



# VENUS

Hairdressing College

RTO No: 91291  
CRICOS Provider No: 02832K

Tel. 02 9262 2566 Fax. 02 9262 2577 Level 3, 46-48 York St. Sydney NSW 2000  
www.venus.nsw.edu.au

## Student Brochure

### Introduction

VENUS College (the College) is a Registered Training Organisation and meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards agreed to by Federal, State and Territory Governments in Australia. The State Government registering authority monitors and subjects us to regular external audit to verify adherence to these standards.

### Qualifications

VENUS College offer the following accredited and nationally recognised qualifications to overseas students

WRH30106	Certificate III in Hairdressing
WRH40106	Certificate IV in Hairdressing
WRH50106	Diploma of Hairdressing Salon Management



NATIONALLY RECOGNISED  
TRAINING

### Student Recruitment, Selection and Enrolment Procedure

When prospective students apply to enter VENUS College to study for Certificate or Diploma courses, the following criteria applies:

- 1.1. Applicants must complete the student agreement, sign and date where required and attach **verified** evidence of qualifications, work experience (if relevant) and IELTS test results.
- 1.2. The Student Services & Admin Manager must review the student agreement and determine if an offer should be made on the basis of the entry requirements for the qualification. To be accepted the applicant must at least meet the academic entry requirements and the minimum IELTS requirement. The entry requirements can be assessed using the RTO education equivalency document to align overseas qualifications. IELTS testing is not required where an applicant clearly has the required English language skills. The evidence for this would include verified evidence of completing education in an English speaking country or at an English speaking school or completing a Certificate III or higher level qualification in Australia.
- 1.3. Where an offer is to be made to an applicant the Registrar must sign and date the appropriate section on the student agreement.
- 1.4. Once an offer has been approved by the Student Services & Admin Manager an offer letter must be prepared and despatched to the student and an Electronic Confirmation of Offer (CoE) generated on PRISMS. The CoE must be prepared in accordance with the requirements of the PRISMS User Guide.

If the applicant's educational qualifications do not meet the College's admission requirements, other factors will be considered. These are:

- Mature age,
- Work experience,
- Attitude and aptitude,
- Previous academic results,
- Attendance rate in the previous college,
- Ability and skills to function in an academic environment,
- Possibility to succeed in his/her academic endeavours.

If an applicant cannot produce a satisfactory IELTS score, and there are doubts about the English language skills to cope in an academic environment, the applicant is advised to enroll in an English (ESL) course for an appropriate duration until the student achieves an Intermediate Level.

In a situation where the student can demonstrate that he or she can communicate in English but cannot produce any formal English qualification as described above, then the student will be tested in English Language School.



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## Language Literacy and Numeracy

Applicants who wish to study for certificate or diploma courses, and are unable to provide documentation attesting to their English proficiency levels will be tested before they can enrol in a certificate or diploma course. The following testing procedures apply:

Students have to sit for a designed English test in English Language School specifically geared to establish the following English competencies:

- Syntax and grammar,
- Reading comprehension,
- Writing descriptive/free-style essay and/or a business-oriented essay,
- Listening to spoken and academic English,
- Speaking – a brief topic-oriented discussion.

The test is marked on the principles of the IELTS band score to establish a student's competence to function in an academic environment.

Students who already have a satisfactory IELTS score and who are found to experience difficulty with the English language are counselled by the Head Trainer to undertake further studies or remedial studies in English (ESL) for an appropriate duration. The student is referred to an English Language School for this support program in English to be arranged.

The participants for each program offered by the college will be selected in a manner that reflects access and equity principles.

## Entry requirements

Selection for enrolment in our courses will be approved for applicants who meet the qualification selection criteria.

In line with Government policy students with intellectual and physical disabilities are encouraged to participate in training.

### Certificate III Qualifications

Applicants 18 years and above who have satisfactorily completed year 11/12 or equivalent or

Applicants 18 years and above with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered.

A proficiency in English equivalent to IELTS 5.5 or equivalent

### Certificate IV Qualifications

Applicants 18 years and above who have satisfactorily completed year 11/12 or equivalent or completion of training resulting in competencies equivalent to the AQF level 3 in Hairdressing competencies

Applicants 18 years and above with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered.

A proficiency in English equivalent to IELTS 5.5 or equivalent

### Diploma Qualifications

Applicants 18 years and above who have satisfactorily completed year 12 or

Applicants 18 years and above with no formal qualification and who can provide evidence of relevant and sufficient work experience may also be considered.

A proficiency in English equivalent to IELTS 5.5 or equivalent

## Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating which modules or units of competency they have completed.

## Student Visa Requirements

According to the Dept of Immigration and Citizenship (DIAC) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on DIMIA Internet site on <http://www.immi.gov.au> and the Study in Australia internet site [http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student visa sub-classes](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student%20visa%20sub-classes)



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## Overseas Student Health Cover

Overseas student health cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

## Full Time Study

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for at least 36 weeks each calendar year or continuous 12-month period.

Please be aware that if your attendance drops below 90% over any 2-weeks period the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DIAC. The report to DIAC will lead to the cancellation of your Visa. If your attendance falls below the 80% attendance requirement and you have unsatisfactory academic progress you will be reported to DIAC which will lead to the cancellation of your visa.

## Satisfactory Progress

If you do not have satisfactory academic progress you will be reported to DIAC which will lead to cancellation of your visa. Unsatisfactory academic progress is defined as failing more than 50% of units in any two consecutive study periods. A failure in more than 50% of units in one study period will trigger a review of academic progress by the College and the implementation of an intervention strategy.

## Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

## Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Immigration laws allow students to work for a limited number of hours, currently 20 hours per week during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

## School-aged Dependents

There are requirements for compulsory school attendance for children or dependents of international students. In New South Wales it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees in any school, college or university that they enrol in whilst in Australia.

## Student Support Services

The Student Service & Admin Manager, teaching staff and administrative staff of the College are available to provide general advice and assistance with matter such as studying, homework, accommodation, English language problems and counselling. Students requiring individual training needs must contact the Head Trainer for further assistance. Students requiring special or intensive assistance must contact the Student Services & Admin Manager who may refer them to below external qualified Counsellor and these services provided at no cost to the students.

Counsellor Name: Samuel Hwang

Contact No: 0410 465 365

## Change of Address

Upon arriving in Australia you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. The College may also send



warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the DIAC web site at [www.immi.gov.au](http://www.immi.gov.au).

## Student Orientation

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at the College and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation. In addition College staff will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given.

## Use of Personal Information

Information is collected during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected during your enrolment can be disclosed without your consent where authorised or required by law.

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply in writing to the Student Services & Admin Manager if you wish to view your own records.

## Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include: teacher led classroom delivery; workshops; seminars; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

## Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops or laboratories; case studies; projects; assignments; presentations; role plays; written tests and exams; work experience or work placement

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. Students will be required to pay \$550 per unit to repeat on the following term subject to the availability if he or she has failed the reassessment.

## Recognition of prior learning (RPL)

Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning. RPL. An essential requirement of RPL is that you can prove that you **currently** have the required competencies. Application may only be made after enrolment and payment of fees \$120 per unit and must be made using the RPL application form that will be provided during orientation.

## Credit transfer

Students who have completed identical units from their course at other institutions will be given recognition on presentation of a verified transcript, Award or Statement of Attainment.

## Facilities

The college is located in the Central Business District of Sydney and very convenience access to trains and buses. The college has general-purpose classrooms, hair salon, Internet access, library and practical salon and student facilities for study and computer access. Students will be given a minimum of 3 weeks notice if training facilities are relocated. Student Service & Admin Manager will post new training premises address and details map on websites, newsletters and by writing to students. The Hairdressing industry and the service skill council endorsed all learning resources used for training and delivery of the courses.



## Dispute resolution procedure

The College has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution proposed by the College. The independent mediator will be provided by ACPET phone (02) 9264 4490.

## Relevant legislation

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

OH&S	<a href="http://www.business.nsw.gov.au">http://www.business.nsw.gov.au</a>
EO	<a href="http://www.lawlink.nsw.gov.au/">http://www.lawlink.nsw.gov.au/</a>
VETAB	<a href="http://www.vetab.nsw.gov.au/">http://www.vetab.nsw.gov.au/</a>
ESOS	<a href="http://www.dest.gov.au/esos/">http://www.dest.gov.au/esos/</a>
DIAC	<a href="http://www.dimia.gov.au/study/index.htm">http://www.dimia.gov.au/study/index.htm</a>
Privacy	<a href="http://www.privacy.gov.au/">http://www.privacy.gov.au/</a>

- o Occupational Health and Safety 2000
- o Accident Compensation (WorkCover Insurance)
- o ESOS Act 2000
- o The National Code of Practice for Overseas Students 2007
- o The Australian Student Visa Program administered by the Department of Immigration and Citizenship
- o AQTF 2007
- o NSW Equal Employment Opportunity
- o NSW Hairdresser Act 2003
- o NSW Anti Discrimination 1977
- o Privacy Act 1988
- o VET Act 2005
- o Any other legislation or regulations identified as relevant to the Registered Training Organisation

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the CEO if you require further information.

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

## Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

## Student code of behaviour

The Student Code of Behaviour requires the following rights to be respected and adhered to at all times by students.

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. The right to be free from all forms of intimidation
3. The right to work in a safe, clean, orderly and cooperative environment
4. The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
5. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
6. The right to work and learn in a supportive environment without interference from others
7. The right to express and share ideas and to ask questions
8. The right to be treated with politeness and courteously at all times



Consequences for no-compliance with the Student code of Behaviour the following procedure for discipline are detailed in the student behaviour procedure

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed:

1. The Student Services & Admin Manager will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. If the issue or behaviour continues, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
4. After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
5. Any suspension or cancellation will be undertaken in accordance with the College Deferral of commencement, suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa
6. At any stage of this procedure students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

### **Visa refusal by the Australian Government**

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the college

### **Provider default on delivery of qualification**

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provided by ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

### **Helpful Contacts**

Fire, ambulance and police emergency - dial 000

Translation services - contact the Translating and Interpreting Service by phoning 131 450

Counselling services - contact Life Line on 131 114

Local doctors

Local dentists

Local community health centre

Local physiotherapist

Local lawyer

Local religious institutions

Local immigration agent

Study in Australia - <http://studyinaustralia.gov.au/Sia/en/Home.htm>



## Qualification Content

Those gaining this qualification will be able to cut, style, chemically reform and colour hair, and treat hair and scalp conditions.

### **WRH30106 - Certificate III in HAIRDRESSING CRICOS Code 060165D**

#### **Core Units**

WRBCS201B	Conduct financial transactions
WRBCS203B	Provide service to clients
WRHCL302A	Colour and lighten hair
WRHCL303A	Design and perform full and partial highlighting techniques
WRHCL304A	Perform colour correction
WRHCR302A	Perform chemical curling and volumising services
WRHCR303A	Perform chemical straightening and relaxing services
WRHCS201A	Prepare clients for salon services
WRHCS202A	Maintain tools and equipment
WRHCS204A	Maintain and organise work areas
WRHCS205A	Follow personal health and safety routines at work
WRHHC301A	Design haircut structures
WRHHC302A	Apply one length/solid haircut structures
WRHHC303A	Apply graduated haircut structures
WRHHC304A	Apply layered haircut structures
WRHHC305A	Apply over-comb techniques
WRHHD303A	Design and apply short to medium-length hair design finishes
WRHHS301A	Apply the principles of hairdressing science
WRHHS302A	Consult with clients and treat hair and scalp conditions
WRRCS1B	Communicate in the workplace
WRRER1B	Work effectively in a retail environment
WRRLP1B	Apply safe working practices
WRRS1B	Sell products and services

#### **Compulsory Elective Units**

WRHHC306A	Combine haircut structures on women
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#### **Elective Units**

WRHCL305A	Perform on scalp full head and re-touch bleach services
WRHHC307A	Combine haircut structures for traditional and classic designs on men
WRHHC308A	Design and maintain beards and moustaches
WRHHD304A	Design and apply long hair design finishes
WRHWP302A	Operate effectively as a hairdresser in a salon work team

Persons gaining this qualification will be competent in advanced cutting, corrective, colouring and perming technique, and also be able to assess and supervise staffs.



## WRH40106 - Certificate IV in HAIRDRESSING CRICOS Code 060166C

### Core Units

WRHCL305A	Perform on scalp full head and re-touch bleach services
WRHCL406A	Solve complex colour problems
WRHHC410A	Design and perform creative haircuts
WRHHD304A	Design and apply long hair design finishes
WRHHD406A	Work as a session stylist
WRRER2B	Coordinate work teams
WRRLP3B	Maintain store safety

### Elective Units

WRHHD407A	Apply and maintain wigs and hairpieces
BSBSBM301A	Research business opportunities
BSBSBM401A	Establish business and legal requirements
WRBFS202B	Design and apply make-up

Persons gaining this qualification will be able to manage and coordinate the activities of Hairdressing Salon and staffs.

## WRH50106 - Diploma of HAIRDRESSING SALON MANAGEMENT CRICOS Code 063289A

### Core Units

WRHSM501A	Manage hairdressing services and sales delivery
WRHSM502A	Promote a hairdressing business
BSBSBM406A	Manage finances
WRRO3B	Provide a safe working environment
WRRPM2B	Recruit and select personnel
WRRPM3B	Lead and manage people

### Elective Units

BSBFLM412A	Promote team effectiveness
BSBFLM507A	Manage quality customer service
BSBSBM404A	Undertake business planning
WRBCS513B	Investigate new products and services

Persons gaining this qualification will be able to manage and coordinate the activities of Hairdressing Salon and staffs.

### Duration & Fees

CRICOS Course Code	Course Name	Duration	Tuition Fees
060165D	WRH30106 Certificate III in Hairdressing	64 Weeks	AUD\$16,000
060166C	WRH40106 Certificate IV in Hairdressing	20 Weeks	AUD\$ 5,000
063289A	WRH50106 Diploma of Hairdressing Salon Management	28 Weeks	AUD\$ 7,800

Enrolment Fees \$200 (Non refundable)  
 Material Fees \$2,000  
 Diploma course has no material fees



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## Living in Sydney

### Additional Information

#### Australian

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

#### Sydney

Sydney is the largest city in Australia with a population of approximately four million peoples. Sydney is the capital city of New South Wales, a city with multicultural society from different ethnic backgrounds. As a VENUS College is located in about 15 minutes from the heart of city, it's just a short walk from the train station or bus stop.

#### Climate

Sydney has a temperate climate with few extremes in the weather patterns. It never snows. Summers can be very humid and wet. Note that Sydney is in the southern hemisphere and the seasons are reversed to those in Europe the USA, and most of Asia. Sydney is a comfortable place to stay. During the summer months from December through to February, outdoor activities are popular, as scores of students head off to the beach for school holidays (December to January).

#### Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

#### Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

#### Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.



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English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada

where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

### **Religion**

Australia is predominantly a Christian country; however, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.



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## **Cosmopolitan**

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

## **Health care**

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

## **Food**

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

## **Electricity**

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

## **Transport**

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and trams and at newsagencies.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

## **Telephones**

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.



# VENUS

Hairdressing College

RTO No: 91291

CRICOS Provider No: 02832K

Tel. 02 9262 2566 Fax. 02 9262 2577 Level 3, 46-48 York St. Sydney NSW 2000

[www.venus.nsw.edu.au](http://www.venus.nsw.edu.au)

## **Sport and Recreation**

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation, both as individuals and as teams. Hosting the Year 2000 Olympic Games in Sydney highlights Australia as a leading destination for international events.

Australia has more than 120 national sporting organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population, are registered sports participants. While there are over 120 sporting organisations, Australians also take part in bushwalking, fishing, boating and water sports.

## **Entertainment**

Campuses offer spacious surroundings suitable for social, sporting and other outdoor activities. They are also centrally located for students to experience the sophistication of our cities and excitement of our entertainment facilities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## **Budgeting**

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$320 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

## **Money and banks**

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

## **Normal bank trading hours**

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

## **Credit cards**

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

## **Currency**

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.



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## **Tipping**

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

## **Cost Of Living**

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution. A single person studying in Australia will need a minimum of A\$12,000 each year in addition to the tuition fees. This amount also depends on the kind of accommodation a student chooses. For a married person with a dependent, he/she will need another A\$4,000 each year. If there are children, the living expenses needed will be approximately A\$3,000 for each child.

## **Accommodation**

The following types of accommodation are available for International students:-

1. Full Board (Homestay) A\$200.00 - A\$220.00 per week.
2. Student house A\$80.00 - A\$120.00 per week.
3. Half - Board A\$ 70.00 - A\$ 100.00 per week (plus expenses).
4. Leasing a House/Flat A\$170.00 - A\$250.00 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

## **Transport**

Australia has an efficient public transport system (buses, trains and trams) in all cities. Many students ride bicycles on campus and some even have their own car for longer travel. There are also train, bus and air services between cities and towns. Students using public transport can apply for a student concession card that entitles them to discounted fares.

## **Overseas Student Health Cover (OSHC)**

International students are required by the Government to join Overseas Student Health Cover that is a private health insurance scheme administered by Medibank. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the tuition fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Annual rates are A\$342 for single coverage and A\$684 for family coverage. OSHC is also charged on a pro-rata basis for shorter courses.

## **A Good Choice for Study**

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, colleges and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.



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## Australia Welcome Overseas Students

Overseas students are welcomed in Australia because they:

- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

### Study Methods

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

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

### Cost of Living

Students will need a minimum of A\$12,000 per year (excluding tuition) to cover living expenses. Accommodation costs range from \$80 per week (flat/apartment accommodation) to \$220 per week (homestay). Food costs about \$60 per week and transport can cost about \$30 per week.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Food	Personal Effects/Services
Milk 1 litre \$1.50	Shoes 1 pair \$70.00
Bread 1 loaf \$3.00	Jeans 1 pair \$80.00
Apples 1 kg \$2.00	Toothpaste 140g \$2.50
Potatoes 1 kg \$2.00	Shampoo 500ml \$2.00
Beefsteak 1 kg \$9.00	T-shirt \$20.00
Eggs 1 dozen \$3.00	Hairdresser \$20.00 to \$40.00
Cereal \$2.00 - \$3.00	Newspaper \$1.50
Fruit Juice 2 litres \$4.00	Cinema ticket \$15.00
Rice 1 kg \$2.00	Public transport city an inner suburbs \$6.00 for a day pass



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## Refund Policy

- Refund application must be made in writing on the Student refund application form provided by the College and submit to the Student Services & Admin Manager.
- All refunds must be in accordance with ESOS requirements and the refund agreement signed by the student and maintained in their individual student file.
- For a College default on the agreement refunds must be made within 14 days of the default date
- For a student default on the agreement or withdrawal from the course, refunds must be made within 28 days of written notification being received by the College
- A written explanation as to how the refund was calculated using the Student refund application form must accompany student refunds.
- The CEO must approve student refunds.
- Details of refunds provided must be maintained in individual student files.

### Tuition Fee & Material fee

- |  |  |
|--|--|
| • Visa refused   | 100% refund of tuition fees<br>100% refund of material fees                |
| • Withdrawal notified in writing and received by Venus College 28 days or more prior to semester commencement                                    | 90% refund of tuition fees<br>100% refund of material fees                 |
| • Withdrawal notified in writing and received by Venus College less than 28 days prior to semester commencement and before the commencement date | 75% refund of tuition fees<br>100% refund of material fees                 |
| • Withdrawals notified in writing and received by Venus College on the commencement date or after the semester commences                         | No refund of current semester tuition fees.<br>100% refund of material fee |

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

In the unlikely event that Venus College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Venus College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Venus College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET can not place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course



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## **Deferral of commencement, suspension of studies, cancellation of enrolment [National code 13]**

- Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the College.
- The College may decide to accept an application for deferral of commencement or suspension of study on the following grounds:
  - On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class); or
  - In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required).
- The College may decide to suspend or cancel a students enrolment on its own initiate as a response to misbehaviour by the student
- Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment have to be reported to DIAC may affect the status of their student visa.
- If the College intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to DIAC. The suspension or cancelling of the student's enrolment can not take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.
- Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation.
- If students have taken unauthorised leave then they will be recorded as absent and reported to DIAC if their attendance falls below the College requirements.