

[DRAFT PENDING APPROVAL]



## **Domestic Student Handbook 2016**

Rachi Systems Pty Ltd Pty Ltd trading as Ultimate Institute Australia  
ABN 68 79 132 349 681 RTO Code 41544 CRICOS Code 03511G

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# Ultimate Institute of Australia: A Logical Choice

## Welcome to Ultimate Institute Australia

It is our pleasure to introduce you to Ultimate Institute Australia. This document will provide you information about the courses and services available at the Institute.

Ultimate Institute of Australia provides nationally recognised qualifications in business. Ultimate Institute of Australia is approved by regulatory body Australian Skills Quality Authority (ASQA) (RTO Code 41544) and is a CRICOS registered training organization (CRICOS Code 03511G).

Ultimate Institute of Australia is located in the heart of Melbourne Australia and is well equipped with education resources, including facilities, equipment, learning and library resources, state of the art classrooms, student recreational areas and computer labs with free access to internet and email. Training is delivered by qualified and experienced trainers and assessors.

We hope you will find information about the courses and Institute useful and that we meet your study needs. Please feel free to contact us if you require assistance at any stage.

We look forward to seeing you at Ultimate Institute Australia.

**Murad Tanvir**  
Chief Executive Officer  
Ultimate Institute of Australia



## Course Overview

Ultimate Institute of Australia offers the following nationally recognized qualifications. For detailed information refer to course information available on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

CRICOS Code	Course Code	Course Title	Course Duration (including holidays)	Tuition Fees*
	BSB50215	Diploma of Business	52 weeks	AU\$10,000
	BSB60215	Advanced Diploma of Business	52 weeks	AU\$10,000

\* All fees are in Australian Dollars (AU\$) are valid for 2016/2017 and are subject to change. Please refer to schedule of fees page.

## Entry Requirements

Ultimate Institute of Australia has the following admission requirements to suit the delivery and assessment mode offered:

Learner must be 18 years of age or above at the time of course induction.

Direct Entry Requirements: Learners who want to study at Ultimate Institute of Australia must have satisfactorily completed an equivalent of Australian Year 12 or Certificate IV or higher.

Applicants who do not have formal academic qualification can be assessed individually to assess skills and aptitude to study based on relevant and sufficient work experience. Supervisory or management experience is an advantage.

Learners at this level will have sound literacy and numeracy skills to enable them to communicate to clients and colleagues, to make presentations, prepare reports and read reference resources, and to perform numerical calculations. Learners will undertake a Language, Literacy, and Numeracy test prior to commencing the course.

## Our Courses

Course information contained in this document is current at the time of printing and is subject to change. Please refer to [www.Ultimate.edu.au](http://www.Ultimate.edu.au) for the latest information. Students are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to an Ultimate Institute of Australia staff member for details. Ultimate Institute of Australia handles all superseded qualifications as per our Training Package Transition Policy and Procedure available from [www.ultimate.edu.au](http://www.ultimate.edu.au).

## Diploma of Business

Course Code	BSB50215
Course Duration	52 weeks (including holidays)
Tuition Fees	AU\$10,000
Course Material Fees	AU\$500
Intake Dates	Feb, Apr, Jul, Oct

### Description

This qualification applies to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

It may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

### Career Opportunities

Possible job outcomes relevant to this qualification include:

- Administrator
- Business Development Manager
- Business Sales Team Leader
- Corporate Services Manager
- Executive Officer
- Legal Practice Manager
- Project Consultant
- Project Coordinator

### Entry Requirement

- 18 years or older
- Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher
- Satisfactory completion of a Language, Literacy, and Numeracy test prior to commencing the training

### Course Delivery

At Ultimate Institute Australia, courses are delivered for 20 hours per week of formal training over 3 days in the classroom and a simulated workplace environment. Students are recommended to spend additional 10 hours a week in self-study.

A number of approaches to course assessment may be used by Ultimate Institute of Australia which can include observations of performance in class, case studies, projects, assignments, presentations, role plays, written tests and exams.

### Mode of Delivery

Courses will be delivered on campus face to face at Level 6, 271 William Street, Melbourne VIC 3000.

### Pathways from the Qualification

Further training pathways from this qualification may lead to a relevant Advanced Diploma qualification.

### Course Structure

Students must complete the following 8 elective units of competency to attain the qualification.

Unit Code	Unit Name
BSBWOR501	Manage personal work priorities and professional development
BSBADM502	Manage meetings
BSBADM506	Manage business document design and development
BSBMKG506	Plan market research
BSBMKG501	Identify and evaluate marketing opportunities
BSBADV507	Develop a media plan
BSBADV509	Create mass print media advertisements
BSBHRM506	Manage recruitment, selection and induction processes

# Advanced Diploma of Business

Course Code	BSB60215
Course Duration	52 weeks (including holidays)
Tuition Fees	\$10,000 AUD
Course Material Fees	\$500 AUD
Intake Dates	Feb, Apr, Jul, Oct

## Description

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

## Career Opportunities

Possible job outcomes relevant to this qualification include:

- Administrator
- Business Analyst
- Business Development Director
- Quarry Business Manager
- Senior Executive

## Entry Requirements

- 18 years or older
- Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher
- Previous business or marketing knowledge
- Satisfactory completion of a Language, Literacy, and Numeracy test prior to commencing the training

## Course Delivery

At Ultimate Institute Australia, courses are delivered for 20 hours per week of formal training over 3 days in the classroom and a simulated workplace environment. Students are recommended to spend additional 10 hours a week in self-study, research and assignments.

A number of approaches to course assessment may be used by Ultimate Institute of Australia which can include observations of performance in class, case studies, projects, assignments, presentations, role plays, written tests and exams.

## Mode of Delivery

Courses will be delivered on campus face to face at Level 6, 271 William Street, Melbourne VIC 3000.

### Pathways from the Qualification

Further training pathways from this qualification may lead to higher education.

### Course Structure

Students must complete the following 8 elective units of competency to attain the qualification.

<b>Unit Code</b>	<b>Unit Name</b>
BSBMKG607	Manage market research
BSBADV602	Develop an advertising campaign
BSBHRM602	Manage human resources strategic planning
BSBMKG608	Develop organisational marketing objectives
BSBMKG609	Develop a marketing plan
BSBSUS501	Develop workplace policy and procedures for sustainability
BSBFIM601	Manage finances
BSBMGT616	Develop and implement strategic plans



# Studying at Ultimate Institute Australia

## Course Delivery

A number of approaches to course delivery are used by the Institute staff. Course delivery approaches may include: trainer-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.

Mode of delivery is face to face in the classroom and/or simulated workplace environment.

## Volume of Learning

The duration of course specified in the course information only includes formal training. Students are recommended to spend a minimum of 10 hours per week for self-study in addition to their scheduled training plan.

## Qualifications Issued

Ultimate Institute of Australia is responsible for compliance of training and assessment, and for issuance of AQF certification documentation. 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 for completed competencies.

Enrolling in our courses does not guarantee a successful completion of the course. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

## Qualification Recognition

The qualifications offered by Ultimate Institute of Australia are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and Standards for Registered Training Organisation 2015 and have national recognition.

## Work-Based Assessment

Work-based assessment involves students working in a commercial enterprise to demonstrate their skills and knowledge and to complete assessment requirements. Courses at Ultimate Institute of Australia do not have work based training and assessment.

## **Pathways**

Graduates of Ultimate Institute of Australia may seek credits to the relevant degree programs in Australian Universities. Ultimate Institute of Australia currently has no special arrangements with any Australian University and there is no guaranteed entry into University programs.

## **Change of Contact Details**

It is important that learners notify the Institute of a change of address while enrolled in a course. It is your responsibility and in your own interest to ensure that you always update your address details at the Institute to ensure you may receive important information about your course and fees. Form is available through Student Administration.

## **Assessment**

A number of approaches to course assessment are used by the Ultimate Institute Australia. Assessment approaches may include: observations of performance in class, case studies, projects, assignments, presentations, role plays, written tests and exams. Students will be notified in advance of the time and the form of assessment. Students will be given an opportunity for two attempts (including one reassessment attempt at no cost) for any competency not achieved on the first attempt.

Please refer to the policy and procedure for full details in on our website [www.Ultimate.edu.au](http://www.Ultimate.edu.au).

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

Students who believe they already have some of the competencies in the course they wish to study may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof of competency. This may involve providing copies of your resume, work experience, job description, and any certificates of in-house or formal training. You may be asked for contact details of people who can verify your skills level: supervisors from current or previous workplaces, clients, or some character references from the community. Examples of other useful records include letters from employers and records of your professional development sessions.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au). Forms are available through Student Administration.

## **Credit Transfer**

Students who have completed identical units from their course at other institutions will be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. Application for credit transfer must be lodged in writing.

Please refer to the policy and procedure for full details on our website [www.Ultimate.edu.au](http://www.Ultimate.edu.au). Forms are available through Student Administration.

### **USI - Unique Student Identifier**

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the Institute during the enrolment process. If a student does not provide USI, Ultimate Institute of Australia will not be able to issue a Certificate, Statement of Attainment or Transcript for the training undertaken. Prior to enrolment, learners will be asked to provide their USI. If they do not have a USI, Ultimate Institute will apply on their behalf after getting their consent.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

### **Complaints and Appeals**

The Institute has a Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing the informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. All complaints are treated in full confidence. There are no costs involved in the complaints or appeals process. If dissatisfied with this outcome, the student may request mediation through the Student Ombudsman.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

### **Plagiarism and Cheating**

At Ultimate Institute Australia, any acts of plagiarism and cheating are strictly not permitted in any work completed for assessment by students and may result in a warning and repeating the unit or even cancellation of enrolment. All students are expected to submit their own work.

Cheating means to obtain an unfair advantage in an examination of any type, written, oral or practical work, required to be submitted or completed for assessment in a course or unit of study. It includes the resubmission of work that has already been assessed in another unit.

Plagiarism means to take and use another person's ideas and or manner of expressing them and to pass them off as one's own and failing to give appropriate acknowledgement, including the use of material from any source, staff, students or the Internet, published and unpublished works.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

## **Student Conduct**

Students are required to follow all the rules of Ultimate Institute of Australia and the instructions from staff representing Ultimate Institute Australia. Students are required to act in a non-discriminatory manner at all times and respect the rights of everyone including other students, staff and visitors.

Students are also required to adhere to academic rules and regulations as directed by Ultimate Institute of Australia or its representatives. Where a student is found to have acted in a way that Ultimate Institute of Australia deems to be misconduct, Ultimate Institute of Australia may initiate disciplinary action in the form of suspension or cancellation of a student's enrolment.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

## **Access and Equity**

Principles of access and equity ensure that people with differing needs and abilities have the same opportunities to successfully gain knowledge and skills and education irrespective of their age, disability, colour, race, gender, religion, sexuality or location. It is the responsibility of Institute staff to ensure the requirements of the Access and Equity policy are met at all times.

Please refer to the policy and procedure for full details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

## **Deferred or Suspended Studies**

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the Institute.

Reasons for suspending enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are admitted into a hospital)
- Bereavement (death of an immediate member of family)
- Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact the Institute and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit a Defer, Suspend or Cancel Enrolment Application.

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to misconduct by the student.

# Campus Facilities

## Campus Location

Ultimate Institute of Australia has a modern and fully equipped campus conveniently located at Level 6, 271 William Street, Melbourne VIC 3000, in the heart of Melbourne's Central Business District. The campus is situated close to Flagstaff train station and tram stop. The campus can be accessed via lifts from the ground floor. The campus is close to Flagstaff gardens and a short walk away to the vibrant Swanston Street.



## Classrooms

Our classrooms are modern with state of the art facilities, equipment, technology, student amenities, air-conditioning that are well equipped with audio-visual facilities for effective learning.

## Equipment

Staff and students will have access to classroom or simulated workplace environment in the campus that will have following equipment as per the course requirement.

Tables, chairs, whiteboards, stationery, internet access, computers, printers, data projectors, photocopiers, scanners, computer applications (Microsoft Office).

## Computer Labs

Two computer labs are located on Level 6. These are general computer labs for use by all students.

## Cafés

There are several cafés and restaurants in the vicinity of the campus, where students can socialise, relax and meet with others. The public café at the ground floor offers beverages, snacks, serves breakfast and lunch.

## **Resource Centre**

We have a designated Student Resource Centre where students will have access to online resources such as online journals, videos, newspapers. Students will have free internet access and access to printing and photocopy service at a nominal cost (please refer to schedule of fees). Students will be able to borrow reference resources from the reception. The State Library Victoria is easily accessible by a short walk or via tram or train.

The following online libraries can be accessed:

State Library Victoria - Free membership: [www.slv.vic.gov.au](http://www.slv.vic.gov.au)

Open Library: [www.openlibrary.org](http://www.openlibrary.org)

World Public Library: [www.worldlibrary.org](http://www.worldlibrary.org)

Free Library Online: [www.freelibraryonline.com](http://www.freelibraryonline.com)

Free eBooks library: [www.digilibraries.com](http://www.digilibraries.com)

The Free Library: [www.thefreelibrary.com](http://www.thefreelibrary.com)

## Local Amenities

Within the immediate vicinity of Ultimate Institute, the following facilities are available:

### ***Public Transport***

Train: The institute is located close to Flagstaff train station

Tram: Tram 55 runs along Williams street

### ***Shopping***

There are many shopping opportunities within Melbourne Central Business District. They include Melbourne Central, GPO, MYER, David Jones.

### ***Post Office***

Australia Post - Melbourne Law Courts Post Shop

Ground Floor, 277 William Street, Melbourne VIC 3000

Phone: 13 13 18

### ***Library***

State Library Victoria is close to the Institute at 328 Swanston St, Melbourne VIC 3000

Phone: 8664 7000

## Student Administration and Support Services

Student administration is your first point of contact for any queries. Students can also access support services.

All staff at Ultimate Institute of Australia are available to provide general advice and assistance with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. There may be a cost associated with external support services.

Ultimate Institute of Australia strives to maximize opportunities for access, participation and outcomes for all students. Ultimate Institute of Australia ensures the provision of access and equity services to students as an integral part of all services and will undertake to identify and, where possible, remove barriers that prevent students from accessing and participating in our services.

The student support officer will liaise with the trainers and assessors who will take into account the needs and make appropriate adjustments to the training environment, wherever feasible and practicable and in consultation with the training manager.

The student welfare officer will provide services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

The office hours of the Institute are: Monday – Saturday from 8.30am to 5.30pm

Furthermore, students will have the facility of 24-hours emergency contact to get support whenever required. In case of emergency a student can call the CEO, Mr Murad Tanvir on Mobile No **0416 672 244** (ceo@Ultimate.edu.au). We will answer your call to support you in an emergency. Alternatively, if you need police, fire or ambulance dial national emergency number **000** from any phone.

### Orientation

Orientation is conducted prior to the commencement of the course. Its purpose is to fully inform new students of most aspects of life at the Institute and to provide an introduction to studying at Ultimate Institute Australia, Melbourne's costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, to meet other students and the Institute staff. If you are unable to attend the orientation program, please ensure that you access the orientation presentation online prior to commencement at Ultimate Institute Australia.



## **Student Counselling**

Stress, financial difficulties, health, family, relationship issues and social issues can affect your ability to settle into study. Our student counsellor offers a confidential support service and external referral where necessary. There is no cost to the student for any referrals made by the Institute but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.

- ***Academic issues***

All students' progress and attendance is monitored. Guidance and support will be provided to students via dedicated academic staff who are available to assist students with issues related to studying, assessment, English language problems and offer support by providing extra training classes, one on one sessions, buddying up with another student, referring them to online resources, providing more examples, converting learning materials in alternative formats, such as to large print, contextualising learning and assessment programmes, assistive technology, flexible scheduling and delivery of training and assessment. The academic staff will be available on campus at consultation time and contactable through email.

If you require any adjustments to accommodate a need in order to complete assessments, please talk to your trainer/assessor. Arrangements will be put in place to ensure a fair and flexible approach is undertaken for assessments. Please note the range or nature of the adjustment will ensure that the outcomes of the unit are not compromised.

Students who may have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels, attendance levels, and general support to ensure they achieve satisfactory results in their studies.

A student is able to access the student support officer to discuss any academic, attendance, or other related issues to studying at the Institute at any time. The student support officer and relevant training staff will be able to provide advice and guidance, or referral, where required.

- ***Personal / Social issues***

There are many issues that may affect a student's social or personal life and students have access to the Support officer through normal business hours to gain advice and guidance on personal issues, accommodation issues, or family / friend issues. After the initial counselling with the student, if the Student Support Officer feels further or professional support is required to the student, a referral to an appropriate external support service will be organised to help you deal with the issue students are facing.

Some of the organisations which may be referred to for external counselling and support are listed below:

Relationship Australia	1300 364 277
Lifeline	13 11 14 (24-hour counselling service)
Mensline Australia	1300 78 99 78
Kids Help Line	1800 55 1800 (24-hour counselling service)
Griefline (Telephone Counselling Service)	03 9596 7799 (12 noon - 3 am)
Direct Line (Drug and alcohol service)	03 9416 1818 or 1800 136 385
Crisis Help	1800 627 727
Women's Domestic Violence Crisis	1800 015 188
The Gambling Help Line	1800 060 757
Translating and Interpreting Services	131 450

- **Accommodation**

Ultimate Institute does not offer accommodation services nor takes any responsibility for accommodation arrangements, however, the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Melbourne, the Student Support Officer can refer students from Interstate to appropriate accommodation services.

Referral Services Available	Name and Location	Contact Phone
Student Apartment	Unilodge 238 Flinders St, Melbourne VIC 3000	03 9224 1500
Homestay Organisation	Footscray House 633 Barkly St, West Footscray, Vic 3012	03 9687 0992
Hostel	Student Housing Australia 575 Elizabeth St, Melbourne VIC 3000	1300 742 000
Online Real Estate (Rental) Websites	<a href="http://www.realestate.com.au">www.realestate.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>	

- **Medical Issues**

Student Administration always has an up to date list of medical professionals within access from the Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

Local hospitals and medical services close to the Institute are as follows:

Referral Services Available	Name and Location	Contact Phone
Hospital (Emergency)	The Alfred Royal Children's Hospital Royal Women's Hospital Royal Melbourne Hospital St Vincent's Hospital	(03) 9076 2000 (03) 9345 5522 (03) 8345 2000 (03) 9342 7000 (03) 9411 7111
Doctor/ Medical Centre	Medical One – QV Level 3, 292 Swanston Street, Melbourne	03 8663 7000
Dentist	City Smiles Dental 8/20 Collins Street, Melbourne	(03) 9654 6979
Optometrist	Specsavers Optometrists 309 Little Collins Street, Melbourne	(03) 9654 7288

The emergency phone number for an ambulance in Australia is '000'. (This number should only be dialled in an emergency if you require ambulance, police, or fire attendance.)

- **Legal Services**

Ultimate is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Referral Services Available	Name & Location	Contact Phone
Legal Practitioners	Law Institute of Victoria 470 Bourke Street, Melbourne <a href="http://www.liv.asn.au">www.liv.asn.au</a>	(03) 9607 9311
Free legal advice	Victoria Legal Aid 350 Queen Street, Melbourne <a href="http://www.legalaid.vic.gov.au">www.legalaid.vic.gov.au</a>	(03) 9269 0234

- **Social Programs**

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled at the Institute to mingle and socialise. These events may range from cultural and sightseeing events, dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

## Helpful Contacts

### Fire, ambulance and police emergency:

Ring 000 for Fire, Police or Ambulance in any life-threatening emergency.

From a mobile phone, ring 112

### Useful Websites:

Victoria Legal Aid : [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)

Study in Australia : [www.studyinaustralia.gov.au/Sia/en/Home.htm](http://www.studyinaustralia.gov.au/Sia/en/Home.htm)

Youth Central : [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)

### Places of Worship:

Churches : [www.australianchurches.net](http://www.australianchurches.net)

Mosques : [www.afic.com.au](http://www.afic.com.au)

Temples Australia : [www.hindunet.com.au/australia temples.html](http://www.hindunet.com.au/australia%20temples.html)

Other places of worship : [www.vicnet.net.au/community/religion/spiritualism](http://www.vicnet.net.au/community/religion/spiritualism)

## Relevant Legislations

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

Occupational Health and Safety <http://www.business.channel.vic.gov.au/>

Equal Opportunity <http://www.eoc.vic.gov.au/>

VET Quality Framework <http://www.asqa.gov.au/>

Educational Services for Overseas Students <http://internationaleducation.gov.au/>

Department of Immigration & Border Protection <http://www.immi.gov.au/>

Occupational Health & Safety <http://www.worksafe.vic.gov.au>

It is the responsibility of Institute staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the Institute if you require further information.

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

## Use of personal information

Ultimate Institute of Australia is required to provide the Commonwealth Government Education Department with student and training activity data (AVETMISS) which may include information provided in this enrolment form. The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations. Please be advised that you may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a Department endorsed project or audit or review.

Students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date. Students must apply in writing to the Administration Manager if they wish to view their records.

Ultimate Institute of Australia also collects student information for various marketing purposes. Ultimate Institute of Australia will seek consent from the student before gathering and using such information and students have the right to decline such requests.

## Schedule of Fees

### Fees and Charges

Enrolment fee (non-refundable)	AU\$150
Material fee (for workbooks and course material, not included in tuition fee)	AU\$500
Total Tuition Fee (Diploma of Business) includes 8 units	AU\$10,000
The fee is paid per unit on the commencement of the unit, the payment schedule is given below:	
✓ Unit 1: Fee due in Week 1	AU\$1,250
✓ Unit 2: Fee due in Week 7	AU\$1,250
✓ Unit 3: Fee due in Week 14	AU\$1,250
✓ Unit 4: Fee due in Week 20	AU\$1,250
✓ Unit 5: Fee due in Week 27	AU\$1,250
✓ Unit 6: Fee due in Week 33	AU\$1,250
✓ Unit 7: Fee due in Week 40	AU\$1,250
✓ Unit 8: Fee due in Week 46	AU\$1,250
Total Tuition Fee (Advanced Diploma of Business) includes 8 units	AU\$10,000
The fee is paid per unit on the commencement of the unit, the payment schedule is given below:	
✓ Unit 1: Fee due in Week 1	AU\$1,250
✓ Unit 2: Fee due in Week 7	AU\$1,250
✓ Unit 3: Fee due in Week 14	AU\$1,250
✓ Unit 4: Fee due in Week 20	AU\$1,250
✓ Unit 5: Fee due in Week 27	AU\$1,250
✓ Unit 6: Fee due in Week 33	AU\$1,250
✓ Unit 7: Fee due in Week 40	AU\$1,250
✓ Unit 8: Fee due in Week 46	AU\$1,250
Unit Repeat Fee	AU\$1250
Administration Fee	
✓ Re-issue of Testamur	\$50
✓ Re-issue of Statement of Attainment	\$50
✓ Printing/Photocopy Charges A4 Black n White	\$0.10 per copy
✓ Printing/Photocopy Charges A4 Colour	\$0.50 per copy
Late Payment Fee	AU\$50 per week

\* All fees are quoted in Australian dollars and are subject to change without notice.

The table above describes the fees payable, the costs involved with the course and when the tuition fee must be paid. Tuition fee can be paid to Ultimate Institute of Australia by cash, EFTPOS, bank draft, credit card or direct deposit into the Ultimate Institute of Australia bank account below:

*BSB: 063240 | Account Number: 10657496 | Account Name: Ultimate Institute of Australia | Bank: Commonwealth Bank*

For details about requesting a refund and the conditions under which a refund would be provided, please refer to the Fees Payment and Refund Policy and Procedure details on our website [www.ultimate.edu.au](http://www.ultimate.edu.au).

### Refund Terms

1. All refund requests are conditional on the following:
  - a. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).
  - b. Any debts owed to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
2. When Ultimate Institute is unable to start or deliver the course:
  - a. In the event that the Institute is unable to start or deliver the course, the student can choose to accept either:
    - i. A refund of tuition fees, which will be issued to the student within 28 days.
    - ii. Or be placed in an alternative course with another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
  - b. If the student chooses to receive a refund of tuition fees, the Institute will calculate the unspent portion of tuition fees paid to date (i.e. tuition fees the student has paid for, but which has not been delivered). The refund will be paid within 28 days after cessation of the course.
3. Student withdraws from the VET unit of study:
  - a. If a student withdraws from a VET unit of study **on or before** the commencement date of that unit of study 100% of tuition fees paid for that unit of study will be refunded to the student. Student must withdraw in writing and apply for a refund with Ultimate Institute by completing Refund Application Form.
  - b. If a student withdraws from a VET unit of study **within** 14 days after the commencement date of that unit of study 50% of tuition fees paid for that unit of study will be refunded to the student. Student must withdraw in writing and apply for a refund with Ultimate Institute by completing a Refund Application Form.
  - c. No refund is applicable if the student withdraws from a VET unit of study **after** 14 days of the commencement of the unit of study.
4. Special circumstances:

Where a student withdraws from the course because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid will be refunded.
5. Refund procedure
  - a. The student must complete a Refund Application Form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
    - i. a completed Withdrawal and Cancellation of Enrolment Form provided by the Institute
    - ii. proof of extenuating circumstances of a compassionate nature
  - b. Refunds will be made within 28 days of the student's written notification being received by the Institute; in the case of Ultimate Institute not delivering the courses refunds will be paid within 28 days.
  - c. The Chief Executive Officer or the officer nominated by him must approve all student refunds.

- d. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application.
  - e. Details of refunds provided will be maintained in the student's file.
6. Student's Rights to Appeal
- a. Any student who is refused a refund by the Institute may appeal within 14 days in writing to the Student Administration Manager.
  - b. The Institute's appeal process does not restrict the student's right to pursue other legal avenues.
  - c. This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## Learner Rights as a Consumer

As a consumer a student has a right to receive factual and accurate information about the courses offered by Ultimate Institute before making an enrolment decision. To ensure this Ultimate Institute have stringent policies and procedures in place.

It is very important you read this handbook carefully and our policies and procedures before enrolling with Ultimate Institute and that Ultimate Institute meets your requirements and reflects your understanding of the enrolment agreement including course details, fees and payment obligations.

The availability of the student agreement, and the availability of Ultimate Institute refund policy and procedures and the complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

## Student Feedback

We welcome your feedback on the services and education Ultimate Institute provides. Students are encouraged to provide feedback on the services of the Institute at any time or by emailing [feedback@ultimate.edu.au](mailto:feedback@ultimate.edu.au).

## Student Orientation Feedback

Ultimate Institute of Australia will conduct a survey during orientation. The purpose of this is to obtain your feedback on the Ultimate Institute of Australia enrolment process and the Education Agents that represent Ultimate Institute Australia. Responses will be treated in strict confidence and will greatly assist with the review and continuous improvement of Ultimate Institute of Australia pre-enrolment processes and procedures.



## Helpful Links

Please refer to the following websites for information about Melbourne and other relevant information:

Study Melbourne: [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au)

City of Melbourne: [www.melbourne.vic.gov.au](http://www.melbourne.vic.gov.au) / [www.thatsmelbourne.com.au](http://www.thatsmelbourne.com.au)

Visit Victoria: [www.visitvictoria.com](http://www.visitvictoria.com)

Visit Melbourne: [www.visitmelbourne.com](http://www.visitmelbourne.com)

Australian Government: [www.australia.gov.au](http://www.australia.gov.au)

## **Ultimate Institute of Australia**

Campus and Postal Address: Level 6, 271 William Street, Melbourne VIC 3000

Phone: 1300 842 814 or (+61 3) 9077 8118 *if calling from overseas*

Facsimile: (+61 3) 9317 4062

Email: [study@ultimate.edu.au](mailto:study@ultimate.edu.au) | Website: [www.ultimate.edu.au](http://www.ultimate.edu.au)

Rachi Systems Pty Ltd (ABN 79 132 349 681) trading as Ultimate Institute of Australia

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