

• MELBOURNE •



**GREENWICH**  
Management College

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**STUDENT HANDBOOK**

[greenwichcollege.edu.au](http://greenwichcollege.edu.au)







A photograph of two young women sitting at a table in a meeting or classroom setting. The woman on the left has long blonde hair and is wearing a black top. The woman on the right has long dark hair, wears glasses and a black top, and is holding a white pen. A laptop is open on the table to the left. The word 'WELCOME' is overlaid in large, white, hand-drawn style letters across the bottom of the image.

WELCOME

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**This Student Handbook provides useful information about living in Melbourne as well as information to assist you in your studies at Greenwich Management College.**

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## ABOUT AUSTRALIA

### **Key Facts about Australia**

Mainland Australia has an area of 7.69 million square kilometres. It is approximately 3700 kilometres north to south, and 4000 kilometres east to west. This makes Australia the 6th largest nation after Russia, Canada, China, the United States and Brazil.

Australia has been populated by Indigenous Australians for an estimated 60 000 years but it was not until 1770 that Captain James Cook, aboard the Endeavour, claimed it for the British Crown. The first settlers arrived in what is now known as Sydney on 26 January 1788 – what is now celebrated every year as Australia Day. Since this time, Australia's population has grown to more than 21 million people. The people of Australia are a very culturally diverse society which includes its Indigenous peoples and migrants from more than 200 countries. More than 5 million Australians speak a second language and almost 25% of residents were born overseas.

Australia is made up of six states and two territories which are governed by the Federal Australian Government, the State/Territory governments and about 700 local government authorities. Canberra (The Australian Capital Territory) is Australia's capital and is home to the Australian Parliament, the High Court of Australia, the National Gallery, the National Library, the National Museum of Australia and the Australian War Memorial.

Australia is a great place to visit and explore. With its spectacular natural environment and scenery, multicultural communities, contemporary arts and culture, world class events, food and wine, the friendliness of its people, combined with its weather and lifestyle it is amongst the world's most popular tourist destinations.



## ABOUT MELBOURNE

Melbourne, the capital city of Victoria, is located on the southeast coast of Australia and has a population of about 4.8 million people.

Melbourne is known as a stylish and arty city. The city offers visitors excellent shopping, dining options and cultural attractions. Melbourne is also a great place for sports fans. Not far from the city, visitors can enjoy beautiful beaches, wineries and natural landmarks.

### **Some of the most popular activities for visitors to Melbourne are:**

- Sampling different cuisines from all over the world – Melbourne is a multicultural city and has cafes and restaurants offering food from everywhere!
- Experiencing Melbourne's 'coffee culture' at a local café
- Having a drink at one of Melbourne's many rooftop bars
- Touring the city's laneways filled with fine dining restaurants, cafes, hidden bars and unique shops
- Spending a day exploring the city's street art (graffiti)
- Shopping
- Visiting one of Melbourne's amazing galleries or museums
- Attending a sporting event – Melbourne hosts the Australian Open, Formula One and its famous horse race, the Melbourne Cup
- Taking a drive down the Great Ocean Road to visit the famous 12 Apostles
- Seeing the penguins at Phillip Island
- Skiing or snowboarding during winter at one of the nearby ski fields



Photo: Yuki Tsudo





Photo: Yuki Tsudo

# GREENWICH MANAGEMENT COLLEGE CAMPUS DETAILS AND OPERATING HOURS

## Greenwich Management College Campus Details and Operating Hours

### Melbourne Campuses:

Address: Level 8, 120 Spencer Street, Melbourne VIC 3000 Australia  
Phone: +61 3 8609 0000  
Email: [info@greenwichcollege.edu.au](mailto:info@greenwichcollege.edu.au)  
Web: [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au)

### Sydney Campuses:

Pitt Street: Level 2, 396 Pitt Street, Sydney NSW 2000 Australia  
Kelly Street: Level 2, 7 Kelly Street, Sydney NSW 2000 Australia  
Walker Street: Level 2, 118 Walker Street, North Sydney NSW 2060 Australia

### Operating Hours

Greenwich Management College is open weekdays (excluding public holidays and Christmas holiday periods)  
Monday to Friday between 8:00am and 7:30pm  
However for security reasons, access will only be available between 8:00am and 6:30pm

### Reception Hours

Reception Hours (Levels 8 & 12) Monday – Friday 8:00am to 7:30pm  
Saturday – (Level 12 only) 8:00am to 4:30pm (The building entrance cannot be accessed after 12.00pm)  
If you require support outside of these hours, please speak with your teacher

## ABOUT GREENWICH MANAGEMENT COLLEGE

At Greenwich Management College, we put you on your pathway to success.

- Whether you are a student who is aiming to study at university
- Whether you want to develop practical Business, Management and Leadership skills
- Whether you are seeking to upgrade your existing skills to embark on a new career path

Greenwich Management College is committed to providing high quality learning experiences for its students and clients through the provision of quality programs, training and related services.

- Our aim is to see our students achieve and succeed
- We place the learner perspective at the centre of our work
- We focus on the educational needs of our students at all times

- We create a supportive, enjoyable environment for students and staff
- We employ highly capable, motivated trainers/assessors and staff
- We provide a wide range of services for our students including: preparing for work, accommodation and counselling
- We promote cultural diversity by embracing the different cultures, views, skills and experiences of our students, staff and clients
- We deliver on our commitments; we deliver value and quality

## OUR MISSION STATEMENT

Greenwich Management College aims to provide a high quality learning experience for its students through the provision of first rate programs, teaching and services.

## KEY VALUES OF GREENWICH MANAGEMENT COLLEGE

- To focus on the educational needs of our students at all times
- To create a supportive, enjoyable environment for students and staff
- To employ highly capable, motivated trainers/assessors and staff
- To provide a wide range of services for our students: including assistance with finding accommodation, part time jobs and counselling for personal and educational reason

## WHY STUDY AT GREENWICH MANAGEMENT COLLEGE

Greenwich Management College is about quality, innovative teaching and the highest levels of student service. Greenwich Management College is about meeting international students' needs, such as flexible timetables, interactive lectures specifically aimed at non-native speakers of English, and 10 hours a week of learning support.

We have excellent trainers with current industry experience, regular professional development and a 'customer-service' focus.

Greenwich Management College has a regular 8-week intakes with a simple to understand and manage payment and enrolment system. Our flexible timetable options are available to suit our students' individual needs – evening and weekend classes. Please discuss your study needs with a Greenwich Management College staff member or the Academic Manager who can assist you in choosing the course that is right for you. Study at Greenwich Management College and get your career on track for success!





## REGISTRATION AND ACCREDITATIONS

Greenwich Management College is a Registered Training Organisation (RTO) and our courses are accredited and recognised by all relevant government bodies.

## THE AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA)

ASQA is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

## YOUR COLLEGE STAFF

Management, Administration/Marketing staff at Greenwich Management College are available to answer any questions you may have about studying and living in Melbourne. We are all here to help you in achieving your goals, in guiding and nurturing you to success.

## TRAINERS AND ASSESSORS

Greenwich Management College is aware that trainers and assessors are the most important part of your learning experience. We have excellent teaching staff, highly qualified with industry recognised qualifications and experience. The trainers are carefully selected based on their educational background, professional training, experience, and their dedication and commitment to providing high quality training and a great classroom experience for our learners. Our professional and highly skilled teaching staff demonstrate commitment to students by providing an exceptional learning environment. They are creative, versatile, innovative, and open to new ideas. These teaching staff are knowledgeable and see each student as a unique and valuable individual.

Greenwich Management College is a fun, friendly place to make your learning experience a memorable one.







## COLLEGE FACILITIES AND SERVICES

### Computers and Internet Access

Greenwich Management College provides students with free access to computers in the Student computer room located on Level 8. The computers are equipped with access to the Internet and Linux Applications. To ensure fair computer access for everyone, students should restrict their computer use to 15 minutes when other students are waiting to access the computers.

Greenwich Management College also provides wireless internet access for students. To access the wireless internet, please see Reception.

### Photocopier and Facsimile Services

Please see Reception if you would like to Photocopy, Print, Scan and/or Fax (send/receive) a document. The following charges apply.

Photocopy/Print

- **A4** – \$0.20 per single sided page
- **A3** – \$0.50 per single sided page



## LUNCH ROOM (STUDENT COMMON AREA)

The student lunch room is equipped with refrigerators, food and drink vending machines, filtered hot and cold water, and microwaves. Please note that the refrigerators are emptied every month.

## STUDENT IDENTIFICATION CARD

A Greenwich Management College Student Card may get you discounts at various tourist attractions, venues, and movie theatres. Please note that students cannot get discounts on public transport using the Greenwich Student Card.





## PUBLIC HOLIDAYS AND CHRISTMAS HOLIDAYS

Greenwich English College will be closed on all Australia and NSW Public Holidays, Teacher's Day.

### Christmas School Holidays

Greenwich English College will be closed over the Christmas and New Year school holiday period. Relevant notifications will be sent out accordingly.





## COURSES AT GREENWICH MANAGEMENT COLLEGE

Courses at Greenwich Management College are designed with extensive input from business professionals from many industries and professional education experts to ensure courses really prepare students with the skills and knowledge they require in their careers. Below is a summary of the courses offered at Greenwich Management College. For more information on each of the courses, please speak to a Greenwich Management College staff member or visit our website, [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au)

## TIMETABLE

**DURATION:** Cert II = 3 terms (24 weeks); Cert III & Cert IV = 5 terms (40 – 44 weeks); Diploma & Adv Diploma = 6 terms (48 – 52 weeks)

COURSES	DAY			EVENING			FULL DAY		
	Syd	Melb*	N. Syd*	Syd	Melb	N. Syd*	Syd	Melb	N. Syd*
Cert II In Business – BSB20115					✓		✓		
Certificate III In Business – BSB30115					✓		✓		
Certificate IV In Business – BSB40215				✓	✓				
Diploma of Business – BSB50215							✓	✓	
Certificate IV In Leadership & Management – BSB42015				✓	✓		✓		
Diploma of Leadership & Management – BSB51918		✓		✓			✓	✓	✓
Advanced Diploma of Leadership & Management – BSB61015							✓	✓	
Certificate IV In Project Management Practice – BSB41515			✓	✓ <sup>1</sup>	✓	✓			
Diploma of Project Management – BSB51415		✓	✓	✓ <sup>1</sup>	✓	✓		✓	✓
Advanced Diploma of Program Management – BSB61218					✓ <sup>1</sup>			✓	✓
Certificate IV In Marketing & Communication – BSB42415		✓					✓	✓	✓
Diploma of Marketing & Communication – BSB52415		✓					✓	✓	✓
Diploma of Event Management – SIT50316	✓							✓	

### ■ TIMETABLES ARE SUBJECT TO AVAILABILITY

1– From October 2019

Day Timetables will consist of 2 morning sessions – either Mon & Thurs or Tue & Wed (8:30–13:30) + Skill classes

Evening timetables will consist of 2 evening sessions – either Mon & Thurs or Tue & Wed (16:00–21:00) + Skill classes

Full Day timetables will consist of 1 full day session – either Friday all day or Saturday (08:30–19:30) + Skill classes

A final timetable will be allocated to the student in their orientation pack prior to their commencement (at least 2 weeks before the Orientation Day).

## ENTRY REQUIREMENTS

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STUDENTS MUST BE 16 YEARS OF AGE AND OVER AT TIME OF STUDY

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ALL LEARNERS MUST HAVE COMPLETED YEAR 10 OR OVERSEAS EQUIVALENT (YEAR 12 ADVANCED DIPLOMA)

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IELTS 4.5 (CERT. II), 5.0 (CERT. III) AND 5.5 (CERT. IV AND DIPLOMA/ADVANCED DIPLOMA) (See [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au))

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DIRECT ENTRY IS AVAILABLE FOR STUDENTS:

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- Who have successfully completed the following courses with Greenwich English College: General English (Upper Intermediate Level 8 weeks\*), English for Business (12 weeks), Cambridge PET \* FCE and CAE, AEP, EAP and IELTS\* (\*With exit point of 5.5 or higher)
  - Who have successfully completed at least eight weeks of General English (Upper Intermediate to Advanced Level 5.5 exit point) as per the direct entry flyer of other ELICOS colleges
  - Direct entry to students on passing Greenwich English College Placement Test
- 

## BSB20115 CERTIFICATE II IN BUSINESS

- **Duration: 3 terms (24 weeks)**
- **Timetable**
- **Melbourne: Evening**
- **Sydney: Full day**

The Certificate II in Business is designed for students who want to learn the basic skills to begin a successful career in Business in an English-speaking country. This course equips learners with basic all-round business knowledge and extends their skills so that they can learn the basics of successfully contributing in a business environment. Students will learn to communicate in the workplace and produce digital workplace documents. Through our expert trainers and real-life case study approach, our graduates are ready to progress to future courses and work placements faster.

## BSB30115 CERTIFICATE III IN BUSINESS

- **Duration: 5 terms (40-44 weeks)**
- **Timetable**
- **Melbourne: Evening**
- **Sydney: Full day**

The Certificate III in Business is ideal for students who want to learn the skills to lay the foundation for a successful career in a Business workplace environment - specifically in an English-speaking country. This course equips learners with all-round business knowledge and extends their skills so that they can lay the foundations of a successful journey in to a business environment. Students will learn to process customer complaints, create presentations and apply knowledge of WHS legislation in the workplace. Through our expert trainers and real-life case study approach, our graduates are ready to progress to future courses and work placements faster.

## BSB40215 CERTIFICATE IV IN BUSINESS

- **Duration: 5 terms (40-44 weeks)**
- **Timetable**
- **Melbourne: Evening**
- **Sydney: Evening**

The Certificate IV in Business is designed for students who want to start a successful career in Business in an English-speaking country. This course equips learners with sound business knowledge and extends their skills so that they can learn the basics of successfully contributing in a business. Students will learn to implement customer service strategies and basic leadership skills. Through our expert trainers and real-life case study approach, our graduates are job-ready faster. Our Studio+ programme offers students industry internship placement opportunities.

### KEY HIGHLIGHTS

#### Industry Engagement

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

#### Showcase

Is available to our Business students to display their skill and showcase their ideas to investors and industry.

#### Practical Experience

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## BSB50215 DIPLOMA OF BUSINESS

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Full Day**
- **Sydney: Full Day**

The Diploma of Business is designed for students who want to gain the skills and practical expertise across human resources, marketing, risk management and policies and operations to advance their career in business or administration. This course will assist students in enhancing their entrepreneurship skills where they will



learn about the process of launching and running a new business. Some of the skills they will learn include developing a business plan, hiring staff and providing leadership. We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our own Pitch Night, Showcase, Info Night and Industry Insider.

## **KEY HIGHLIGHTS**

### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### **Showcase**

Is available to our Business students to display their skill and showcase their ideas to investors and industry.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## **BSB40215 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT**

- **Duration: 5 terms (40-44 weeks)**
- **Timetable**
- **Melbourne: Evening**
- **Sydney: Evening and Full Day**

The Certificate IV in Leadership and Management is designed for students who want to build the skills and expertise to pursue leadership and management roles in business in an English-speaking country.

This course helps students to develop skills across a range of areas including: customer service, financial administration and business communication to achieve success in a leadership position. Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## **KEY HIGHLIGHTS**

### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### **Showcase**

Is available to our Business students to display their skill and showcase their ideas to investors and industry.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## **BSB51918 DIPLOMA OF LEADERSHIP AND MANAGEMENT**

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Day & Full Day**
- **Sydney: Evening & Full Day**
- **North Sydney: Full Day**

The Diploma of Leadership & Management is for students who want to learn the skills and expertise required to achieve success in roles involving high-level management and leadership responsibilities.

This course will take you to a new level in developing advanced aspects of leadership and management including how to plan, organise, implement and monitor the success of teams within an organisation. Perfect if you are fresh out of college or looking to fastrack and reboot your career path. You will learn key skills to apply in the workplace and accelerate your progress.

### **KEY HIGHLIGHTS**

#### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

#### **Showcase**

Is available to our Business students to display their skill and showcase their ideas to investors and industry.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## **BSB61015 ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT**

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Full Day**
- **Sydney: Full Day**

Advanced Diploma of Leadership and Management is designed for students looking to develop a senior management skill set and leadership attributes across a range of areas, including business administration and management, general administration and business communication. Students will learn leadership and management strategies and techniques to help them excel in the work place, including how to manage finances, how to create business development plans and how to plan and facilitate change implementation within the organisation. To enable an accelerated path to a chosen career, students will be at the cutting edge of human resources, company innovation and learn how to communicate with influence.

## **KEY HIGHLIGHTS**

### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### **Showcase**

Is available to our Business students to display their skill and showcase their ideas to investors and industry.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## **BSB41515 CERTIFICATE IV IN PROJECT MANAGEMENT PRACTICE**

- **Duration: 5 terms (40-44 weeks)**
- **Timetable**
- **Melbourne: Evening**
- **Sydney: Evening (from October 2019)**
- **North Sydney: Day & Evening**

The Certificate IV in Project Management Practice is designed for people looking to develop and apply project management skills and knowledge within any industry or for any project. This course teaches all facets of project management from concept to close out. Theory sessions, practical activities, written and practical assessments will be conducted throughout the course.

Gain valuable knowledge and skills to manage a range of projects across a range of industries, all taught using real-world case studies and projects. Learn the processes behind developing efficient and systematic ways to delivering projects on time and on budget.

Transition from Certificate IV to Diploma and finally the Advanced Diploma to lead you into your career as a high level Program and Project Manager.



## KEY HIGHLIGHTS

### Industry Engagement

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### Practical Experience

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

### Pathway to a career

Transition from Certificate IV to Diploma and finally the Advanced Diploma to lead you into your career as a high level Program and Project Manager.

### Program vs. Project

A program is defined as a set of interrelated projects, each of which has a Project Manager.

A 'program' of projects refers to a number of related projects managed by the same person.

## BSB51415 DIPLOMA OF PROJECT MANAGEMENT

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Day, Evening & Full Day**
- **Sydney: Evening (from October 2019)**
- **North Sydney: Day, Evening & Full Day**

Diploma of Project Management is designed for people wanting to succeed in delivering projects across a number of industries in a variety of context such as leading new growth strategies, changing systems, restructuring teams or launching marketing events.

Develop the knowledge and skills to effectively lead a project through from start to finish - including all aspects of a project from budget setting and tracking progress to managing development, controlling communication and managing human resources.

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## KEY HIGHLIGHTS

### Industry Engagement

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

## Practical Experience

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## Pathway to a career

Transition from Certificate IV to Diploma and finally the Advanced Diploma to lead you into your career as a high level Program and Project Manager.

## Program vs. Project

A program is defined as a set of interrelated projects, each of which has a Project Manager.

A 'program' of projects refers to a number of related projects managed by the same person.

## BSB61218 ADVANCED DIPLOMA OF PROGRAM MANAGEMENT

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Evening (from October 2019) & Full Day**
- **North Sydney: Full Day**

Advanced Diploma of Program Management is best suited for people who have experience in a project management role and are seeking to enhance their program management skills to further their career.

This course will provide students with a solid foundation in Program Management across a range of industry contexts. Individuals at this level use initiative and judgement to direct, plan and lead a range of program functions. A program is defined as a set of interrelated projects, each of which has a Project Manager. A 'program' of projects refers to a number of related projects managed by the same person.

## KEY HIGHLIGHTS

### Industry Engagement

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

## Practical Experience

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

## Pathway to a career

Transition from Certificate IV to Diploma and finally the Advanced Diploma to lead you into your career as a high level Program and Project Manager.

## **Program vs. Project**

A program is defined as a set of interrelated projects, each of which has a Project Manager.

A 'program' of projects refers to a number of related projects managed by the same person.

## **BSB42415 CERTIFICATE IV IN MARKETING AND COMMUNICATION**

- **Duration: 5 terms (40-44 weeks)**
- **Timetable**
- **Melbourne: Day & Full Day**
- **Sydney: Full Day**
- **North Sydney: Full Day**

Are you ready to pursue the world Marketing and Communication in a digital and social media space? Learn the required skills needed to succeed in the marketing communication industry and build strong technical skills to reach your career goals quickly.

Individuals in these roles apply solutions to a defined range of unpredictable problems and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others, however they typically report to more senior practitioners.

## **KEY HIGHLIGHTS**

### **Digital Focus**

Launch a creative career in marketing and communication. Our course is designed with today's digital world at the core of our syllabus. All learning concepts are delivered in a relevant digital context.

### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster. Our Studio+ programme offers students industry internship placement opportunities.

## **BSB52415 DIPLOMA OF MARKETING AND COMMUNICATION**

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Day & Full Day**



- **Sydney: Full Day**
- **North Sydney: Full Day**

The Diploma of Marketing and Communication is designed for students who want to become a savvy marketing and communications practitioner with digital and creative thinking skills in order to drive measurable marketing success. Learn the leading digital and social media tools and best practices used in modern business to succeed in the marketing communication industry and gain expertise in communication, marketing concepts, media planning and social media. Our course is designed with today digital world at the core of our syllabus. All learning concepts are delivered in a relevant digital context.

## **KEY HIGHLIGHTS**

### **Digital Focus**

Launch a creative career in marketing and communication. Our course is designed with today's digital world at the core of our syllabus. All learning concepts are delivered in a relevant digital context.

### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster. Our Studio+ programme offers students industry internship placement opportunities

## SIT50316 DIPLOMA OF EVENT MANAGEMENT

- **Duration: 6 terms (48-52 weeks)**
- **Timetable**
- **Melbourne: Full Day**
- **Sydney: Day**

The Diploma of Event Management is the perfect choice for students who want to begin or further a career in Event Management in a range of industries, including the tourism and travel, hospitality, sport, cultural, and community sectors. This course will provide the core practical and industry skills for students to be successful in the Events Industry. Students will learn how to select the perfect venue, how to obtain event sponsorship and how to assess and minimise risk. Students will also develop skills to recruit and work effectively with their staff and team members, how to market their events and how to prepare and plan event proposals.

### KEY HIGHLIGHTS

#### **Industry Engagement**

We offer students the chance to engage with, meet and network with industry leaders through a variety of open channels including our Industry Insider.

#### **Practical Experience**

Through our expert trainers and real-life case study approach, our graduates are job-ready faster.

#### **Career Kickstart**

Perfect if you are fresh out of college or looking to fast-track and reboot your career path. You will learn key skills to apply in the workplace and accelerate your progress.

## ■ ACADEMIC CALENDAR

		2019	
		START	END
<b>Term 5</b>	6 Weeks	02/09/2019	13/10/2019
<b>Holiday</b>	2 Weeks	14/10/2019	27/10/2019
<b>Term 6</b>	6 Weeks	28/10/2019	08/12/2019
<b>Holiday</b>	2 Weeks	09/12/2019	22/12/2019
<b>Xmas</b>	4 Weeks	23/12/2019	19/01/2020
		2020	
		START	END
<b>Term 1</b>	6 Weeks	20/01/2020	01/03/2020
<b>Holiday</b>	2 Weeks	02/03/2020	15/03/2020
<b>Term 2</b>	6 Weeks	16/03/2020	26/04/2020
<b>Holiday</b>	2 Weeks	27/04/2020	10/05/2020
<b>Term 3</b>	6 Weeks	11/05/2020	21/06/2020
<b>Holiday</b>	2 Weeks	22/06/2020	05/07/2020
<b>Term 4</b>	6 Weeks	06/07/2020	16/08/2020
<b>Holiday</b>	2 Weeks	17/08/2020	30/08/2020
<b>Term 5</b>	6 Weeks	31/08/2020	11/10/2020
<b>Holiday</b>	2 Weeks	12/10/2020	25/10/2020
<b>Term 6</b>	6 Weeks	26/10/2020	06/12/2020
<b>Holiday</b>	2 Weeks	07/12/2020	20/12/2020
<b>Xmas</b>	4 Weeks	21/12/2020	17/01/2021





## GREENWICH MANAGEMENT COLLEGE POLICIES AND PROCEDURES

### ADDRESS NOTIFICATION

It is a requirement of your student visa that you notify Greenwich Management College in writing of your address within 7 days of arriving in Australia. You must also notify Greenwich Management College of any changes to your address within 7 days.

Greenwich Management College requires your current contact details including your home address, email and phone number to contact you in the event you do not satisfy the requirements of your course and/or visa. If we cannot contact you, this may result in your visa being cancelled.

### EMERGENCIES / INCIDENTS

All accidents must be reported to your trainer or nearest Greenwich Management College staff member. If a person requires First Aid, a member of the Critical Incident Management team will initiate the Critical Incident Policy which may include administering First Aid and or calling Emergency Services.

Please note that Greenwich Management College staff are not permitted to administer any form of medication under any circumstances.

### WORKPLACE HEALTH AND SAFETY

Greenwich Management College complies with all relevant Workplace Health and Safety legislation. All College staff will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, staff will take appropriate action or report the hazard to the Management team. Where practicable, students must take responsibility for their own health and safety. They must follow all safety rules, procedures and guidelines of the College at all times.

### EMERGENCY EVACUATION

In the event of an evacuation, safety signage and exit procedures are located in each classroom. Students should evacuate the building in an orderly manner using the fire stairs and assemble on the corner of Francis Street and King Street under the supervision and directions of Greenwich English College staff. Please take only your personal belongings. The elevator must not be used in the event of an evacuation.

The Fire Warden will be responsible for contacting the relevant Emergency department and accounting for a safe, efficient evacuation process. No one is permitted to return to the building until the Fire Warden advises it is safe to return.

## OVERSEAS STUDENT HEALTH COVER (OSHC)

It is a student visa requirement that you must have and maintain appropriate health cover for you and your family members for the entire duration of your stay in Australia.

OSHC assists with a payment contribution for any medical and/or hospital care you may need while you are studying in Australia. OSHC will also contribute towards the cost of prescription medicines and an ambulance in the event of an emergency (Dental, optical and physiotherapy are not covered under the basic OSHC)

Greenwich Management College arranges OSHC for students through ahm Health Insurance and Medibank Private. Students who have arranged OSHC through the College will be issued with a letter on your first day. This letter will provide instructions on how to register and obtain your OSHC Card.

Further information about member services and what is covered is available at the respective websites –

- ahm Health Insurance – [www.ahmoshc.com.au](http://www.ahmoshc.com.au)
- Medibank Private website – [www.medibank.com.au](http://www.medibank.com.au)

Although it is not a requirement, Greenwich Management College recommends that all other visa holders also have some form of insurance in the event of an accident.

## STUDENT CODE OF CONDUCT

All students and staff at Greenwich Management College are governed by Australian federal and state laws, however in addition to these laws, the Greenwich Management College code of conduct will also apply.

The purpose of the code is to ensure that Greenwich Management College maintains its commitment to providing a safe, equitable and orderly environment for all students and staff, and that each student and staff behave responsibly and ethically.



## GENERAL CODE OF CONDUCT

Student Misconduct (both Academic and Non-academic) includes but is not limited to the following –

- Use and/or possession of unauthorised material or technology during an assessment/examination including obtaining and/or providing assistance with answers during an assessment/examination
- Unauthorised access to files and/or altering or destroying those files
- Plagiarism in whole or in part and/or submitting material as your own that has been produced by another person
- Possessing, using, distributing, or selling unauthorised copies of an examination and/or course materials
- Knowingly or recklessly acting in a way resulting in serious physical and/or mental harm to another student or staff member
- Intentionally or recklessly damaging, destroying, stealing, tampering and/or unauthorised use of Greenwich Management College property and/or the property of another student or staff member
- Disobeying or showing disregard to an order or direction from a Greenwich Management College member of staff
- Discriminating against a particular group of people on the grounds of – Sex, Pregnancy, Race, Age, Marital status, Homosexual, Disability, Transgender (Trans sexuality), Carers responsibilities, Association, Harassment, and/or Sexual harassment
- Knowingly or recklessly providing false information to Greenwich Management College
- Knowingly or recklessly disrupting, obstructing, or interfering with Greenwich Management College staff and/or students, classes, and/or activities
- Smoking within Greenwich Management College including the fire stairs, toilets, and/or any covered areas within the building. Smoking is permitted on the street, however please be aware that littering (including the littering of cigarette butts) is an offence in Australia, On the spot fines of up to \$750.00 may apply
- Possessing, consuming, and/or being under the influence of alcoholic beverages (except during authorised Greenwich Management College events)
- Possession, distributing, and/or under the influence of any illegal drug (except where prescribed by a licensed physician)
- Knowingly or recklessly causing, and/or making a false emergency warning and/or tampering with emergency safety equipment
- The theft and/or abuse of information technology (IT) including but not limited to using IT to send obscene and/or threatening messages, and/or to interfere with Greenwich Management College systems
- Unauthorised trespassing and/or forcible entry into Greenwich Management College or any of unauthorised rooms
- Inappropriate dress standards. As a minimum students should dress in neat casual attire with footwear required at all times

## PENALTIES FOR MISCONDUCT

Students found to be in violation of the Code of Conduct will be subject to disciplinary action imposed according to the severity of the offence.

Each violation may be treated separately or if a student has several violations may be cumulatively applied should the violation(s) call for a more severe penalty.

Failure to comply with any of Greenwich Management College Policies and Procedures may result in you being dismissed and/or suspended from your course and/or Greenwich Management College. Where you are dismissed and/or suspended from your course and/or Greenwich Management College due to failure to comply with any of the above, no refund of fees paid whatsoever will be made. You may also be required to pay for any damages and/or disruptions caused, and/or reported to the relevant government authorities, which could result in the cancellation of your visa. The Greenwich Management College Policies and Procedures and the availability of Greenwich Management College complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws

## DISCRIMINATION AND HARASSMENT

Discrimination occurs when someone is treated unfairly because they happen to belong to a particular group of people or have a particular characteristic. In VIC many types of discrimination are against the law if they occur within Employment, State education, Goods and services, Accommodation, and/or Registered club environment.

Harassment is any form of behaviour that is not wanted and/or not asked for that humiliates, offends, and/or intimidates.

The following types of discrimination are against the law in VIC – Sex/Gender, Pregnancy, Race, Age, Marital status, Homosexual, Disability, Transgender (Trans sexuality), Carers' responsibilities, Harassment, Sexual harassment, and or Discrimination because of who you are related to or who you associate with.

If you feel that someone may have discriminated against you, in the first instance please contact the Greenwich Management College Academic Manager with your complaint. You can also contact the Victorian Equal Opportunity and Human Rights Commission.

To lodge a complaint you must submit your complaint in writing and it must be signed by you. You can either send a completed discrimination complaint form, or write a letter to the commission explaining why you think you have been discriminated against. You can write in any language.

The Victorian Equal Opportunity and Human Rights Commission is located at:

Level 3, 204 Lygon Street, Carlton 3053

**Phone:** 1300 891 848

**TTY:** 1300 289 621

**Email:** [complaints@veohrc.vic.gov.au](mailto:complaints@veohrc.vic.gov.au)

## MONITORING COURSE PROGRESS POLICY

The purpose of this policy is to ensure that Greenwich Management College systematically monitors students' course progress which includes recording, monitoring, assessing, counselling and reporting the course progress of each student.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Greenwich Management College has and will implement an intervention strategy for any student who is not making satisfactory course progress.

## ATTENDANCE MONITORING

Greenwich Management College monitors and records attendance. Effective course progress cannot be attained without attendance. Students are therefore required to attend all lectures to be able to demonstrate competency.

## PRIVACY AND CONFIDENTIALITY

This policy outlines that Greenwich Management College is committed to respect privacy and confidentiality in relation to the collection or use of personal information or records of students. This information will not be disclosed to a third party without the consent of the student in writing. Access by students to their personal records is available upon written request to the College.

## CONTINUOUS IMPROVEMENT POLICY

Greenwich Management College prides itself on its culture of continuous improvement and the robust system of self-assessment and corrective action that is evident at all levels – training staff, administrative staff and management.

Greenwich Management College strives to ensure that all of its systems, qualifications, programs of study, policies and procedures meet legislative requirements and are compliant, and that a system of continuous improvement is in place.

## ACCESS AND EQUITY

Greenwich Management College will strive to meet the diverse needs of its students through the implementation of access policies and guidelines, and will apply equity principles to eliminate discrimination on the basis of age, gender, disability, race, sexual orientation etc. Greenwich Management College's training programs are accessible for anybody who has the interest and desire to learn, regardless of background, ethnicity, gender, age, marital status, sexual orientation, physical or intellectual impairment. We are also committed to ensuring that we offer employment opportunities to all people on an equal and fair basis. All employees have equal access to various facilities irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, sexual orientation or carer's responsibilities.

- Greenwich is committed to access and equity principles and processes in the delivery of its services and acknowledges its legal obligations in accordance with the following legislations:
- Racial Discrimination Act 1975
- Disability Services Act 1993
- Australian Human Rights Commission Act 1986
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Anti-Discrimination Act 1997
- Work Health and Safety Act 2011
- Education Services for Overseas Students Act 2000 (ESOS)





Greenwich Management College's Access and Equity Policy will be reviewed at least once a year through submission to our Industry Consultation Group to ensure that it is:

- Meeting legislative requirements
- Satisfying individual learner needs
- Enabling learner outcomes to be met
- Addressing community needs

Our procedure will be reviewed and amended whenever there is a change in legislation or when we discover that there are circumstances not covered by existing guidelines.

## CANCELLATION AND REFUND POLICY – STUDENT DEFAULT (POLICY NO 3, AVAILABLE ON THE COMPANY WEBSITE)

Greenwich Management College has a policy of providing refunds to students according to the cancellation and refund terms detailed clearly below. The college will safeguard fees until a request and appropriate assessment has been made of a full or partial refund.

1. The student will be deemed to have defaulted where a student cancels their course, does not start on the course commencement date, and/or fails to notify Greenwich College in writing of any circumstances that may affect the enrollment or their ability to comply with the Terms and Conditions of Enrollment
2. Where the student defaults, Greenwich College will refund fees paid in accordance with the Cancellation and Refund Policy within 28 days of the effective notice date. Effective notice date is considered to be the date that the request is received by the Greenwich College Admissions Department.
3. All requests must be made in writing and must be accompanied by supporting documentation. Requests are to be forwarded to the Admissions and Enrolment Department at Greenwich College and are not deemed effective until confirmed by Greenwich College.
4. If you cancel your enrollment in courses delivered by Greenwich English College and/or Greenwich Management College more than 28 days prior to the course commencement date, Greenwich College will refund full tuition, material fees paid less \$250 cancellation fee.
5. If you cancel your enrolment in courses delivered by Greenwich English College and/or Greenwich Management College more than 28 days prior to the course commencement date of any courses including courses offered by Greenwich English College if they precede courses offered by Greenwich Management College, Greenwich College will refund tuition and material fees paid less \$250 cancellation fee.
6. If you cancel your enrolment between 28 days and 14 days prior to the course commencement date, Greenwich College will refund 75% of tuition fees and material fees paid.



7. If you cancel your enrolment between 14 days and 7 days prior to the course commencement date, Greenwich College will refund 50% of tuition fees and material fees paid. If you cancel a course comprising of free weeks only, a cancellation fee of \$50 will apply.
8. If you cancel a course after commencement date all outstanding and / or due fees until the effective cancellation date must be paid in full.
9. If you cancel a course on and/or after the due payment date, the due fees and any outstanding fees until the date of the cancellation effective date must be paid in full.
10. If you wish to defer your course start date, you must notify Greenwich College more than 14 days' prior the course commencement date or charges will apply. Where you are granted a course deferment and later cancel, any refund amounts or cancellation fees will be calculated based on the original course commencement date. Student visa holders should note that any deferral will require a change of eCoE and may impact on their visa status. Fees might apply for changes of eCOE's
11. If you wish to defer your course for more than 3 months, then a change in fees might apply.
12. If you cancel your enrollment less than 7 days prior, on or after your course commencement date, fail to notify of any circumstances that may affect the enrollment, and/or if you fail to commence the course on the agreed upon date, no refunds whatsoever will be given.
13. If you are enrolled in more than one Greenwich English College and/or Greenwich Management College course, the Cancellation and Refund Policy will apply based on the proposed or actual commencement date of your earliest course.
14. If you are on an instalment plan, any fees due until the cancellation effective date must be paid by the due date. If your instalment plan falls under the Tuition Protection Service regulations, you must make any subsequent payments on the due date and not before. If you fail to make payment by this due date, Greenwich College may immediately cancel your enrollment and notify Department of Home Affairs (DHA) of your course cancellation.
15. Under the ESOS Act, Greenwich College must notify the TPS Director of the default within 5 business days of the default occurring.
16. In all cases under the Cancellation and Refund Policy, the application/enrollment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrollment fee and/ or installment fee has been applied as a result of a promotion, it will be deducted from the refund amount when cancellation is requested.
17. All other fees are subject to the Cancellation and Refund Policy. (Policy No 3, available on the company website)

## CANCELLATION AND REFUND POLICY (POLICY NO 3, AVAILABLE ON THE COMPANY WEBSITE) – VISA REJECTION

1. If your application for a visa to study in Australia is rejected due to fraudulent and/or forged documents, and/or fraudulent or incomplete information or any other reason considered as unlawful by DHA, as this is stated in the visa non-grant letter, there will be no refund whatsoever of any money paid to Greenwich College.
2. If your application for a visa to study in Australia is rejected before the commencement date of the course and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter at least 48 hours prior to the commencement date, Greenwich College will refund in full all tuition fees paid.
3. If Greenwich College receives the notification and the rejection letter less than 48 hours prior to the commencement date, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
4. If your application for a visa to study in Australia is delayed and Greenwich College is notified in writing accompanied by supporting documentation at least 48 hours prior to the commencement date, Greenwich College will allow you to defer your course.
5. If Greenwich College receives notification of visa rejection after the course commencement and no classes have been attended, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
6. If Greenwich College receives notification of visa rejection less than 48 hours prior to the commencement date and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
7. If Greenwich College receives notification of visa rejection after the course commencement and no classes have been attended, and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
8. If you have deferred your commencement date and your visa application is rejected prior to the deferred course commencement date and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter at least 48 hours prior to the deferred commencement date, Greenwich College will refund in full all tuition fees paid.
9. If you have deferred your commencement date and your visa application is rejected prior to the deferred course commencement date and Greenwich College receives notification in writing and a copy of the Australian Embassy rejection letter less than 48 hours prior to the deferred commencement date, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.



10. If Greenwich College receives notification of visa rejection after the deferred course commencement and no classes have been attended, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the total prepaid tuition fees will be paid.
11. If Greenwich College receives notification of visa rejection less than 48 hours prior to the deferred commencement date and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
12. If Greenwich College receives notification of visa rejection after the deferred course commencement and no classes have been attended, and the full amount of the tuition fees has been paid, a full refund of all pre-paid tuition fees, minus the lesser of \$500 or 5% of the equivalent amount of the first instalment, if there was an instalment plan, based on the length of the enrolment will be paid.
13. If you commence a course at Greenwich College and subsequently your visa application is rejected, a refund of the portion of tuition fees which you have paid but for which tuition has not yet been received will be paid.
14. In all cases under the Cancellation and Refund Policy, the application/enrollment fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable. If no application/enrollment fee and/or installment fee has been applied as a result of a promotion, it will be deducted from the refund amount when cancellation is requested.
15. All other fees are subject to the Cancellation and Refund Policy.

## CANCELLATION AND REFUND POLICY (POLICY NO 3, AVAILABLE ON THE COMPANY WEBSITE) – COLLEGE DEFAULT

1. Greenwich College reserves the right to cancel a course and/or enrollment prior to the commencement date of a course. This will be classed as 'College Default'.
2. Greenwich College will be deemed to have defaulted where a course does not start on the agreed date, or if a course is not delivered in full.
3. Where Greenwich College defaults, a refund of the portion of tuition fees paid but for which tuition has not yet been received, will be paid within 14 days of the date of default. Alternatively, you may be offered enrollment in an alternative comparable course offered by Greenwich College at no extra cost.
4. You must submit a formal request to indicate the preference of either a full refund of unexpended pre-paid tuition fees or to accept a place in another course.
5. Where Greenwich College is unable to provide a refund or offer you an alternative course, the Tuition Protection Service (TPS) operated by the Australian Government will assist you in finding an alternative course or to get a refund if a suitable alternative is not found. For more information, visit the TPS website [www.tps.gov.au](http://www.tps.gov.au)



Photo: Yuki Tsudo

6. In all cases under the Cancellation and Refund Policy the application fee, instalment fee, credit card transaction fee, and accommodation placement fee are non-refundable
7. All other fees are subject to the Cancellation and Refund Policy.

## DEFERRING OR SUSPENDING STUDENT ENROLMENT

Greenwich Management College can only defer or temporarily suspend the enrolment of a student on the grounds of:

Compassionate or compelling circumstances  
(e.g. illness where a medical certificate states that the student is unable to attend classes).

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Greenwich Management College to defer, suspend or cancel their studies and Greenwich Management College will not notify Department of Education and Training (DET) of a change to the enrolment status until the internal complaints and appeals process is completed.

## DEFERRING A TERM

Students who would like to defer their studies must first speak to the Academic Manager. An application to defer form must be completed which will need to be approved by the Academic Manager. Prior to applying to deferring their program, students must ensure that they have paid any outstanding College fees. Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student. Students will be required to provide evidence of the compassionate or compelling circumstances.

## FAILURE TO START COURSE

Students who are unable to arrive and start their course as agreed or within seven (7) days of the agreed start date will have to apply to Greenwich Management College to defer their studies. This will impact on the student's visa and they should address this with the Department of Home Affairs.

## SUSPENSION DUE TO ACADEMIC MISCONDUCT

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a trainer about their knowledge, ability, or the amount of original work they have produced.

## ASSESSMENT TASKS

1. Students must not use another person's concepts, results or work and pass them off as their own.
2. In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is significantly the same as another student's assessment.
3. Students must not ask another person to produce an assessable piece of work for them.

## PENALTIES

1. Penalties imposed will take into account the nature and the extent of the misconduct.
2. A student's second offence is penalised more severely than their first offence and a third offence will result in expulsion from Greenwich Management College.

## GENERAL MISCONDUCT

Students are expected to respect other students, staff and property so that learning and teaching can take place freely and safely and without causing any harm to anyone.

General misconduct is where a student: acts dishonestly, harasses other students or staff, interferes with students or staff, prevents or disrupts learning, fails to attend and participate in classes regularly, disobeys, damages or steals College property or the property of others, alters/misuses College documents or records, prejudices the good name of Greenwich Management College, or otherwise acts in an improper manner.



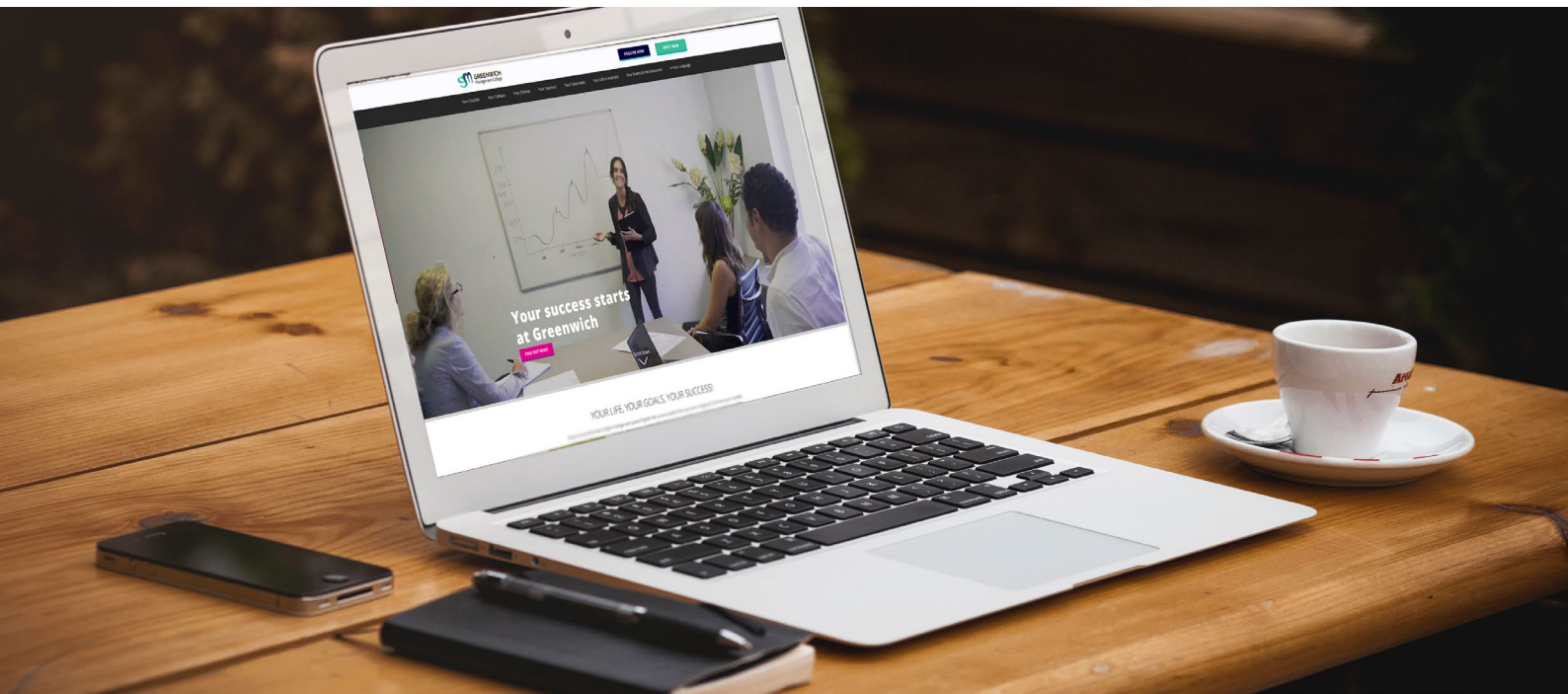
Greenwich Management College will report all criminal acts committed by its students to the relevant authorities.

1. Penalties imposed will take into account the nature and the extent of the misconduct.
2. A student's second offence is penalised more severely than their first offence and a third offence will result in exclusion from Greenwich Management College.

If the student admits to the alleged misconduct, the General Manager may impose one or both of the following:

- a charge for the cost of damage to facilities and equipment
- temporary exclusion from Greenwich Management College

The General Manager may then impose the penalty of permanent exclusion from Greenwich Management College in the case of physical or verbal abuse of students or staff of Greenwich Management College, repeated or severe misconduct, or in the case of criminal acts.



## FINANCIAL MISCONDUCT

Any student who fails to maintain up-to-date payments for their course will be seen as breaching their financial obligations. Any student who falls more than one month behind in their payments will be notified that if they do not make payment within 7 days, of all outstanding amounts, they will have their enrolment cancelled on the grounds of financial misconduct.

## NOTIFICATION AND APPEAL

1. Students will be notified in writing of penalties as a consequence of general misconduct.
2. Appeals must be lodged in writing with the General Manager within 20 days of the date of the student being notified of the consequence. The process will commence within 10 working days from the date of receipt of the student's appeal.

## ATTENDANCE MONITORING

Greenwich Management College will systematically monitor students' compliance with student visa conditions relating to attendance. Although Greenwich Management College does not report students to the Department of Home Affairs for low or non-attendance, we do monitor and record attendance.

Student records should clearly indicate that the student is maintaining satisfactory course progress. This cannot be achieved without attendance, therefore, students are required to attend classes to be able to demonstrate competency.

## ABSENCES DUE TO ILLNESS

If you cannot attend classes due to illness, it is recommended that you obtain a medical certificate. Reception will take a copy for our records, however, you should keep the originals in a safe place. If you cannot attend class for an extended period of time due to illness, you should contact Greenwich Management College to advise us of your situation. Please note that medical certificates will not increase your actual attendance.

## RECOGNITION OF PRIOR LEARNING (RPL) AND CREDIT TRANSFER

Greenwich Management College as a Nationally Recognised Registered Training Organisation (RTO) is required under the terms of the VET Quality Framework (VQF) and the Standards for RTOs (2015) to offer Credit Transfer and Recognition of Prior Learning to its Students.

Greenwich Management College recognises and accepts qualifications and Statements of Attainment issued by other registered training organisations.

### **Credit Transfer**

Credit Transfer is the recognition of learning achieved through formal education and training. Credit Transfer allows a student to be awarded a unit of competency based on successful completion of the same unit which has been previously awarded. This means that the student does not repeat that unit or course at Greenwich Management College.

Students must apply for Credit Transfer or RPL before commencing their course. This must be done at least 21 days prior to commencement of the course. Successful RPL or Credit Transfer may mean a reduction in the student's course duration. This will shorten the student's visa and DIBP needs to be notified within 14 days from the decision.

Credit Transfer will only be awarded:

- Where the unit of competency has exactly the same code and title as that for which Credit Transfer is being sought, even if it is not from the same Training Package, the student will be granted Credit Transfer based on the unit of competency held.
- If the unit of competency has been modified and upgraded by the Training Package, it will be treated as an RPL application and not a Credit Transfer.
- Where the unit of competency or course in question has been superseded, the student will be advised to seek Recognition of Prior Learning as it is not a direct Credit Transfer.
- If the unit of competency has been transferred from another Training Package/curriculum and recoded and it is necessary to map the learning outcomes from the old and new units of competency, the student will need to apply for Recognition of Prior Learning.

The Student does not incur any fee for Credit Transfer.

If credit is granted, tuition fees to the value of that subject's worth will be deducted from the total fee

of the course.

### **Applying for Credit Transfer?**

To apply for Credit Transfer, the student must submit the following documentation to Greenwich Management College:

- Credit Transfer Application Form (available on our website [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au))
- Certified copies of your transcripts

Please check that you have completed any of the same, or equivalent unit(s) of competency from prior formal learning. Ensure that you have evidence of completion of these unit(s) of competency (e.g. a Statement of Attainment). Your application will be assessed by the Academic Manager and a decision made within 7 days of receiving your application.

If any further evidence is required, the Academic Manager will contact you.

Greenwich Management College will provide a record of the course credit to the student, which must be signed and accepted by the student, and will be placed in the students file.

### **Recognition of Prior Learning (RPL)**

This is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. This is obtained through learning achieved outside the formal education and training system and includes work and life experiences.

Greenwich Management College carries out an assessment on the evidence and documentation provided by the learner. This is achieved through completing the application form and forwarding it along with relevant evidence and required fees.

You will be asked to provide detailed records of your experience, employment, training, references from past employers, work samples etc. This process will also require you to conduct a self-assessment of each performance criteria in the unit of competency and provide quality evidence against it. Your assessor will then interview you and go through the evidence portfolio with you. The assessor must ensure that the evidence provided is: authentic, valid, reliable, current and sufficient.

RPL Application Form is available on our website [www.greenwichcollege.edu.au](http://www.greenwichcollege.edu.au)



Greenwich Management College adheres to the following guidelines when an application for RPL is received:

- Applications for RPL must be submitted 21 days prior to the commencement of the course
- The student is required to pay a non – refundable application fee of \$500 and an assessment fee of \$250 for each unit of competency being assessed for RPL

If an application for RPL is successful, the student's visa will be shortened and this must be reported to Department of Education via PRISMS within 14 days of approval. The student has the right to appeal the decision made by Greenwich Management College if they believe that the decision is unfair, unjust or if the evidence was misinterpreted.

## ASSESSMENT SUBMISSION & RE-SUBMISSION (RE-ASSESSMENT)

Students must submit their completed assessment as per the due date in their Assessment Schedule.

If students comply with the required assessment due dates and have been assessed as 'Competency Not Achieved/Fail', they are entitled to a second attempt (a re-submission) and will incur the re-assessment fee of \$120 per unit (note: you will be charged per unit and not per task). The re-assessment fee must be paid (in full) prior to the submission due date of a re-assessment. The student can choose to do a re-assessment within twelve (12) weeks of receiving their final result. Once they have filled out the re-assessment form and have made the payment, they have seven (7) days to complete their re-assessment by following the instructions provided to them by the Academic team.

If a student does not submit their re-assessment by the due date, their result will remain as 'Competency Not Achieved/Fail' and will have to re-enrol in the unit again.

If a student was enrolled in a unit but did not submit the assessments during the term, but have attended class and participated in class observations, they must pay a penalty of \$250 per unit to complete it within the twelve (12) week period or repeat the unit when offered again.

Re-assessment must take place within a reasonable time-frame. The process must start at the end of the term (on receiving the results).

If a student takes leave without informing the college or are absent without a medical certificate despite being enrolled in a unit, they must re-enrol into the unit again.

## APPEALS AGAINST ASSESSMENT DECISIONS POLICY

If you do not agree with the assessment decision or believe that you have been unfairly treated, you can appeal the decision. Firstly, you must discuss this with your assessor who has marked your assessment. If you still do not agree with the assessment outcome, you may request for a re-assessment.

Students who wish to lodge an appeal and request re- assessment must request this in writing to Greenwich Management College.

- The Academic Manager will arrange for a different assessor to mark the assessment
- If the student is still dissatisfied with the result, the Academic Manager along with the two assessors will review the assessment task
- If no agreement has been reached, the matter will be referred to an independent external body or panel acceptable to all parties, with experts in the area concerned

## STATEMENTS OF ATTAINMENT AND QUALIFICATION

Greenwich English College Pty Ltd issues qualifications and Statements of Attainment in a manner that meets the requirements of the current ASQA Standards for Registered Training Organisations 2015, The Australian Qualification Framework (AQF) and the accredited courses or endorsed Training Packages within its scope of registration.

Greenwich takes the issuing of qualifications and statements of attainment seriously and strives to ensure that correct procedures are followed and that relevant documentation is provided in a timely manner. This ensures that our qualifications will continue to be of value to our students as they move on from Greenwich into employment or further study.

Students are entitled to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has no outstanding fees.

Greenwich Management College reserves the right to withhold any certification of qualifications achieved by the student, if student fees remain outstanding.

## COMPLAINTS AND APPEALS POLICY

Greenwich Management College will demonstrate a clear commitment to the receipt and proper processing of all grievances and subsequent appeals relating to the College and its operations in an effective, fair and timely manner.

Greenwich Management College is committed to providing a collaborative and collegial teaching and learning environment and will take all necessary steps to address and resolve all complaints or appeals in an unbiased, professional and expeditious manner.

Students have the right to submit complaints or appeals to Greenwich Management College in relation to academic decisions (training/assessment), procedural matters, discrimination, facility access and conditions, or support services.

## GREENWICH MANAGEMENT COLLEGE AIMS TO:

- Set in place a complaint handling system that is client focussed and helps Greenwich Management College to prevent grievances from recurring.
- Ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- Ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised.

The College will facilitate the resolution of all formal grievances brought to the attention of Greenwich Management College.

## TO LODGE A COMPLAINT OR APPEAL

If you have a problem, concern or complaint that cannot be solved by your trainer and/or you would like to appeal a decision made by Greenwich Management College, we encourage you to advise us so that we can try to assist you achieving a positive outcome.

- 1.** Complete a Complaints and Appeals Form available from Reception. You can also make an appointment to discuss the matter with the Academic Manager. All complaints and appeals will be treated confidentially. If you would prefer to remain anonymous, please place your form in an envelope addressed to the Director of Studies. You have the right to be accompanied or assisted by a support person throughout the Complaints and Appeals process.
- 2.** The College will follow up your complaint and/or appeal and respond with a written statement of the outcome, including details of the reasons for the outcome.  
The Complaints and Appeals Form and written statement will be kept on file.

**3.** If you are not satisfied with the Greenwich Management College internal complaints handling and appeals process, you have the right to access the External Appeals Process.

## THE EXTERNAL COMPLAINTS AND APPEALS PROCESS

The external appeals process is managed and conducted by an independent and impartial body, the Overseas Student Ombudsman. The Overseas Student Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

**1.** You must lodge your complaint or appeal directly with the Overseas Student Ombudsman. Complaints can be made in four ways:

- **Online** – [www.ombudsman.gov.au/How-we-can-help/overseas-students](http://www.ombudsman.gov.au/How-we-can-help/overseas-students)
- **Phone** – 1300 362 072 (or if outside Australia +61 2 6276 0111)

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service in Australia on 131 450 (or if outside Australia +61 3 9203 4027). The Overseas Student Ombudsman will pay for the interpreter.

- **Facsimile** – 02 6276 0123 (or if outside Australia +61 2 6276 0123)
- **Mail/Post** – Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601, Australia

**2.** Once the Overseas Student Ombudsman has received your complaint, they will carefully consider if they can assist you based on the information and subsequent investigations. They will then contact you with their decision and why.

**3.** The time it takes to investigate a complaint by the Overseas Student Ombudsman varies depending on the complexity of the complaint.

## PUBLIC TRANSPORT

Greenwich Management College is conveniently located in the heart of Melbourne close to all public transport. The Campus is across the street from Southern Cross Station and located near many tram and bus routes.

To travel on public transport, you need to use the myki card. These can be bought at most major stations, retail outlets and at 7-11 convenience stores. The myki card is easy to use. For trains you need to touch on and touch off and for tram, you just need to touch on. On the bus, you just touch on. The myki card is reusable so when it runs out of money, you only need to top it up.

In the city centre, the tram is free and you do not need to touch on. Go to the following link to see the free tram zone: [www.ptv.vic.gov.au/tickets/zones/#FTZ](http://www.ptv.vic.gov.au/tickets/zones/#FTZ)

Please note that International students are NOT entitled to concession tickets on these public transport tickets (except those on approved Australian Government exchange or sponsorship programs). On the spot fines up to \$550.00 may apply for travelling without a valid ticket.

Further information can be found at: [www.ptv.vic.gov.au](http://www.ptv.vic.gov.au)

## **Zones**

Fares for travelling on Melbourne's trains, trams and buses are separated into two zones: Zone 1 for the CBD and inner suburbs, and Zone 2 for the middle and outer suburbs.

Use the transport maps to check what zones you are planning to visit and make sure you have enough value on your myki to cover your entire journey. As you touch on and touch off your myki, the system automatically calculates the lowest fare for your trip.

### **Free city services**

The Free Tram Zone includes the area from the Queen Victoria Market, across to Victoria Harbour in Docklands, up to Spring Street and over to Flinders Street Station and Federation Square.

Travel on trams within this zone is free, and you don't need a myki, however, if your journey starts or finishes outside the boundaries of the Free Tram Zone, you must touch on your myki at the reader in the normal way to make sure you have a valid ticket.

The City Circle Tram travels the perimeter of the CBD, taking in many of Melbourne's landmarks every day of the year except Christmas Day and Good Friday.

Train and tram services run between 5am and midnight, Monday to Thursday, with extended hours on Friday and Saturday nights. On Sunday, trains and trams run from 7am to 11pm. Many of Melbourne's bus routes run from 6am – 9pm Mon – Fri, 8am – 9pm Saturday and 9am – 9pm



## WORKING IN AUSTRALIA

### Work rights in Australia

International students have basic rights and protections in the workplace, including minimum pay and conditions. For further information please check the Fairwork Australia page [www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students](http://www.fairwork.gov.au/how-we-will-help/templates-and-guides/fact-sheets/rights-and-obligations/international-students)

More information is also provided in the fact sheet at the end of this handbook.

### Visa work conditions

Students who wish to work in Australia must have the appropriate visa that gives them the authority to work while in Australia. Students who work in Australia without an appropriate visa and/or students who do not comply with the work conditions attached to their visa are breaking the law and may have their visas cancelled and/or fined up to \$10,000.00.

It is your responsibility to ensure that you comply with your visa conditions at all times. Further information can be found on your visa label in your passport and on the Department of Home Affairs (DHA) [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

### Student Visa Holders

Student visa holders are automatically granted Permission to Work as a condition of their visa (Permission to Work is also granted to any dependants)

Students with Permission to Work can work a maximum of 40 hours per fortnight (2 weeks) whilst studying and unlimited hours during scheduled and or approved course breaks. Students cannot commence work until after the start date of your course (Dependents with Permission to Work can work a maximum of 40 hours per fortnight).

### Tourist Visa Holders

Tourist visa holders are not permitted to work.

### Working Holiday Visa Holders

Working Holiday visa holders are permitted to work while in Australia. There are no restrictions on the type and/or the hours per week, however you can only work with the same employer for a maximum of 6 months.

## Tax File Number (TFN)

If you intend to work in Australia, it is a requirement that you obtain a TFN. Applying for a TFN is free and you can apply either online or in person.

### Online

The quickest and easiest way to apply for a TFN is online. If you apply online, your TFN will be sent to the Australian address you provided on your application within 28 days. To apply –

1. Logon to the Australian Taxation Office website: [www.ato.gov.au](http://www.ato.gov.au)
2. Click on the following links to start your application (You will need your passport, and address) –  
Individuals
  - Apply for a tax file number
  - Online individual tax file number (TFN) registration
  - This application can only be used by permanent migrants and temporary visitors with a work rights visa. NAT4157
  - Apply for a tax file number

### In Person (or by post)

You can either apply in person at the Australian Taxation Office or complete the application form (available online at [www.ato.gov.au](http://www.ato.gov.au)). If you apply in person or by post, your TFN will be sent to the Australian address you provided on your application within 28 days.

Once you have completed your application, you can post your application form and proof of identification to the address on the form, or you can take your application form and proof of identification to an Australian Taxation Office.

Australian Taxation Office  
Collins Square, 747 Collins Street  
Docklands VIC  
Open 8.30am–4.45pm weekdays

## FINDING WORK

There are many different types of jobs available to students in Sydney.  
The ways to start your job search –

1. Prepare a resume and cover letter.
2. Look in the local newspapers in the employment section. Check the Wednesday and Saturday newspapers which usually contain the most listings such as –
  - a. [The Sydney Morning Herald](#)
  - b. [The Daily Telegraph](#)
3. Check employment websites such as –
  - a. [www.seek.com.au](http://www.seek.com.au)
  - b. [www.careerone.com.au](http://www.careerone.com.au)
4. Contact and make an appointment with an employment agency. You can find employment agencies listed in the Yellow Pages telephone directory.
5. [studentjobscentral.com](http://studentjobscentral.com)

## MONEY/BANKS

The legal currency in Australia is the Australian dollar (AUD\$).

It comes in the following denominations –

Notes (Dollars) - \$100.00, \$50.00, \$20.00, \$10.00, and \$5.00

Coins (Cents) - \$2.00, \$1.00, \$0.50, \$0.20, \$0.10, and \$0.05

If you are planning on living and working in Australia, it is beneficial to have an Australian bank account. To open a bank account you will require proof of identification and evidence of your current home address.

There are 4 major banks located near Greenwich Management College. All of these banks have automatic teller machines throughout Melbourne and Australia where you can withdraw your money. Bank operating hours are Monday to Thursday from 9:30am to 4:00pm and Friday from 9:30am to 5:00pm.

ANZ Bank – 600 Bourke Street

Commonwealth Bank – 99 King Street

National Australia Bank – 700 Bourke Street, Docklands

Westpac Bank – 530 Collins Street

## IMPORTANT MELBOURNE SERVICES CONTACT DETAILS

SERVICE	ADDRESS	PHONE
Australian Taxation Office	Collins Square, 747 Collins Street, Docklands VIC	13 28 61
Abortion & Grief Counselling		1300 363 550
Alcohol and Drug Information		1800 888 236
Alcoholics Anonymous		(03) 9429 1833
Consumer Affairs Victoria		1300 55 81 81
Crisis Pregnancy		1800 650 840
Domestic Violence and Sexual Assault Helpline		1800 200 526
Gambling Help Line NSW		1800 633 636
Health Direct (24hr Health Advice line)		1800 022 222
Lifeline (Free counselling service)		13 11 14
Poisons Information Centre		131 126
Rape Crisis Centre NSW		1800 424 017
Study Melbourne	599 Little Bourke, Melbourne VIC	1800 056 449
The Victorian Equal Opportunity and Human Rights Commission		1300 891 848
Translating and Interpreting Services (TIS)		131 450



SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Department of Immigration and Border Protection (DIBP) Department of Immigration and Border Protection (DIBP)	2 Lonsdale Street Melbourne Vic. 3000	131 881	Monday, Tuesday, Thursday, Friday 9:00am to 4:00pm, and Wednesday 9:00am to 1:30pm
Victorian Interpreting and Translating Service (VITS)		(03) 9280 1970	Level 7, 620 Bourke Street, Melbourne, VIC 3000

## EMERGENCY SERVICES

SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Police/Ambulance/Fire		000 - 112 (Also available from a mobile phone)	
Poisons Information Centre		131 126	
Police (Melbourne East)	226 Flinders Lane Melbourne East	(03) 9637 1100	
Police (Melbourne West)	313 Spencer Street Docklands	(03) 8690 4444	
Police (Melbourne North)	36 Wreckyn Street North Melbourne	(03) 8679 0800	
Royal Melbourne Hospital	300 Grattan Street, Parkville VIC 3050	(03) 9342 7000	
St Vincents Hospital	41 Victoria Parade, Fitzroy VIC 3065	(03) 9288 2211	

## LIBRARIES

SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
State Library	328 Swanston Street, Melbourne VIC	(03) 8664 7000	
City Library	253 Flinders Lane, Melbourne VIC	(03) 9658 9500	
Southbank Library	207 City Road, Southbank VIC	(03) 9658 8300	
East Melbourne Library	122 George Street, East Melbourne VIC	(03) 9658 9600	
Port Melbourne Library	333 Bay Street, Port Melbourne VIC	(03) 9209 6644	
North Melbourne Library	66 Errol Place, North Melbourne	(03) 9658 9700	

## MEDICAL CENTRES

SERVICE	ADDRESS	PHONE	OPERATIONAL HOURS
Burwood Healthcare	400 Burwood Hwy, Burwood 3125	(03) 9888 8177	
Carlton Family Medical	88 Rathdown Street, Carlton 3053	(03) 8330 3900	
High Street Medical Centre	139 High Street, Prahran 3181	(03) 9510 5500	
Paramount Medical Clinic	Upper level, Suite 4-5/108 Bourke Street Melbourne	(03) 9654 9818	
QV Medical Centre	Level 1 53-55/292 Swanston Street, Melbourne 3000	(03) 9662 2256	





## **REDHILL EDUCATION GROUP**

RedHill Education is proud to be ranked as the fastest growing education company in Australia by the Financial Times. With campuses across Sydney, Melbourne and Brisbane, we offer students a range of English language, Vocational Education and Training (VET) and Higher Education courses. Each year thousands of domestic and international students experience our welcoming community, great student support services, excellent graduate outcomes and connections with industries as part of their studies.

## **GREENWICH ENGLISH COLLEGE**

Greenwich English College is widely regarded as one of the best English colleges in Australia. We welcome more than 1500 students from over 30 different countries, and offer study options across 11 English language programs in both day and evening sessions. We are proud to be an industry leader offering our students the best variety of courses and timetables in the country.

## **GREENWICH MANAGEMENT COLLEGE**

Greenwich Management College has been awarded the prestigious Star Vocational College Award at the global 2018 Study Travel Magazine Star Awards ceremony. We offer 5 disciplines and 11 Management programs at Australia's largest boutique vocational college. We deliver courses with a focus on Business, Leadership and Management, Project Management, Marketing and Communication and Event Management. It's your story, your future. Your success starts here.

## **ACADEMEY OF INFORMATION TECHNOLOGY**

Operating since 1999, AIT has educated thousands of students from all over the world who have gone on to build successful careers in the IT & digital industries. AIT's courses are delivered using the latest industry tools and supported by specialist educators, who work in the industry, that are passionate about the industry. AIT are committed to ensuring their students develop the right knowledge, skill and attitude to complete their courses and confidently enter the workforce once they graduate. Courses are created based on industry feedback and students are exposed to the industry throughout their studies.

## **CODER ACADEMY**

Coder Academy is a technology education provider fostering the next generation of web developers and information security professionals. Coder Academy's mission is to reduce inequality and drive innovation via high quality technology training. Coder Academy offers the only coding and cyber security bootcamps in Australia equipping its students with essential enterprise skills. Coder Academy provides engaging, industrydriven, and empowering education in a collaborative, practical environment.

## INTERNATION SCHOOL OF COLOUR + DESIGN

Since opening its doors 35 years ago, The International School of Colour and Design (iscd) has worked with leading industry associations and companies to train the next generation of Interior Designers. iscd is a quality provider of design education as recognised by the Design Institute of Australia (DIA), with our Diploma of Interior Design and Decoration passing their rigorous assessments to be a DIA approved course. With custom designed campuses in Sydney and Melbourne, iscd offers a quality educational experience in a nurturing and creative environment.

## LEFT BANK

The Left Bank is an specialist provider of high-quality courses that teach you how to understand and apply emerging digital technologies in your career and business. The Left Bank is a brand of the Academy of Information Technology. Both The Left Bank and AIT have a strong track record of delivering high-quality learning experiences to students each year across various specialisations.



# Connect With Us On Social Media

Connect with your classmates, your teachers and friends on our social media channels. Receive the latest news, updates and activities here first and share your experience with the Greenwich College family. You can connect with us before you arrive to see a sample of the Greenwich lifestyle in Australia.



GreenwichCollege



/school/greenwich-college



@greenwichcollege

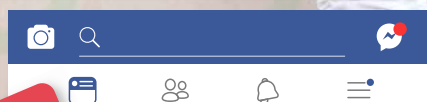


Greenwich English College

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Greenwich English College

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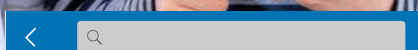
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Happy World Teachers' Day to all our educators! Thank you  
for the significant contributions you make in our classrooms.  
#WorldTeachersDay



Greenwich College

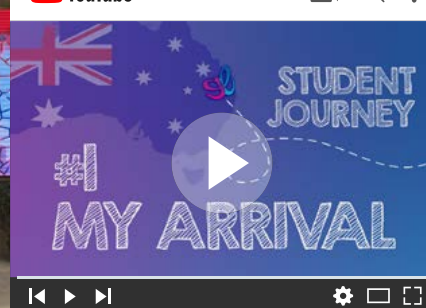
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Our Senior teacher Justin Moon is currently in  
Shenzhen, China, training high school English teachers  
in methodology.



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Study English in Australia

Greenwich English College • 7,808 views

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Australia is one of the most popular international  
education destinations to develop your English skills.  
Greenwich College is here to help students achieve  
their dreams. #ILoveMyGreenwich



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**WE HOPE YOU ENJOY STUDYING AT GREENWICH MANAGEMENT COLLEGE**

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