and Technology – Specialising in Confectionery Manufacturing

CRICOS CODE	064737G
NTIS COURSE CODE	21617VIC
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,400

This qualification gives you in-depth knowledge of: product recalls, sampling and testing, sensory analysis, statistical analysis of data, process control, marketing, application of food additives, production of chocolate products. Problem solving in production and food product development are provided as major areas of practical application.

#### Where are some of our graduates?

- > Candy Maker, Suga, Melbourne
- > Quality Control, Lindt, Sydney
- > Heaven Product Developer, Nestle, Campbellfield
- > Chocolate Technologist, Haigh's, Adelaide.

# Food Science and Technology

## Ever wondered about food on supermarket shelves?

How long can it be there? Who makes sure it stays tasty, healthy and safe, for all of us? This is where chemistry meets cooking, and why food scientists and technologists learn the essentials about making processed foods nutritious, consistent in quality and safe to eat. A food career where you can quite literally save lives.

A qualification in Food Science and Technology will prepare you for a stimulating and rewarding career. Our course incorporates underpinning science, preservation techniques and management skills. You'll learn the specifics of applying quality control systems and become an expert when it comes to processing and storing foods safely to increase shelf-life and to retain colour, flavour and nutritional qualities.

Our graduates develop a broad knowledge base and the highly portable skills and experience essential for a career in this complex and highly technical environment.

### **CIV** Certificate IV in Food Science and Technology

CRICOS CODE	064207M
NTIS COURSE CODE	21616VIC
INTAKES	Feb, Jul
SEMESTER	1+2
DURATION	1 yr FT
TUITION FEES	A\$13,200

This qualification gives you a broad knowledge base in the areas of: food safety, nutrition, food packaging, basic food preservation methods, sensory analysis, quality management, basic microbiology, chemistry, water and waste management, occupational health and safety, data analysis and the basic technologies applied in the production of meat and dairy, fruit and vegetable, fish and seafood and poultry and egg products. Continue with your studies to complete the Diploma.

### **Dip** Diploma of Food Science and Technology

CRICOS CODE	064639J
NTIS COURSE CODE	21617VIC
INTAKES	Feb, Jul
SEMESTER	1+2+3+4
DURATION	2 yrs FT
TUITION FEES	A\$26,400

This qualification gives you an in-depth knowledge base in: product recalls, sampling and testing, statistical analysis of data, marketing, process control, application of food additives, and the basic technologies applied in the production of cereal products, nuts and pulses, fats, oils and beverages. Confectionery manufacturing and food product development are provided as major areas of practical application.

#### Where are some of our graduates?

- > Food Safety Consultant, Gourmet Guardian, Melbourne
- > Product development, ABC Blending, Melbourne

## Career Paths

This course could lead you to positions such as:

- > Owner operator
- > Factory manager
- > Operations manager
- > Production manager / supervisor
- > Laboratory technician / researcher
- > Laboratory assistant / research assistant
- > Quality control officer
- > Product developer



## Dineshkumar Periyasamy

India

Diploma of Food Science and Technology – Specialising in Confectionery Manufacturing

### Where are you currently working?

I am currently working at Cocoa Alliance as a trainee. Getting a job in a food company can be difficult and you have to have some experience to be selected. The hands on experience that I gained in the Confectionery course definitely helped me land this job.

### What makes you passionate about the industry you work in?

I have always been interested in the science behind everyday things and I also love food. It's a good combination for me!

### What aspects of your study have you found to be most valuable?

The practical skills and techniques are the most valuable aspects of my course, and they were so important when I started working at Cocoa Alliance. My teachers at William Angliss are really friendly and helpful in helping me achieve my goal to work as a research scientist. After this Diploma, I am planning to complete a bachelor degree in food science while working in the industry.

### Would you recommend living in Melbourne to others?

Melbourne is a great place to live – the people are nice and it's easy to get around. I've made some good friends and am really enjoying my time here.

# Study Abroad

The Study Abroad program at William Angliss Institute provides the opportunity for you to study overseas for six or twelve months, allowing you to transfer the credits to your home institution. You will have the opportunity to immerse yourself in the Australian lifestyle and culture and enjoy an exceptional international and intercultural experience in cosmopolitan Melbourne.

The program will enable you to study for a period of one semester or two semesters in either the Bachelor of Tourism and Hospitality Management or the Bachelor of Culinary Management. You will be able to choose subjects that will help you to meet the subject requirements of the course at your home institution, or you could broaden your educational experience by studying subjects not available at your home institution.

It is recommended that you check with your home institution regarding credit transfer prior to commencing the Study Abroad program.

## What will I study?

You will be able to choose from a variety of subjects from the functional areas within hospitality, tourism or culinary arts. William Angliss Institute is able to offer specialist subjects that include both theoretical and practical elements and subjects to prepare future managers for global careers. It is advised that applicants visit the Institute website [www.angliss.edu.au/studyabroad](http://www.angliss.edu.au/studyabroad) to view the subject descriptors that provide an overview of each subject available to applicants.

All students must study full time by selecting four subjects to complete within one semester. This is a total of 24 credit points where each subject is worth 6 credit points (this is equivalent to 3 to 4 credit points in USA and Japan).

You will be asked to list up to six subjects in order of preference for the first semester as outlined on the application form to allow some flexibility. If you are continuing on for a second semester you will make your subject choices at the Institute.

## Entry Requirements

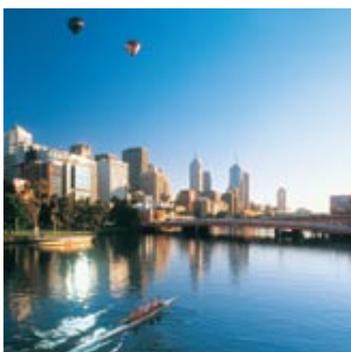
Entry requirements for Study Abroad programs are the same as they are for existing higher education programs. You should discuss your application with one of the William Angliss Institute approved representatives within your region. They can assist with the course and visa application. See the Institute website for the one nearest to you.

## To apply you must have:

- > Completed at least one full-time year of study at an accredited tertiary institution, or
- > Successfully completed senior secondary school studies considered to be at a similar level to Australian Year 12,
- > Achieved at least a passing grade average, and
- > Meet the minimum English language requirements, if English is not the first language.

(Please complete the Application Form (F1) on page 51 and list the subject preferences in part 8)

Program structure and subject descriptions can be found on our web site at [www.angliss.edu.au/studyabroad](http://www.angliss.edu.au/studyabroad).



opportunity



# Teaching and Assessment

## Teaching and Training Sessions

The Institute is open from Monday to Saturday. However, some excursions may be conducted over the weekend for tourism and resort courses and training may also occur over weekends for some courses. Most timetables require attendance at least four days each week. The Institute is open for classes between 8.00am and 10.00pm each weekday, although most of your classes will be held during daytime hours. Some food and beverage and cookery classes run in the evenings, as training restaurants are open to the public for evening service.

## Staff

More than 400 staff in teaching, management, administrative and support roles ensure that you will receive the very best in tuition and support services. Industry specialists are also contracted as sessional teachers to ensure that you are exposed to current industry trends. The Institute encourages and provides ongoing relevant opportunities for the professional development of its staff and also monitors their performance.

## Teacher Qualifications and Experience

Institute teachers have been recruited and assessed in accordance with the AQTF standards established by DEEWR for an RTO. All teaching staff are required to have industry experience as well as teaching qualification such as the Certificate IV in Training and Assessment. Teaching staff for Bachelor programs possess post-graduate qualifications relevant to their area such as a Masters Degree (or equivalent).

## Teaching Methods

The methods used by teachers depend on the nature of the training and can include one or more of the following approaches:

- > classroom delivery
- > lecture theatre delivery
- > specialist classroom delivery includes training kitchens, training restaurants, computerised reservation and information systems, commercial conference centre, wine sensory centre, food technology laboratories and other specialist facilities, including spas and marinas
- > online delivery distance learning work-based learning mixed mode –refers to a combination of two or more of these modes.

The Institute may conduct no more than 25% of international students' total course by distance learning and/or online learning and must not enrol international students exclusively in distance or online learning units in any semester.

## Assessment

The Institute's assessment procedures comply with the principles of validity, reliability, fairness and flexibility. The assessment will be equitable for all students, taking into account their cultural and linguistic needs. The successful completion of a course requires demonstration of competency to workplace standard in all units of that course.

A range of assessment practices is used by staff to assess competency for courses, including:

- > practical demonstrations
- > practical demonstrations in simulated work conditions
- > problem solving
- > documents/folios
- > critical incident reports
- > journals
- > oral presentations
- > interviews
- > videos
- > visuals/slides/audio tapes
- > case studies
- > log books
- > projects
- > group projects
- > group discussions
- > examinations

## Level of Qualifications

The AQF qualifications in TAFE are based on nationally endorsed units of competency developed by relevant industry groups. These units identify the skills and knowledge required to work in a specific job or occupation. The qualifications are specified in terms of learning outcomes identified as a set of competencies and may accommodate a variety of pathways to each qualification. The AQF qualifications in universities are knowledge-based rather than competency-based. The table below provides a limited indication of Institute qualifications and the associated employment capabilities.

## Registered Representatives

The Institute has accredited a number of representatives around the world to provide advice on study opportunities at the Institute and living in Australia. They will assist you to secure places at the Institute and also coordinate initial airport reception and accommodation placement. Some representatives may provide additional services. These representatives may charge a fee for their services. You should visit the representative list on the Institute's website for their contact details.

The Institute will not be responsible or liable for information provided to you by an organisation that is not a registered and accredited representative of the Institute. The Institute is not required to accept an application from a potential international student through a non-accredited organisation. You should ask for evidence of accreditation with William Angliss Institute before proceeding with an application.

Visit [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for a list of representatives in your country.

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more info



# Studying and Living in Australia

## Visas to Study in Australia

The Australian Government welcomes people who are not Australian citizens or Australian permanent residents to study in Australia and has set a number of requirements to regulate and protect the industry and intending students. The visa related information provided in this booklet has been obtained from DIAC and is not advice provided by the Institute. You should seek your own advice from DIAC offices, from the student visa and skilled migration section on the DIAC website, or through a licensed agent listed on the MARA website.

DIAC: [www.immi.gov.au/students](http://www.immi.gov.au/students)

MARA: [www.themara.com.au](http://www.themara.com.au)

If you wish to undertake VET courses (certificates, diplomas or advanced diplomas), you should apply for a student visa subclass 572 (VET). To study a HE course (degree), you will need a 573 (HE) visa. Detailed information on visas can be viewed and downloaded from the DIAC website.

DIAC: [www.immi.gov.au/students/students/chooser](http://www.immi.gov.au/students/students/chooser)

## International Students Currently in Australia

If you are an international student currently studying in Australia, you must meet the Institute's entrance requirements. You must also provide evidence that you have maintained satisfactory attendance and made satisfactory academic progress during all your courses in Australia.

## International Students Holding a Temporary or Bridging Visa in Australia

The Institute's entry requirements and refund policy apply to international students who hold bridging or other visas in Australia. If you hold a bridging or other visa, you will be required to pay full fees and study on a full time basis.

### Extending Your Stay

Following your initial student visa, you may wish to extend your stay in Australia for further study at William Angliss Institute or another institution, attend your graduation ceremony, take a holiday or for some other reason. If you wish to extend your stay to undertake full time study, you will need to apply for a new student visa. If you are in Australia on another temporary visa, you may be eligible to apply for another visa to extend your stay or to migrate permanently. To find out whether you are eligible for another visa, visit the DIAC website or a registered migration agent.

DIAC: [www.immi.gov.au/students](http://www.immi.gov.au/students)

MARA: [www.themara.com.au](http://www.themara.com.au)

Note: William Angliss Institute staff are not permitted by law to advise or provide any assistance to you on any visa matters.

### Change of Status

If you are granted a bridging visa or another temporary visa pending determination of permanent residency, or are granted permanent residency after the commencement of your course of studies or after you have paid your tuition fees, you must complete the current semester on a full-fee basis. There are no refunds in these situations. You may apply to recommence the course in the following semester as a local student.

## Living and Other Expenses

### Single Student

William Angliss Institute estimates, if you are a single person, around A\$18,000 per year is required to cover your living expenses in Melbourne, Australia. Depending on your lifestyle, this amount may be sufficient to cover accommodation, food, transportation, clothing, health insurance, textbooks, stationery, entertainment, telephone, electricity, gas, postage and other incidental expenses. Your tuition fees, uniforms (if required), equipment (if required), excursions and field trips (if required) are additional. Please refer to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) if you would like to find out the breakdown of expenses.

### Student and Family

Costs can be expected to increase by at least 35% if you have a spouse and a further 20% if you have one child. The cost of schooling for your child will be an additional A\$8,000 per year. Each additional child will add a further 15% plus A\$8,000 per child per year for schooling. All school age dependents who accompany or later join you in Australia will be required to pay full fees on each child's enrolment in either a government or non-government school.

Please visit the DIAC website for more information.

## Tuition, Dress Standards, Uniforms and Equipment

Your tuition fees are additional to living expenses and are listed at the front of this booklet and in the course description sections. Tuition fees do not include the cost of books or stationery items that you will need for your course. You are expected to wear neat casual clothes appropriate for trainees in the hospitality, tourism and culinary industries. Additional costs will apply for uniforms that must be worn for specialist classes in kitchens, restaurants, bakeries, the Coffee Academy, food laboratories or resort training facilities as well as for equipment required in a number of courses.

## Excursions, Field Trips and Hiring Equipment

If you are enrolled in a resort or ecotourism course, you must take part in mandatory excursions and field trips. Accommodation and transport costs will be your responsibility. You will also need to hire or purchase some equipment for these courses. The hire or purchase costs will be your responsibility and are in addition to tuition fees and living expenses.



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Additional expenses (associated with some courses)	Yearly
<b>Most courses:</b>	
International Red Cross First Aid course text and kit* Approx	A\$95
<b>Hospitality courses:</b>	
Uniform for food and beverage service units*	From A\$150
Uniform for cookery stream*	From A\$85
Clog Profi Birki (Optional)	A\$99
Equipment for cookery stream*	From A\$155
<b>Event courses:</b>	
Uniform for food and beverage service units*	From A\$150
Excursions	A\$110
<b>Commercial Cookery courses:</b>	
Uniform*	From A\$72
Clog Profi Birki (Optional)	A\$99
Equipment*	From A\$290
<b>Patisserie courses:</b>	
Uniform*	From A\$95
Clog Profi Birki (Optional)	A\$99
Equipment*	From A\$250
<b>Dive Resort courses:</b>	
Equipment	From A\$4,040 to A\$6,000
<b>Tourism courses:</b>	
Excursions, field trips, accommodation and class materials	From A\$800
<b>Ecotourism courses:</b>	
Accommodation for overnight field trips and excursions	From A\$500
Hire of specialist equipment and other costs	From A\$600 associated with field trips and excursions
<b>Food Processing courses:</b>	
Course notes, laboratory coat and excursions	From A\$200
<b>Other Fees and Charges</b>	
To be paid and issued through the Information Centre:	
Receipt replacement	A\$5
Re-issue of student ID card	A\$10
Re-issue of Transcript of Results	A\$10
Re-issue of certificates	A\$30
Archive search of old records	A\$40
To be issued through Angliss International Education:	
Re-print of payment fee letter (invoice)	A\$10
Re-issue of Letter of Completion	A\$10
Re-issue of letter for legal purposes	A\$10
Re-issue of Statement of Attainment	A\$10
Telegraphic Transfer (TT) of tuition fees	A\$25**
No-show for pre-booked airport reception service	A\$60
Penalty for late tuition fee payment (per week)	A\$100
Re-issue of Letter of Offer	A\$100
Re-issue of Confirmation of Enrolment (CoE)	A\$150

## Guardianship Arrangements

If you are under 18 years of age and will be accompanied by your parent(s) or custodian, or will be staying with a relative at least 21 years of age of good character and who has been nominated by your parent(s) or custodian, the Institute will issue you with the CoE on payment of tuition and other fees.

If you are not being accompanied by your parent(s) or custodian, or will not be staying with a relative, the organisations listed below can provide you with assistance in organising a suitable guardianship. You should make contact with one of these organisations to obtain full details of their services available to you. If you use the services of one of them, we will issue you with a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter (along with the CoE) on payment of your tuition and other fees. The Institute will only issue this documentation when the organisation demonstrates in writing that suitable accommodation, support and general welfare arrangements have been organised for you. You should pay any fees associated

with the services provided by one of these organisations directly to that organisation.

Please note: If you have not turned 17 years of age by the commencement date of the course you are enrolling in, you must be accompanied and reside with your parent(s) or a suitable nominated relative in Australia. In this case, William Angliss Institute does not need to issue you a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter. William Angliss Institute does not accept students that are under 16 years of age.

EduCARE Services Australia:  
www.educareservicesaustralia.com.au or email alison@i.net.au

A&J Student Care Services:  
www.guardians4student.com.au or email info-jakarta@guardians4student.com.au or ajstudentcare@optusnet.com.au

Please refer to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for the Guardianship policy and procedures.

**Note 1:** There is no on-campus accommodation at William Angliss Institute. All accommodation costs are negotiated between the student and the accommodation provider. The Institute is neither responsible nor liable for any accommodation-related services provided by external organisations.

**Note 2:** Items marked with an \* can be purchased from outlets on campus or elsewhere.

**Note 3:** Hiring some equipment or purchasing it second hand will reduce your expenditure. It may also be cheaper to purchase the equipment or uniforms in your home country. Premium brands will also cost more than economy versions of the same equipment or uniforms.

**Note 4:** Only tuition fees listed on pages 6-7 are paid directly to William Angliss Institute.

**Note 5:** All prices listed above are subject to change without notice.

**Note 6:** The Department of Immigration and Citizenship has advised that, in order to be granted a student visa, all applications lodged on or after 1 July 2010 must provide evidence that the student, and any of their accompanying dependants, have Overseas Student Health Cover for the proposed duration of their visa.

If you have any queries including the OSHC Premiums, you can contact the Angliss International Office or visit the Medibank website <http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx>

\*\* Credit for overcharge will made against next semester tuition fees if TT fee is less than A\$25.00

# Accommodation and Health Care

The Institute does not have on-campus accommodation but can facilitate short term accommodation placements for new international students. The Institute can also provide referrals to a number of private organisations that specialise in providing long term accommodation placement services. They may charge you a fee for this service.

You should advise the Institute of your initial accommodation

request at least two weeks in advance by faxing a completed F4: Reception and Accommodation Placement form from the back of this booklet.

The Institute does not accept any payments for accommodation or associated services, as these payments are made through agreements between you and the accommodation services providers. An "Accommodation and Finances Guide" has been prepared by William Angliss

Institute Student Counselling Centre. You can download a copy from the website or contact the Angliss International Office to obtain a copy.

Note: The Institute is not responsible or liable for any airport reception or accommodation-related services provided by external organisations. Some accommodation options for your consideration include:

## Overseas Student Health Cover

You are required by the Australian Government to join the OSHC scheme and to hold health insurance for the duration of your studies. If you have any queries including the OSHC Premiums, you can contact the Angliss International Office. The OSHC assists you to pay for, among other things:

- > visits to doctors for outpatient medical services (OSHC pays 85% of government Medical Benefits Schedule [MBS] fee)
- > in-patient medical services (OSHC pays 100% of MBS fee)
- > pathology services
- > x-rays
- > treatment in public hospital in shared ward accommodation
- > treatment in private hospital in shared ward accommodation (conditions apply)
- > day surgery accommodation
- > emergency ambulance transportation
- > some pharmaceuticals.

The OSHC does not pay for, among other things treatment for pre-existing medical conditions (please refer to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for more information).

You will not need OSHC if you provide evidence that you are a Swedish student covered by either CSN (the Swedish National Board of Student Aid) or by Kammarkollegiet if you are a Swedish student, you may choose to use OSHC instead of your national scheme.

## Short Term

Place	Distance from Institute	Contact Details
Miami Hotel Melbourne	15 mins walk	13 Hawke Street, West Melbourne desk@themiami.com.au www.themiami.com.au
Le Student 8	20 mins by car Free Shuttle bus to the city	205 Bell Street Preston, Victoria, 3072, Australia www.lestudent8.com
Homestay - Australian Homestay Network (AHN) (Recommended welcome option)	Varies (subject to availability)	www.homestaynetwork.org/public/angliss melbourne@homestaynetwork.org +61 3 9435 6621 <b>24/7 National Number</b> +61 2 89050321 (outside Australia) 1300 69 78 29 (inside Australia)

## Long Term

Place	Distance from Institute	Contact Details
Homestay - Australian Homestay Network (AHN) (Recommended welcome option)	Varies (subject to availability)	www.homestaynetwork.org/public/angliss melbourne@homestaynetwork.org +61 3 9435 6621 <b>24/7 National Number</b> +61 2 89050321 (outside Australia) 1300 69 78 29 (Inside Australia)

### Placement Fee \$250

**Over 18-** From \$150 per week twin share to \$265 per week (full board). See [www.homestaynetwork.org/public/angliss](http://www.homestaynetwork.org/public/angliss) for options.

**Under 18-** \$285 per week, includes 2 meals per day (4 week minimum stay). Subject to approval by the nominated Guardian.

All long term options include - NO bond, furnished room, utilities, meal options 24/7 phone support line, contents insurance cover and hosted orientation into the community.

## Other

Place	Contact Details
One bedroom apartment or house Two bedroom apartment or house	www.domain.com.au
Le Student 8	www.lestudent8.com
Student Village Owned and managed by Victoria University	www.vu.edu.au student.village@vu.edu.au

# Work Rights, Jobs and Careers

## Angliss Careers and Employment

While studying at the Institute, you are encouraged to undertake a range of employment experiences and placements to assist you to broaden your knowledge and gain awareness of career options. Careers and Employment officers provide career guidance, employment counselling workshops and work placement assistance, but do not guarantee employment, as employers will reserve the right to interview applicants.

You can register on the Careers and Employment database to obtain the services offered, which include:

- > assistance with applications for jobs
- > access to ongoing casual employment
- > opportunities via an online service and jobs board – Career Hub
- > student staffing for special events and functions such as the Melbourne Food & Wine Festival, Australian Grand Prix, Spring Racing Carnival, Australian International Airshow and World's Longest Lunch
- > career guidance
- > annual Careers Expo at the Institute
- > on-site recruitment

The following may also be of assistance to you in finding part time employment:

- > specialist hospitality and tourism employment agencies
- > The Age newspaper and [www.mycareer.com](http://www.mycareer.com)
- > personal contacts, other students, teachers, 'door knocking'
- > notice boards at the Institute
- > William Angliss Institute Alumni
- > human resource departments at hotels and casinos.

When you are looking for work, the following are important:

- > academic transcripts and attendance records
- > personal presentation, grooming and performance at interviews
- > resumes and references from past employers

## Work Rights and Tax File Number

From April 2008 all people granted student visas automatically receive permission to work with their student visa. The "permission to work" granted on your visa is effective from the first date that your classes commence. Under this work permit, you may work for a maximum of 20 hours per week during a semester and without restriction during vacations.

You must obtain a Tax File Number if you intend to work. Please refer to the following websites for more information:

Australian Taxation Office:  
[www.ato.gov.au](http://www.ato.gov.au)

Departing Australia Superannuation Payment:  
[www.ato.gov.au/super](http://www.ato.gov.au/super)





BECOME A PART OF OUR GLOBAL COMMUNITY OF GRADUATES AND INDUSTRY LEADERS BY JOINING THE WILLIAM ANGLISS INSTITUTE ALUMNI. KEEP IN TOUCH WITH YOUR FRIENDS AND PEERS. INSPIRE OUR NEWEST STUDENTS WITH YOUR PASSION FOR FOODS, TOURISM AND HOSPITALITY. BE A STEP AHEAD WITH NATIONAL AND GLOBAL TRENDS IN YOUR INDUSTRY. OUR ALUMNI IS YOUR OPPORTUNITY TO STAY CONNECTED AND SHARE YOUR REAL WORLD EXPERIENCES.

Alumni membership is free for our graduates and staff, as well as industry professionals. Enjoy relevant educational events, employment services, professional development, industry updates and a chance to give something back by sharing your experience and expertise with upcoming students and new graduates.

Alumni membership also comes with a range of discounts and special offers from like-minded organisations. Visit [www.angliss.edu.au/Alumni.html](http://www.angliss.edu.au/Alumni.html) for more information.



**GUSTI RAKA**



Executive Assistant Manager,  
Kuta Beach Club Hotel and Spa

**Advanced Diploma Hospitality  
Management, 2005**

**Country:** Indonesia

**Where are you currently working?**  
I am currently working at Kuta Beach Club Hotel and Spa in Bali.

**How did you end up in your current position?**  
I joined the company in 2006, and for two years I worked as an operations supervisor. My role involved being in charge of all the rooms, making sure they stayed clean and bright. I was promoted to Executive Assistant Manager, which is my current position.

**What do you do in your current position?**  
As the Executive Assistant Manager, my role is to manage the daily operations of the hotel, as well as help the sales team with promotional campaigns for the Asian and Australian markets.

**Why did you decide to do the course?**  
My family all studied at William Angliss Institute, and so I decided to follow them.

**What aspects of your study have you found to be most valuable?**  
The things I found to be most valuable were learning how to be a good leader, how to manage staff, and how to create a marketing product.

# Important Dates

## 2012 Academic Calendars\*

### Vocational Education (Certificates, Diplomas, Advanced Diplomas)

Activity	2012
Shut down days & Public Holidays	2 January
Fee balance for continuing students	6 January
Orientation (week commencing)	31 January
Commence Semester 1	6 February
Mid-Semester break for students	10 April – 13 April
Graduation period	May (TBC)
Fees due for International students	1 June
End Semester 1	15 June
Mid-year vacation for students	18 June – 13 July
Commence Semester 2	16 July
Mid-Semester break for students	24 September – 5 October
Fee deposit for continuing students	4 November
End of academic year/ End Semester 2	30 November
End of year graduation	December (TBC)
Shut down days & Public Holidays	24 December – 31 December 2012

### Higher Education (Degree Programs)

Activity	2012
Shut down days & Public Holidays	2 January
Fee balance for continuing students	6 January
Orientation (week commencing)	31 January
Commence Semester 1	13 February
Mid-Semester break for students	10 April – 13 April
Graduation	May (TBC)
Swot vac week	28 May – 1 June
Fees due for International students	1 June
Examination/assessment Feedback	4 June – 15 June
End Semester 1	15 June
Mid-year vacation for students	18 June – 13 July
Orientation (week commencing) <sup>†</sup>	10 July
Commence Semester 2	23 July
Mid-Semester break for students	24 September – 5 October
Fee deposit for continuing students	4 November
Swot vac week	12 November – 16 November
Examination/assessment period	19 November – 30 November
End of academic year/ End Semester 2	7 December
Shut down days & Public Holidays	24 December – 31 December 2012

## 2013 Academic Calendars\*

### Vocational Education (Certificates, Diplomas, Advanced Diplomas)

Activity	2013
Shut down days & Public Holidays	1 January 2013
Fee balance for continuing students	4 January
Commence Semester 1	4 February
Mid-semester break for students	2 April – 5 April
Graduation period	May (TBC)
Fees due for international students	31 May
End Semester 1	14 June
Mid-year vacation for students	17 June – 12 July
Commence Semester 2	15 July
Mid-semester break for students	23 September – 4 October
Fee deposit for continuing students	1 November
End of academic year/ End Semester 2	29 November
End of year graduation	December (TBC)
Shut down days & Public Holidays	24 December – 31 December 2013

### Higher Education (Degree Programs)

Activity	2013
Shut down days & Public Holidays	1 January
Fee balance for continuing students	4 January
Orientation	4 February – 8 February
Commence Semester 1	11 February
Mid-Semester break for students	2 April – 5 April
Graduation	May (TBC)
Fees due for international students	31 May
Swot vac week	TBC
Examination/assessment Feedback	3 June – 14 June
End Semester 1	14 June
Mid-year vacation for students	17 June – 19 July
Commence Semester 2	22 July
Mid-Semester break for students	23 September – 4 October
Swot vac week	TBC
Examination/assessment period	18 November – 29 November
Fee deposit for continuing students	1 November
End of academic year/ End Semester 2	6 December
Shut down days & Public Holidays	24 December – 31 December 2013

\* Information is correct at time of printing - for the latest dates please check our website [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links)

† Orientation for Retail Travel Sales and Resort Students may occur one week prior - please visit [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for details

For Census and graduation dates please check the website in early 2012

Dates correct as of June 2011.

# Application Process

## Entry Requirements

### Academic Requirements

Admission to the Institute is on the basis of academic merit. International students are required to meet the same standards as Australian citizens and residents – that is, an Australian Year 12 qualification (completion of high school) and obtain the required score from the public examination of your country. You must achieve the required academic grades and the English language proficiency requirements to be eligible for a full offer.

If you do not meet the Institute's minimum academic entrance requirements, you must complete an approved Australian Year 12 equivalent program or approved Foundation Studies course where the language of instruction and assessment is English.

William Angliss Institute academic entry requirements must be demonstrated by ONE of the following. If more than ONE applies to you, indicate your preference:

- > completed secondary studies in your home country equivalent to an Australian Year 12 qualification and obtain the required score from the public examination of your country.
- > completed a Senior Secondary Certificate of Education in Australia with an ENTER or TER score of 50 or higher for VET and 60 or higher for Degree programs.
- > completed a recognised Foundation Studies course in Australia or other countries with a pass in all subjects.
- > if you have not completed your secondary studies, you need to be at least 21 years of age with demonstrated capacity to meet course requirements and relevant work experience.
- > Please check our web-site [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for entry requirements for the Bachelor Degree programs.

## Minimum English Language Requirements

Qualification	Certificate, Diploma, and Advanced Diploma	Industry Placement / Retail Travel Sales and Degree
IELTS (Academic Module)	Overall 5.5 (no band below 5.0)	Overall 6.0 (no band below 6.0)
TOEFL iBT (Internet-Based)	69-70 with no band less than 16	79-80 with no band less than 19
TOEFL Paper	523 (with a min TWE 3.5)	550 (with a min TWE 4.0)
TOEFL CBT (computer-Based)	193 (with a min TWE 3.5)	213 (with a min TWE 4.0)
PTE Academic	46 with no communicative skill score less than 40	54 with no communicative skill score less than 47
TOEIC	650-700	700-780
CEF	B2	C1
CELS (all skills)	Pass	Pass with Merit
ISLPRS (all skills)	2+	3
FCE (Cambridge)	Yes	No
CAE (Cambridge)	Yes	Yes
CPE (Cambridge)	Yes	Yes

### English Language Requirements

International students must have a good command of written and spoken English. If your first language is not English and if you can provide satisfactory evidence that English was the medium of instruction and assessment in your secondary or tertiary studies, you may meet the Institute's requirement of proficiency in English. However, you might also be required to meet DIAC English language proficiency requirements and will need to provide additional evidence of your English language proficiency when you apply for a student visa. This usually requires an IELTS score.

If English is not your first language or was not the medium of instruction and assessment in your secondary or tertiary studies, you must demonstrate your proficiency in the English language by providing certified or notarised documentary evidence of achieving the Institute's minimum prescribed level in ONE of the English examinations or tests listed before you can receive a full offer of a place.

You must have satisfied the Institute's minimum English language requirements no more than two years before the date of your enrolment at the Institute.

Qualification	Certificate, Diploma, and Advanced Diploma	Industry Placement / Retail Travel Sales and Degree
Upper Intermediate (English for Academic Purposes) certificate from recognised English language centre	Yes	No
Advanced English (English for Academic Purposes) certificate from recognised English language centre	Yes	Yes
Senior Secondary Certificate of Education completed in Australia	Yes	Yes
Certificate IV or higher completed in Australia	Yes	Yes
Tertiary studies in medium of English	Yes	Yes
Evidence of at least 5 years of studies in an English speaking country (Australia, New Zealand, United Kingdom, Canada, United States of America, South Africa, Republic of Ireland)	Yes	Yes
English is first language	Yes	Yes

## English Language Courses

If you do not meet the Institute's minimum English language proficiency entrance requirements, you must complete an English language course at an exit level deemed equivalent to the International English Language Testing System (IELTS) (Academic) 5.5 at an Institute-approved English language centre listed below. Bachelor Degree courses will require completion of English language courses at an exit level deemed to be equivalent to IELTS (Academic) 6.0.

English for Academic Purposes, for further studies or similar courses are strongly recommended as a preparation for all courses at the Institute. You should make direct contact with an English language centre by visiting [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for full details of ELICOS courses, fees and application procedures.

### Packaging of Courses

If you wish to apply for a package of courses consisting of a preliminary course followed by the principal course, you should apply for a visa associated with the principal course.

If you would like to undertake an English course followed by a William Angliss Institute VET course, you should apply to study under subclass visa 572 (VET). You will need to pay the cost of the English language course to the English language centre to obtain a CoE from the language centre and send a copy to William Angliss Institute. We will issue a CoE on payment of the first semester tuition fees of your William Angliss Institute VET course.

To study a William Angliss Institute degree after a William Angliss Institute VET course, you will need to apply for a subclass visa 573 (HE). You can apply for a student visa to cover a package of courses: a preparatory English language course, an advanced diploma and a degree. You will need to pay the cost of the English language course to the English language centre to obtain a CoE from the language centre. The Institute will issue a CoE for an advanced diploma on payment of the first semester tuition fees and a CoE for a degree on payment of a non-refundable deposit of A\$1000. These three CoEs will enable you to obtain a visa to cover the three courses under visa subclass 573 (HE).

The Assessment Level for your student visa is based on the country of the passport you hold as well as the Assessment Levels of the preliminary course(s) and the principal/main course. Where the Assessment Level of a preliminary course is higher than the Assessment Level for the main course, you are assessed against the evidentiary requirements of the highest Assessment Level in your package of courses.

## Application Procedures

Determine your DIAC country assessment level and student visa eligibility and requirements by visiting [www.immi.gov.au/students/students/chooser](http://www.immi.gov.au/students/students/chooser)

Choose the course of study and complete F1 Application for Enrolment Form in this course guide or use the on-line international student application form.

Attach certificate copies of your English language proficiency documents, academic transcripts and evidence of work experience (if relevant). Also attach one passport photograph and front pages of your passport and current student visa (if applicable).

Send by courier, email, fax or post to:

Manager, Angliss International Office  
William Angliss Institute  
555 La Trobe Street  
MELBOURNE VIC 3000 AUSTRALIA  
Email: [international@angliss.edu.au](mailto:international@angliss.edu.au)  
Fax: +61 3 96709348

### Processing Times for Applications and Visas

The Institute will endeavour to issue an offer to you, or an Institute representative if you use their services, within two days\* of receipt of your application and all supporting documentation for the immediate intake. Delays will be experienced if forms or documentation are incomplete or during peak periods. The processing of your student visa by DIAC varies from country to country, so you should check with the local Australian Diplomatic Mission for advice on normal visa processing times.

\* Note: The Institute is closed on Saturdays, Sundays and public holidays. You should check Australian and Victorian public holiday dates with the Australian Diplomatic Mission.



### William Angliss Institute Melbourne Campus

Scan for  
more info



# Policies and Procedures

Institute policies and procedures for international students are in accord with the Australian Government Education Services for Overseas Students Act 2000, Education Services for Overseas Students Regulations 2001, National Code of Practice for Registration of Providers of Education and Training to Overseas Students, Australian Recognition Framework Standards for Registered Training Organisations and the Vocational Education and Training Act 1990. Other policies and procedures can be found in the Student Guidelines section of the Institute's Student Diary or on the Institute website.

## Issuing Qualifications and Statements of Attainment

Upon successful completion of all of the competencies in your course, you will be eligible to apply for the qualification for the course that you enrolled in. If you have only partially completed the course, you can apply for a Statement of Attainment. For more information, visit our website, or visit the Australian Qualifications Framework website at [www.agf.edu.au](http://www.agf.edu.au).

## Credits

If you have earned qualifications or Statements of Attainment from other Institutes conducting nationally recognised training, you may be eligible for credits. Refer to the Skills Recognition Unit for further information.

## Skills Recognition

If you have previous qualifications or relevant work or life experience, you may be eligible for exemptions in your course through our Recognition process. For more information, check out the brochure available from the Skills Recognition Unit or check [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links). You may have your course shortened by the RPL process if RPL credits can be granted as blocks covering one or more semesters. If an RPL assessment could

lead to your study load being less than full time, you may be offered substitute subjects if available and where timetabling permits.

No semester fee reductions are available for any changes to your subject loading within a semester. Fee reductions apply only if RPL credits can be applied in semester blocks.

The adjustment to the duration of your course due to RPL processes can occur either before your student visa is issued or after it is issued. The Institute is required to notify DIAC of any change in course duration after a visa has been granted.

## Deferred, Suspended or Cancelled Studies

Once you have enrolled in a course, you cannot defer commencement of your studies or suspend your studies except in compassionate and compelling circumstances (eg illness, where a medical certificate states that you are unable to attend classes).

The Institute may cancel or suspend your enrolment because of inappropriate behaviour. If the Institute intends to cancel or suspend your enrolment, you will be notified in writing and you will have 20 working days to appeal using the Institute's internal complaints and appeals process. The cancellation or suspension will not take effect until after the internal process is completed, unless extenuating circumstances relating to your welfare apply.

DIAC will be notified of your deferment, suspension or cancellation of enrolment and you will be required to present your air ticket to AIE and return to your home country unless DIAC provides written advice that you can stay in Australia.

The maximum deferment, suspension or cancellation of enrolment period is six months. Your visa will be cancelled if your deferment, suspension

or cancellation of enrolment exceeds this period and you will be required to obtain a new visa to recommence your studies at the Institute.

The Institute tuition fees in place at the time of your new application will apply. You will also be able to recommence your studies within a semester only if a full time load can be configured.

## Attendance

The Institute has an expectation that your attendance will be 100%. Your attendance will be recorded and monitored on a regular basis and the Institute will note non-attendance, including absences due to illness or for any other circumstances, on your file. This information may be used in the decision to report you to DIAC if you do not make satisfactory course progress.

## Course Progress

The Institute is required to monitor your course progress. Should you receive a letter from the Institute at any stage during a semester advising you that your course progress is a matter of concern to your teachers and coordinators, you will be required to participate in learning support and/or counselling, and/or undertake other obligations required by the Institute.

The Institute will require you to sign an agreement that you understand that your course progress is of concern and that you will participate in the support programs provided by the Institute. If you fail five units or more (50% for degree courses) in that semester, you will be required to attend further Institute support programs in the following semester and sign another agreement to participate in these support programs.

If you fail five units or more (50% for degree courses) at the end of the following semester, the Institute will notify you of the intention to report you to

DIAC for unsatisfactory course progress. You will have 20 days to appeal against this notice. If your appeal is not successful, the Institute will proceed with the report to DIAC and you will be provided with the address of the DIAC office that you must attend for an interview. The Institute will also notify DIAC that this letter has been sent to you. You will be required to make an appointment with the DIAC office within 28 days of the date on the letter and present for the interview with photographic identification (such as your passport). As a result of this meeting, DIAC will make a decision on whether or not your student visa will be cancelled.

Please refer to our website [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) To read more about the policy and procedure relating to monitoring your course progress as required by the Australian Government.

## Change of Institution /Provider

According to Standard 7 of the National Code 2007 of the ESOS Act 2000, students are restricted from transferring between registered providers prior to the student completing six months of the principal course of study. If you are currently studying at another registered provider in Australia and have completed less than six months of the principal program, William Angliss Institute can only accept you into our course if one of the following conditions is fulfilled:

- > The original provider has provided a written letter of release;
- > The original registered provider has ceased to be registered or the course in which you are enrolled in has ceased to be registered;
- > The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or

> Any government sponsor considers the change to be in your best interest and has provided written support for that change.

For current international students at William Angliss Institute, the Institute will only consider issuing a release letter under compassionate or compelling circumstances (see policy at [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links)). However, you have the right to lodge an appeal against this decision. You must lodge an appeal in writing with the Director, International Services, within 20 working days. Whether you choose to lodge an appeal or not, you must remain enrolled and attend all classes as normal until the process is complete.

If you have completed six months of the principal course at William Angliss Institute and decide to change institution, you must notify the Angliss International Education Office of your intention to move to another Institution within seven days of issue of an COE by your new education provider.

#### **Notification of Address**

Under Australian Government student visa regulations, you must register your residential address and telephone number with the Angliss International Office office within seven days of arriving in Australia. You must also notify AIE on the appropriate form of any changes to your residential address, within seven days, every time you change address. Students who undertake practical work placements as part of their course must also comply with this requirement.

#### **Complaints, Appeals and Discipline**

If you have a complaint about your course, your assessment or the Institute, we want to hear from you. But to make things fair for everyone, we've developed a student complaints procedure that everyone needs to follow. Visit our website or call our Information Centre for more information.

#### **Maintaining Privacy**

We provide security for all our database intelligence in line with the Information Privacy Act 2001 and Electronic Transactions (Victoria) Act 2000.

If we need to seek the services of a third party in order to receive your information or maintain our database, we will obtain a privacy agreement with that operator so as to maintain a secure database. If at any time you receive information from us that you don't want to receive, just let us know by contacting the Information Centre by phone or email and we will remove your details from our database.

#### **Use of Personal Information**

Your personal information that is available to the Institute, such as your address, telephone number(s) or academic results, cannot be disclosed under Australian law to third parties, including your parents, sponsors, family members or friends, without your written consent. If you want your parents or sponsors to receive copies of your academic transcripts, you must write to the Manager Angliss International Education at the Institute to give the Institute staff permission to release your results or other personal details to your parents, sponsors or friends.

Under Australian law (ESOS Act 2000), your personal information may be made available by the Institute to Commonwealth and State Government authorities. The Institute is also required to tell DIAC/DEEWR about certain changes to your enrolment and of any breach to the condition of your visa relating to attendance and/or satisfactory course progress.

#### **Freedom of Information (FOI)**

William Angliss Institute complies with government regulations about Freedom of Information. If you have a FOI request, contact our FOI Officer or send us an email.

#### **Complaints, Appeals and Discipline**

If you have a complaint about your course, your assessment or the Institute, we want to hear from you. But to make things fair for everyone, we've developed a student complaints procedure that everyone needs to follow. Visit our website or call our Information Centre for more information.

#### **Student Academic and Non-Academic Grievance/ Complaints**

Students who wish to lodge a formal grievance should refer to the full **Student Academic and Non-Academic Grievance / Complaints Policy and Procedure** in conjunction with the William Angliss Institute Managing Diversity (Equal Opportunity and Minimisation of Inappropriate Behaviour) Student Policy. There is no financial penalty for students to pursue the William Angliss Institute Academic and Non-Academic Grievance / Complaints and Appeals Policy and Procedure.

Refer to the policy on our website [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links) for further information.

#### **External Complaints**

After the external dispute resolution process or if at any time the student is not satisfied with the fairness of this process or if a grievance still remains unresolved, the student has the right to lodge a complaint externally with an appropriate Government authority or external agency such as:

- > Victorian Ombudsman [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)
- > Equal Opportunity Commission of Victoria [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au)
- > Australian Human Rights and Equal Opportunity Commission [www.hreoc.gov.au](http://www.hreoc.gov.au)
- > Dispute Settlement Centre of Victoria [www.justice.vic.gov.au/disputeinfo](http://www.justice.vic.gov.au/disputeinfo)
- > Anti-Discrimination Board [www.AntiDiscriminationAustralia.com.au](http://www.AntiDiscriminationAustralia.com.au)

- > Consumer Affairs Victoria (Office of Fair Trading) [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)
- > other bodies as appropriate

Students have the right to access the external appeals process at minimal or no cost.

International students do not lose their right to seek external dispute resolution services or seek other legal remedies provided by organisations such as the Dispute Resolution Commission of Victoria under consumer protection law.

#### **Further Information**

The Institute has policies and procedures relating to access and equity, student agreements, appeals processes, declarations, enrolment and orientation, assessment, excursions, field trips, uniforms, equipment, and attendance. You can find more information on these policies and procedures on our website, or by contacting the Information Centre by phone or email.

#### **Declarations**

William Angliss Institute has used its best endeavours to ensure that the material contained in this publication was accurate at the time of printing. The Institute gives no warranty and accepts no responsibility for the accuracy or completeness of information. The Institute reserves the right to make changes to, among other things, course schedules, location, admission requirements, fees and staffing without notice at any time (even once you have enrolled in the course) at its absolute discretion. You should frequently check with the Institute's website for the most current information available.

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Published: June 2011

# Payment of Tuition Fees

Courses are offered to international students in semester blocks of 18 weeks duration. Fees are not determined on a single subject basis but for places in entire courses which are designed by the Institute to ensure graduates maximise their career opportunities.

For future stages of your course, the Institute reserves the right to adjust your annual tuition fees to take into account increases in Institute and course delivery costs. The Institute undertakes to keep any adjustment factor to a minimum. If you pay your total annual tuition fees in advance (ie fees for two semesters), you will be quarantined against fee increases for those two semesters only.

In relation to tuition fees from an international student or an intending international student either in Australia or overseas, the following statements apply.

## 1. Payments

- 1.1. The first semester tuition fees paid to the Institute includes a A\$350 administration processing fee, which is not refundable.
- 1.2. Tuition fees must be paid one semester in advance.
- 1.3. The first semester tuition fees for the Institute are required to secure a CoE for a student visa packaging arrangement with an English language centre or other institutions.
- 1.4. Tuition fees and deposits must be paid in the form of a bank draft, cash, credit card or telegraphic transfer.
- 1.5. All bank charges relating to telegraphic transfer (TT) of funds to the Institute are the responsibility of the international student or intending international student and a processing fee of A\$25 must be deposited in addition to the tuition fees. The balance of bank fees for a TT of funds that are less than A\$25 will be credited to the student's next semester tuition fees.

1.6. If a TT method of payment is used, a copy of the Bank Confirmation containing all details of the transaction must be faxed to the Institute after the transaction is completed so that the Institute can identify the payment. The Institute's fax no is +61 3 9670 9348.

1.7. The Institute's banking details are:

**National Australia Bank Melbourne Office,**  
500 Bourke Street  
Melbourne 3000 Australia  
Account title:  
William Angliss Institute  
BSB No: 083 054  
Account No: 51 519 6209  
Swift Code for international transfers: NATAAU3303M

## 2. Continuing Studies

- 2.1 All international students must pay the next semester fees in advance.
- 2.2 Students who commenced in February must pay their next semester fees by the end of the second week in June of the current year as detailed in the payment schedule to be sent to each student.
- 2.3 All international students who commenced in June must pay a deposit of A\$500 by the end of the first week of November of the current year and the balance by the end of the third week in January of the following year, as detailed in the payment schedule to be sent to each student.

## 3. Accelerated Mode of Studies

- 3.1 If an international student is given approval to accelerate their course of studies, DIAC will be notified of the change in duration of a course of studies. A new CoE will be issued, which must be taken to the DIAC office along with other required documentation. The duration of the student visa will be adjusted accordingly.

3.2 Timetables and tuition fees are indicative of full study loads – a student with approval to take additional semester subjects must pay tuition fees for those extra subjects in that semester. The fee will be determined pro rata.

## 4. Repeat Subjects

- 4.1 Tuition fees must be paid for repeat subjects or components of repeat subjects. A learning plan will be developed for students who are repeating subjects. The fee will be determined pro rata.

## 5. Credit Subjects

- 5.1 Tuition fees must be paid for substitute subjects for RPL credits, or subject credits from another RTO or an institution with a credit agreement with the Institute, if the course load for a semester is less than a full time study load and substitute subjects are required to be undertaken to maintain a full time study load.
- 5.2 Should a student transfer from a culinary course to a diploma or advanced diploma, the fees for each stage of the management courses are A\$6,600 per stage. No fee reductions are available for any components of any credit subjects, including electives, completed in culinary courses, although some RPL credits may be granted and recorded on the transcript of results. The full fee of A\$6,600 will be applied to the final semester of studies at the diploma or advanced diploma level, even though a part time study load may be applicable to meet the course requirements.

## 6. Internal Studies Transfers

- 6.1 International students are not permitted to transfer from their first course to another course for their first 6 months at the Institute.

Transfers to a second course will then only be permitted if places are available in the second course and a suitable timetable can be arranged.

- 6.2. Should an international student be granted permission to transfer to another course at the Institute, tuition fees for the first semester of the new course must be paid in full as well as the administration fee of \$250 for issuing a new offer letter and COE.
- 6.3. DIAC will be notified of the transfer to another course. A new CoE will be issued, which must be taken to the DIAC office along with other required documentation. The duration of the student visa will be adjusted accordingly.

## 7. Non-Payment

- 7.1. An invoice, with a payment schedule for the following semester tuition fees will be issued to each student, sent to the student's local mailing address registered with the Institute. Non-receipt of this invoice will not be accepted as reason for non-payment of tuition fees by the scheduled date. A late fee will be charged if payment is not received by the due date.
- 7.2. An international student will be excluded from further studies if tuition fees are not paid before course commencement. In such circumstances a 'Student Notified of Cessation of Studies' report will be sent to DEEWR identifying a possible breach in a condition of the student visa.
- 7.3. Outstanding fees will attract collection agency charges that must be paid by a student before the Institute will issue any course certification to that student.

# Refunds

## 1. Refunds (if we are unable to deliver your course)

- 1.1. William Angliss Institute will refund all course money paid by an international student or intending international student within two weeks of receipt of a written claim for that part of a course that has not yet been delivered if:
- > the course does not start on the agreed starting day on the Confirmation of Enrolment certificate; or
  - > the course ceases to be provided by the Institute after it starts and before it is completed; or
  - > the course is not provided in full because a sanction has been imposed on the Institute by Australian Government agencies; and the student has not withdrawn before the default day; or
  - > a student fails to meet course progression rules and is thus not permitted to re-enrol and the tuition fees were paid in advance of the notification of the exclusion from further studies at the Institute.

## 2. Refunds (if you withdraw from your course)

- 2.1. William Angliss Institute will refund all course money, other than the A\$350 administration processing fee, paid by an international student or intending international student within four weeks of receipt of a written claim in relation to a course if:
- > a student visa application is rejected or visa renewal is refused; or
  - > a student withdraws from the course and returns home before a course commences because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family.

- 2.2. William Angliss Institute will refund the balance of unused tuition fees determined on a pro rata basis, other than the A\$350 administration processing fee, paid by an international student or intending international student within four weeks of receipt of a written claim in relation to a course if:

- > a student withdraws from a course and returns home after a course commences because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family.

- 2.3. William Angliss Institute will refund course money, other than 20% of tuition fees paid by an international student or intending international student, within four weeks of receipt of a written claim no less than 28 days before the starting day of the course in relation to a course if:

- > a student holds a DIAC-approved transfer and unconditional letter of offer to another institution; or
- > a student withdraws from the course.

## 3. Alternative Tuition Arrangements

- 3.1. William Angliss Institute may arrange, at the discretion of the Institute, for another course, or part of a course, to be provided to an international student or intending international student as an alternative to refunding course money.
- 3.2. Should the international student or intending international student agree to accept the alternative course to receiving a refund of course money, William Angliss Institute is no longer liable to refund the student money owed for the original enrolment.

## 4. No Refund

- 4.1. William Angliss Institute will not refund any money paid by an international student or intending international student in relation to a course if a written claim is received less than 28 days before the starting day of the course or after the course commencement date.
- 4.2. Deposits paid for Degree programs to obtain the COE for WAI package offers for a student visa subclass 573 is non-refundable.
- 4.3. William Angliss Institute will not refund any money paid by an international student or intending international student in relation to a course if a student has been granted a bridging visa or temporary visa pending determination of permanent residency or has been granted permanent residency after the commencement of the course of studies or after tuition fees have been paid. The student must complete this semester on a full-fee basis and may apply to recommence the course in the following semester as a local student.

## 5. Refund Requests

- 5.1. An international student or an intending international student must make a claim for a refund in writing to:
- Manager, International Education  
William Angliss Institute  
555 La Trobe Street  
Melbourne 3000 Australia.
- 5.2. The claim must identify the reason for the refund and must include supporting documentation according to the circumstances such as:
- > a letter from DIAC advising of a rejection of the student visa application or a refusal to extend a student visa; or

- > proof of exceptional and extenuating circumstances affecting a close family member; or
  - > an unconditional letter of offer from another institution along with a DIAC approval letter to transfer; or
  - > a completed and approved William Angliss Institute withdrawal form.
- 5.3. The date of notification of the request for a refund is from the date the request is received at Angliss International Education.

## 6. Payment of Refunds

- 6.1. If a request for a refund is approved, the refund, other than a transfer to another Australian institution, will only be made payable to the applicant by bank draft in Australian dollars to the student's address registered with the Institute.

## 7. Appeals Process

- 7.1. A student who is refused a refund under the William Angliss Institute Refund Agreement may appeal within seven (7) days in writing to the Director, Angliss International, whose decision will be final.
- 7.2. William Angliss Institute's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

## 8. Consumer Protection Rights

- 8.1. This agreement, and the availability of dispute resolution processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For the Institute's complete policies and procedures, please refer to [www.angliss.edu.au/international-links](http://www.angliss.edu.au/international-links).

# Checklist

The following must be submitted with your F1:  
Application for Enrolment form:

## Passport

- Copy of identification pages of your passport
- Copy of current visa (if you are in Australia)

## Academic Documents

- Certified copies of relevant academic records in your home country, such as high school or college/university certificates
- Certified copies of relevant academic records in Australia, such as high school or college/university certificates (if relevant)

## English Proficiency Documents

- Copy of enrolment in any course (other than an English language course) if you are undertaking the course in Australia, including the CoE from the Institute plus a letter reporting your attendance level and completion date
- Copy of English language course enrolment if you are undertaking an English language course in Australia, including the CoE from the English language centre plus a letter reporting your attendance level, completion date and English language proficiency level
- Certified copy of English language certificate and attendance report if you have completed an English language course
- Certified copy of IELTS certificate (if available)
- Certified copy of other English language proficiency test certificate (if applicable)

## Other required forms

- Medical certificate (applicable only to dive and spa resort courses)
- Consent, Authority and Release form (applicable only to spa resort course)

## Others

- Copy of Overseas Student Health Cover card (such as Medibank if available) as well as names and dates of birth of family member(s) if applying for family cover
- Certified copies of work references (if relevant)
- Other (if requested by the Institute)

## Contact Us

For information available to international students, phone William Angliss Institute's International Office on +61 3 9606 2169 or visit [www.angliss.edu.au](http://www.angliss.edu.au).

### Disclaimer

We have made every effort to ensure that the information contained in this document is correct at the time of printing. William Angliss Institute reserves the right to change the admission requirements, fees and units of competency in listed courses whenever necessary. All reasonable attempts will be made to publish the most up-to-date information, but course details can change, and you will always find the most current information on our website at [www.angliss.edu.au](http://www.angliss.edu.au).



# Application Form (F1)

## Application for Enrolment as an International Student at William Angliss Institute. No Application Fee Payable

### Instructions:

1. Carefully read the William Angliss Institute (the Institute) Course and Information Guide for International Students 2012
2. Complete all sections in CAPITAL letters
3. Detach this form and send to:  
**The Manager,  
International Education Office,  
William Angliss Institute,  
555 La Trobe Street,  
Melbourne 3000, Australia**  
Facsimile: (+61) 3 9670 9348  
Email: international@angliss.edu.au
4. Enclose one set of supporting documents with this application:
  - 4.1 Certified Academic Transcripts;
  - 4.2 Certified Graduation Certificates;
  - 4.3 Evidence of English language proficiency;
  - 4.4 Certified copy of the biodata page of your passport and Australian visa (where applicable);
  - 4.5 Recent passport sized photograph.
  - 4.6 Certified copies of course outlines and subject descriptors if you are applying for recognition of prior learning for any units in the course you are applying for.
5. All documents must be certified by a recognised authority eg. school, university, or an Institute representative.
6. Where necessary, provide official certified English translations.
7. This application is the property of the Institute. Supporting documentation will NOT be returned.

### Notes

8. Your application cannot be processed unless full documentation is attached.
9. If you obtain Australian permanent residency at any stage of the application process, you must advise the Institute immediately.
10. It is your responsibility to advise the Institute of any change of address prior to enrolment at the Institute.
11. The information in this application form is correct as of June 2011, however course information for the Institute is subject to change. Admission to any particular course is not guaranteed, and should be assessed in accordance with procedures specified by William Angliss Institute.
12. You should always check with a course adviser or Institute accredited education agent or representative when planning your course. Visit the Institute website for the most up-to-date information about courses, entry requirements, fees and destination degrees.

## Application Details

Are you a currently enrolled Institute student?  Yes  No

If yes, please provide Institute ID number:

Have you previously applied to the Institute?  Yes  No

### Part 1: Personal Details

Title:  Mr  Mrs  Ms  Dr  Other

Family name (as in passport):

Given name(s):

Date of Birth:  /  /

Current Age:

Citizenship (as in passport):

English name (if you use one):

Sex:  Male  Female

First language:

Country of birth (as in passport):

#### Home address in home country

Address:

Province:

Country:

Postcode:

Home address valid from:  /  /

to:  /  /

Telephone:

Mobile Telephone:

Fax:

Email (mandatory):

#### Home address in Australia

Address:

Suburb:

Country:

Postcode:

Home address valid from:  /  /

to:  /  /

Telephone:

Mobile Telephone:

Fax:

Email (mandatory):

## Application Form (F1) Continued

### Part 2: Guardianship (please complete this section if you will be under 18 years of age at the time of enrolment)

Name of your parent/guardian:

Parent/guardian's business telephone (include country code):

Parent/guardian's business fax (include country code):

Parent/guardian's email address (if available):

Signature of parent/guardian:  Date:  /  /

Date when you turn 18 years of age:  /  /

### Part 3: Visa-related Information

Passport Number:  Expiry date:  /  /

Are you currently in Australia?  Yes  No **If no, please go to Part 4.**

**If yes, state your visa type (eg student, tourist, etc) visa subclass number and expiry date:**

Visa Type:  Subclass No:  Exp. Date:  /  /

Have you applied to become a permanent resident of Australia?  Yes  No

If yes, date of application:  /  /

### Part 4: Institute Course Preference

CRICOS Code:  Course Title:  Start Date:  /  /

#### Further Studies (Package Offer)

Do you intend to study any courses after the main course of study (e.g. degree) as stated above? (please tick)  Yes  No

If 'Yes' which Course?

CRICOS Code:  \*Course Title:  Start Date:  /  /

\*Note: this will become your principal course of study.

### Part 5: Highest Level of Education Completed

Please provide details and documentation of your highest secondary and any post secondary school results, either completed or pending, including an explanation of the grading system.

#### Secondary studies

Name of qualification:	Institution:	Country/State:	Date of commencement: DD / MM / YYYY	Date completed DD / MM / YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Post-secondary studies

Both complete and incomplete studies must be listed below. Submit official statements for all studies including failures (if any).

Name of qualification:	Institution:	Country/State:	Date of commencement: DD / MM / YYYY	Date completed DD / MM / YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Application Form (F1) Continued**

**Part 6: Summary of Work Experience (if Relevant)** (Certified Documentary Evidence Required)

Employer	Position	Duties	Country/State	Start Date DD / MM / YYYY	Finish Date DD / MM / YYYY
		- - - -			
		- - - -			
		- - - -			

**Part 7: English Language Proficiency**

Please tick the appropriate box and attach your results.

- English is your first language
- English was the language of instruction in your secondary/tertiary studies  
(Documentary evidence must be provided if institution is located in a non-English speaking country)
- I have completed an approved English language test (complete the details below)
  - IELTS test score (attach evidence): Date taken: DD / MM / YYYY
  - TOEFL Date taken: DD / MM / YYYY
  - Other English test score (attach evidence): Date taken: DD / MM / YYYY

Result (if known) Overall:  Listening:  Reading:  Writing/TWE/ER:  Speaking:

- I have not yet completed an approved English language test. I intend to complete the following test on the date specified below (complete the details below)
  - IELTS test Date to be taken: DD / MM / YYYY
  - TOEFL Date to be taken: DD / MM / YYYY
  - Other English test Date to be taken: DD / MM / YYYY

Please note, IELTS is the only English proficiency test accepted by the Australian Government for visa applications from certain countries. Test must be taken within 2 years of course commencement.

- Completed English course in Australia (attach evidence)
 

Name of English language course:  Name of English language centre:

Start date: DD / MM / YYYY Completion date: DD / MM / YYYY

- Currently enrolled in English course in Australia (attach evidence)
 

Name of English language course:  Name of English language centre:

Start date: DD / MM / YYYY Finish date: DD / MM / YYYY

- Do you intend to complete an English language course before your studies at the Institute?  Yes  No
 

If 'Yes' provide details of English language course and English language centre.

Name of English language course:  Name of English language centre:

Start date: DD / MM / YYYY Finish date: DD / MM / YYYY

**RPL**

Are you seeking recognition of prior learning? (please tick)  Yes  No  
(If you ticked 'yes' you will need to provide certified copies of academic transcripts, course outlines and subject descriptors for each subject or unit you are seeking recognition for).

**Disability**

Do you have a disability, impairment or long-term medical condition which may affect your studies?  Yes  No  
If 'Yes', please provide details: (This information is for support services only and will not affect the outcome of your application)

## Application Form (F1) Continued

### Part 8: Study Abroad (please complete only if applying for Study Abroad program)

Please list the subjects you wish to study in order of preference:

William Angliss Institute			Equivalent from home institution	
Preferences	Subject Name	Code	Subject Name	Code
1				
2				
3				
4				
5				
6				

### Part 9: Declaration by Applicant

**I declare that** I have read the Institute Course and Information Guide for International Students 2012 and the instructions on this application form and that the information provided by me is true and correct. I understand and acknowledge that I have received information about:

- the minimum level of English language proficiency required for acceptance into my preferred course/s;
- the minimum educational qualifications and/or work experience required for acceptance into my preferred course/s;
- the structure, course content, student progress requirements, duration, subject choices, modes of study and assessment methods for my preferred course/s;
- the qualifications obtained at the end of my preferred course/s;
- what course credit may be available for my preferred course/s;
- applying for recognition of prior learning (RPL), including when RPL applications must be received by the institute and how this will affect my course duration and course fees;
- the campus locations, facilities, equipment and learning and library resources available at the Institute for my preferred course/s;
- details of arrangements with other registered providers, persons or businesses to provide the course or part of my preferred course/s
- the course related fees payable for my preferred course/s and the applicable Refund Policy of the Institute;
- withdrawing from courses, deferring and cancelling my enrolment from my preferred course/s ;
- the ESOS framework; and

12. living in Australia, including:

- indicative costs of living;
- accommodation options;
- the need for school aged dependants to be enrolled in a school and pay fees for their education;

13. The student visa application process as outlined on the DIAC website [www.immi.gov.au](http://www.immi.gov.au).

**I acknowledge that the Institute reserves the right to:**

- vary or reverse any decision regarding admission or enrolment made on the basis of incorrect, fraudulent or incomplete information; and
- discontinue or alter any course, subject, fee, admission requirement, staffing or other arrangements without prior notice.

I understand, acknowledge and agree to:

- information provided by me being made available to Australian and State Government agencies pursuant to obligations under ESOS Act 2000 and the National Code 2007;
- make timely payments of any fees or associated costs for which I am liable. I have the necessary financial capacity to meet all such costs for the duration of my course.
- I hereby give permission to William Angliss Institute to see and access all the details of my current visa through the Visa Entitlement Verification Online (VEVO) system.

**I recognise that** it is my responsibility to provide all necessary documentation to support my application and I authorise the Institute to obtain further relevant documentation where necessary including information from the Institute's accredited education agent or representative.

(Please complete this section if you are using an Institute accredited education agent or representative)

Business name, address and contact name of accredited agent:

Business telephone (include country code): ( )

Business fax (include country code): ( )

Accredited agent or representative email:

**I have read and understand the above conditions and am prepared to accept them in full.**

Applicant's signature  Date:  /  /

Note: This Agreement must be signed by a parent or legal guardian if the student is under 18 years of age.

Witness's signature  Date:  /  /

DISCLAIMER: William Angliss Institute respects your privacy. The information you have provided will not be given to any third parties, and will only be used internally. Upon graduation, you will automatically become a part of the William Angliss Institute Alumni. Please note: you will be given the opportunity to unsubscribe at the time of completing your course.

# F3 How to Pay your Fees at William Angliss Institute

## You can pay your fees by:

### 1. Cash or EFTPOS in person

- At our Student Information Centre: Ground Floor, 555 Latrobe Street, MELBOURNE

### 2. Bank Draft or Money Order

- Payable to William Angliss Institute
- In \$AUD Australian dollars to an Australian bank
- Mail the bank draft or money order, or deliver it in person to the International Office with this form

### 3. Electronic bank transfer (Telegraphic Transfer) from an overseas bank account

**Account name** William Angliss Institute  
**Bank** National Australia Bank  
**Branch** 500 Bourke Street, Melbourne VIC 3000  
**Account BSB** 51 519 6209 083 054  
**SWIFT** NATAAU3303M

- Make sure you pay all bank fees. You must include an additional A\$25 with your payment to cover bank charges in Melbourne.
- Use your Student ID as a reference (eg ABC12345678)
- Send William Angliss Institute a copy of your bank's confirmation with this form

### 4. Credit card

- Complete and sign this form
- Send it to William Angliss Institute, International Education Office

Please note: William Angliss Institute cannot accept personal cheques for first time enrolments.

## Send this page to:

**William Angliss Institute, International Education Office**

**Fax** +61 3 9670 9348

**Email** international@angliss.edu.au

**Mail** 555 La Trobe Street  
 MELBOURNE VIC 3000  
 AUSTRALIA

## Personal Details

Title:  Mr  Miss  Ms  Mrs  Other Today's Date:  /  /  /  /  /

Given Names:  Family Name:

Date of Birth:  /  /  /  /  /  Student Reference No. (from your William Angliss Institute letter of offer):

Postal Address in Home Country:

Telephone:  Facsimile:  Email:

Visa Type (tick one):  Student  Working  Holiday  Visitor  Other

## William Angliss Institute Course

Course Title:

## Tick the appropriate box

- Bank Draft or Money Order is attached to this form
- The bank's confirmation of electronic transfer is attached
- Please charge my fees to this credit card:

Card type  Visa  MasterCard  AMEX

Card number

Name on card

Expiry date

Amount AUD \$

I authorise William Angliss Institute to charge this amount in Australian dollars to my credit card.

Cardholder's signature

Date signed  /  /  /  /  /

# F4 Reception and Accommodation Placement 2012

If you require the services below, you must send this form to the International Education Office one week before arrival.  
**Fax +61 3 9670 9348 Email international@angliss.edu.au**

## Airport On-Arrival Service

Please arrange an Airport Reception Service for:

Myself only (free service)

Will you be accompanied by other persons?  1  2  3

(Each person accompanying you will be charged A\$30 for this service. If the person accompanying you would like to be taken to a separate destination, extra charges apply. A taxi fare may be cheaper.)

Note: If you request this service but do not use it you will be charged A\$60.

Title:  Mr  Miss  Ms  Mrs  Other

Family Name:

Given Names:

Date of Arrival in Melbourne:   /   /     Time of Arrival in Melbourne:  AM  PM

Airline:  Flight Number:

Destination Address:

Destination Telephone:  Email:

## Accommodation Placement Service

Temporary accommodation can be arranged for new international students or intending international students.

Do you require temporary accommodation?  Yes  No

If Yes, for how long?  1 week  2 weeks

**Please choose one of the following: (Each person accompanying you will be charged A\$60 for this service.)**

Place	Distance from Institute	Contact Details
<input type="checkbox"/> Homestay- Australian Homestay Network (AHN) (Recommended welcome option)	Varies (subject to availability)	www.homestaynetwork.org/public/angliss melbourne@homestaynetwork.org +61 3 9435 6621  24/7 National Number +61 2 89050321 (outside Australia) 1300 69 78 29 (Inside Australia)
<input type="checkbox"/> Miami Hotel Melbourne	15 mins walk	13 Hawke Street, West Melbourne desk@themiami.com.au www.themiami.com.au
<input type="checkbox"/> Le Student 8	20 mins by car Free Shuttle bus to the city	205 Bell Street Preston, Victoria, 3072, Australia www.lestudent8.com

(All prices quoted are subject to change)

For longer term accommodation, refer to page 40 in this guide or request a booklet on accommodation options from William Angliss Institute.

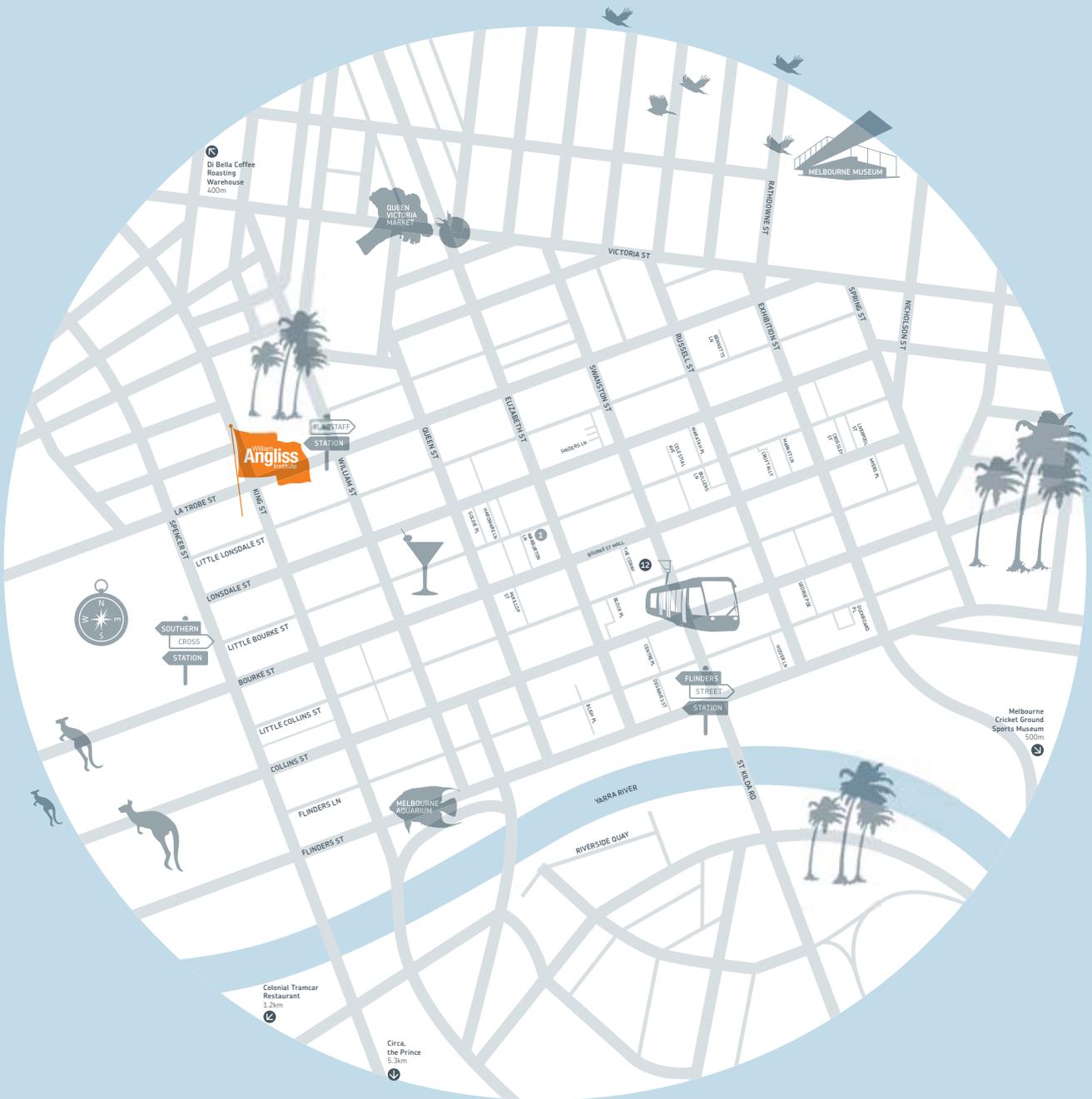
**If you wish to receive a confirmation of the booking from us, provide your contact details:**

Telephone:  Facsimile:  Email:

Signature of intending international student:  Date:   /   /

Note: The Institute is closed on Saturdays, Sundays and public holidays (check dates with Australian Diplomatic Mission for Australian and Victorian public holidays).

# Melbourne, Australia





An Australian Government Initiative

For over 70 years William Angliss Institute has been a learning community devoted to students with a passion for foods, hospitality and tourism, inspiring them and nurturing their careers with expert training, education and mentoring.

**T: +613 9606 2169**

**E: [international@angliss.edu.au](mailto:international@angliss.edu.au)**

**W: [www.angliss.edu.au](http://www.angliss.edu.au)**

RTO No. 3045 | CRICOS Provider No. 01505M

William  
**Angliss**  
Institute