

International Student Prospectus 2019



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Rachi Systems Pty Ltd Pty Ltd trading as UIA (UIA)



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Welcome to the Ultimate Institute of Australia (UIA)

It is our pleasure to introduce you to UIA. This prospectus will provide you with information about our courses and services available.

UIA provides nationally recognised qualifications in Business and Information Technology. UIA is a Registered Training Organisation (National Provider No. 41544) approved by the regulatory body, Australian Skills Quality Authority (ASQA), and is a CRICOS registered training organisation (CRICOS: 03511G).

UIA is located in the heart of the central business district in Melbourne, Australia, and is well equipped with educational resources, including facilities, equipment, learning and library resources, state-of-the-art classrooms, student recreational areas and computer labs with free wi-fi access to the internet. Training is delivered by qualified and experienced industry professional trainers and assessors.

We hope you find all the information in this prospectus 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 welcoming you to UIA!

Scott Bryden

Chief Executive Officer
UIA

Studying at UIA

Course Delivery

A number of course delivery approaches are used by UIA, which include trainer-led classroom delivery, workshops, seminars, tutorials and supervised self-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.

The primary mode of delivery used for our courses are face-to-face in the classroom and structured self-paced learning and may include a simulated workplace environment depending on the course.

Study Requirements

The set duration specified for each course 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

UIA is responsible for compliance of training and assessment practices, and for issuance of Australian Qualification Framework (AQF) certification. Students that complete *all* the training and assessment requirements for a qualification, thereby being deemed competent in all the respective units of competency, will be awarded a Qualification Certificate and Transcript of Results corresponding to the completed course. Students that complete the training and assessment requirements for *part* of a qualification will be awarded a Statement of Attainment for the completed units of competency.

Enrolling in our courses does not guarantee a successful completion of the course. Completion of courses does not guarantee an employment outcome. It is important for students to be aware that formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations. We recommend researching the other requirements when selecting your preferred field.

Qualification Recognition

The qualifications offered by UIA are based on the principles, guidelines and standards set by the AQF and Standards for Registered Training Organisation 2015 and are nationally recognised.

Pathways

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

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 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 skill level, which include: 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 Recognition of Prior Learning Policy and Procedure for full details about the RPL process, which you may download from our website www.uia.edu.au. Application for RPL must be lodged in writing. You may download an Application Form online from our website, or by contacting our friendly staff who will be happy to assist you.

Credit Transfer (CT)

Students who have completed identical unit(s) of competency from their chosen course at other institutions can be given recognition/credit on presentation of a verified Transcript or Statement of Attainment. Application for CT must be lodged in writing.

Please refer to the Recognition and Credit Policy for full details about the CT process, which you may download from our website www.uia.edu.au. Application for CT must be lodged in writing. You may download an Application Form online from our website, or by contacting our friendly Student Support Officer who will be happy to assist you.

USI (Unique Student Identifier)

All students undertaking vocational education and training must hold a USI and provide it to the Institute during the enrolment process. If a student does not provide a USI, UIA will not be able to issue a nationally recognised Certificate or Statement of Attainment for the training undertaken. Prior to enrolment, students will be asked to provide their USI. If they do not have a USI, UIA can apply on their behalf after being authorised with their consent, or alternatively they may apply for it directly from the USI website.

If a student has misplaced their USI, UIA can retrieve it on their behalf after being authorised with their consent, or alternatively they may retrieve for it directly from the USI website.

Please refer to the Unique Student Identifier (USI) under Support and Services for full details about the USI, which you may download from our website www.uia.edu.au.

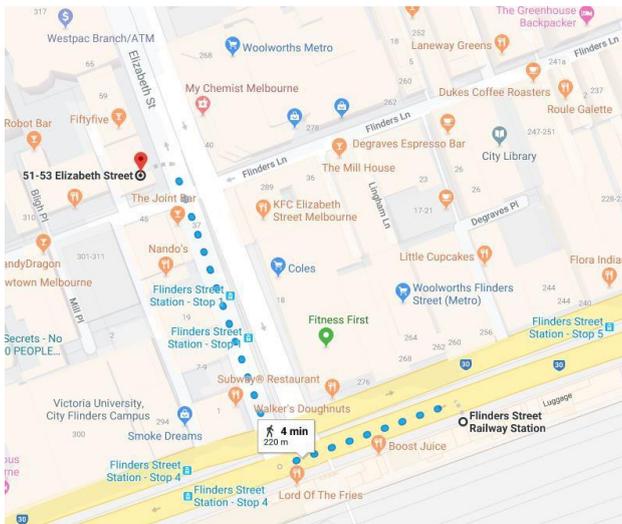
Orientation

Students will be invited to attend an orientation program prior to commencing their course with UIA. Its purpose is to fully inform new students of most aspects of student life at UIA and to introduce studying with the institute, including information about: Melbourne costs of living, transportation, facilities, banking, health insurance, safety and accommodation. It is a good opportunity to ask questions, as well as to meet other students and UIA staff. If students are unable to attend the orientation program, they may access the orientation presentation online prior to commencing their course.

Campus Facilities

Campus Location

UIA has a modern and fully equipped campus conveniently located at Level 2, 51-53 Elizabeth Street, Melbourne VIC 3000, in the heart of Melbourne's Central Business District. The campus is situated close to Flinders Street train station and the Elizabeth Street/Flinders Street tram stop. The campus can be accessed via lifts from the ground floor. The campus is close to Federation Square and the Emporium shopping precinct and is a short walk away to the vibrant Swanston and Bourke Streets.



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 and simulated workplace environments, depending on the course, in the campus that will have the following equipment as per course requirements: whiteboards, stationary, Wi-Fi and cable port internet access, computers, printers, tables, chairs, data projectors, photocopiers, scanners, computer applications (i.e. Microsoft Office), and more.

Computer Labs

We have a dedicated computer lab available for use by our students, utilising the latest hardware, networking infrastructure and software. These facilities are available for general use by our business and information technology students as part of their course.

Resources Centre

We have a designated Student Resource Centre where students will have use of and access to online resources such as online journals, videos and newspapers. Students will have free internet and Wi-Fi access, and use of printing and photocopying facilities.

Alternatively, students may visit the City Library at 253 Flinders Lane, Melbourne VIC 3000, which is just 150m from the campus, or take a brisk 8-minute walk to the State Library of Victoria, located at 328 Swanston St, Melbourne VIC 3000.

The following online libraries can be accessed:

- State Library Victoria - Free membership: www.slv.vic.gov.au
- Open Library: www.openlibrary.org
- World Public Library: www.worldlibrary.org
- Free Library Online: www.freelibraryonline.com
- Free eBooks library: www.digilibraries.com
- The Free Library: www.thefreelibrary.com

Public Transport

The campus is conveniently located right beside the iconic Flinders Street Station, which is a minutes' walk away. Or alternatively, individuals may decide to board a tram from the directly in front Elizabeth Street/Flinders Street tram terminal.

Shopping

There are many shopping precincts within close proximity, such as Emporium, QV or Melbourne Central. They include retail stores such as MYER, David Jones, Coach, Furla, Big W, and many more.

Cafés

There are several cafés and restaurants within the vicinity of the campus, where students can socialise, relax and meet with others. Around the corner from the campus is the widely renowned Degraes Street, which is well known for its string of popular café restaurants that offer beverages, snacks, serves breakfast and lunch that cater to all tastes!

Courses Overview

UIA offers the following nationally recognised qualifications:



Course Code	CRICOS Course Code	Course Title	Course Duration (incl. holidays)	Course Fees*
BSB50215	092414E	Diploma of Business	52 weeks (1 year)	AU\$10,500
BSB60215	092415D	Advanced Diploma of Business	52 weeks (1 year)	AU\$10,500
ICT40115	095463E	Certificate IV in Information Technology	52 weeks (1 year)	AU\$11,000
ICT50115	095464D	Diploma of Information Technology	52 weeks (1 year)	AU\$11,000

* All fees are in Australian Dollars (AU\$) and are subject to change, and includes a non-refundable enrolment fee of \$250 and a course material fee of \$250 for business courses or \$450 IT courses. For the latest fees, please refer to UIA's Course Fees which is available from the website www.uia.edu.au.

Entry Requirements

UIA has the following admission requirements to suit the delivery and assessment mode offered:

Pre-Training Review

All students will be required to undergo a pre-training review (PTR) to determine that they understand the course requirements; that the course suits the student's needs and aspirations; and that they have the skills and ability to succeed in their chosen course. The review aims at identifying their training needs through questions on previous education or training, relevance of the course to student, basic computing skills and any support required during the training. The review will also identify possible RPL/credit transfer opportunities and confirm students' oral communication skills.

Age Requirement

All students must be at least 18 years of age or above at the time of the course commencement to study at UIA.

If under 18 years of age, applicants must provide evidence that they will turn 18 when they arrive in Australia. Prospective students applying for a course, who are under 18 years of age at the time of application, must have their application signed by their parents or legal guardian in order for their application to be considered.

Academic Requirements (non-EAL courses only)

The table below summarises the minimum academic requirements to gain admission into UIA's courses. For course specific requirements, please refer to the course information section.

Qualification level	Requirements
Certificate IV	Satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher
Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher
Advanced Diploma	Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or Diploma or higher

English Language Requirements

If one of the following applies, evidence of an English test score is not required to be provided as part of an application for enrolment:

- completed at least five years' study in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa, or the Republic of Ireland
- a citizen and holder of a passport from the UK, USA, Canada, NZ or Republic of Ireland, or
- in the 2 years before applying for the student visa, have completed, in Australia and in the English language, either the Senior Secondary Certificate of Education or a substantial

component of a course leading to a qualification from the Australian Qualifications Framework at the Certificate IV or higher level, while holding a student visa.

Applicants who do not satisfy the above criteria and wish to apply to study a VET course, must provide evidence of 1 of the following:

- IELTS General test score of 5.5 (or equivalent*) for direct entry into the course
- IELTS General score of 5.0 (or equivalent*) with evidence of enrolment in an ELICOS course of at least 10 weeks' duration taken before the VET course
- IELTS General score of 4.5 (or equivalent*) with evidence of enrolment in an ELICOS course of at least 20 weeks' duration taken before the VET course
- completion of an ELICOS course exiting at the upper-intermediate level, or
- successful completion of UIA's institute's language and numeracy test at ACSF exit Level 3 or higher.

*Acceptable equivalent tests are TOEFL IBT, TOEFL PBT, PTE Academic, Cambridge English Advanced (CAE). Results older than 2 years are not accepted.

Academic Requirements (EAL courses only)

There are no specific academic or language entry requirements, but UIA has set the following entry requirements to suit the delivery and assessment mode offered:

- Students entering this course will need to undertake UIA's placement test to determine the participant's current English language skills so that the participant can be placed into the appropriate proficiency level class. The determining factor may include:
 - current English language skills (listening, speaking, reading and writing)
 - prior formal education experience, both overseas and in Australia
 - any prior EAL learning, and
 - learning and pathway needs including employability skills, literacies (digital and other literacies), and further educational and vocational training needs.

Our Courses

Course information contained in this document are current at the time of printing and is subject to change. Please refer to our website, www.uia.edu.au, for the latest information or speak to a UIA staff member for details. UIA handles all superseded qualifications as per our Training Package Transition Policy and Procedure available from our website.

Diploma of Business

Course Code	BSB50215
CRICOS Course code	092414E
Course Duration	52 weeks (1 year) incl. holidays
Course Fees*	AU\$10,500
Intake Dates	Monthly



* All fees include a non-refundable enrolment fee of \$250 and a course material fee of \$250.

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

After the successful completion of this qualification, there are several career pathways, which includes but not limited to:

- Administration Manager
- Executive Officer

Pre-requisites

This qualification has no pre-requisites.

Entry Requirements

- 18 years or older
- IELTS 5.5 or higher or equivalent; or completion of an ELICOS program (see Entry Requirements chapter for further details)
- Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher

Course Delivery

This course is delivered for 20 hours per week of formal training in the classroom. Students are expected to undertake at least 10 to 16 hours per week of learning activities during their study period off-campus.

A number of approaches to course assessment may be used by UIA which can include written assessments, verbal questions, observations of performance in class, presentations, case study analysis, report writing and projects. Students will be encouraged to engage with other learners in their class and may be required to collaborate through group and partnered assessments.

Mode of Delivery

The course is delivered face-to-face in a classroom and incorporates a simulated workplace environment and access to fully equipped training facilities at our campus on 51-53 Elizabeth Street, Melbourne VIC 3000. All units are delivered as stand-alone units' delivery.

Pathways from the Qualification

After achieving this qualification, students may undertake the following courses:

- BSB50415 – Diploma of Business Administration
- BSB60215 – Advanced Diploma of Business
- BSB80515 – Graduate Certificate in Management (Learning)
- BSB80315 – Graduate Certificate in Leadership Diversity
- BSB80615 – Graduate Diploma of Management (Learning)
- BSB80215 – Graduate Diploma of Strategic Leadership

Course Structure

To achieve this qualification, students must demonstrate competency in 8 units of competency. All 8 units are elective units, there are no core units for this qualification.

Unit Code	Unit Name	Core/Elective
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBADM502	Manage meetings	Elective
BSBADM506	Manage business document design and development	Elective
BSBMKG506	Plan market research	Elective
BSBMKG501	Identify and evaluate marketing opportunities	Elective
BSBRSK501	Manage risk	Elective
BSBPMG522	Undertake project work	Elective
BSBHRM506	Manage recruitment, selection and induction processes	Elective



The above units of competency have been meticulously selected in consultation with industry experts to ensure students receive a thorough understanding of the current business needs and practices used in the industry and satisfy industry demand.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL and CT are available for this qualification. Applications must be lodged in writing. You may download an Application Form online from our website, www.uia.edu.au, or by contacting our friendly staff who will be happy to assist you. Please refer to the RPL or CT Policy and Procedure for full details about the processes, which you may download from our website.

Advanced Diploma of Business

Course Code	BSB60215
CRICOS Course code	092415D
Course Duration	52 weeks (1 year) incl. holidays
Course Fees*	AU\$10,500
Intake Dates	Monthly



* All fees include a non-refundable enrolment fee of \$250 and a course material fee of \$250.

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.

It 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

After the successful completion of this qualification, there are several career pathways, which includes but not limited to:

- Executive Manager or Director
- Manager, Human Resources (Strategy)
- Senior Executive

Pre-requisites

This qualification has no pre-requisites.

Entry Requirements

- 18 years or older
- IELTS 5.5 or higher or equivalent; or completion of an ELICOS program (see Entry Requirements chapter for further details)
- Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher

Course Delivery

This course is delivered for 20 hours per week of formal training in the classroom. Students are expected to undertake at least 10 to 16 hours per week of learning activities during their study period off-campus.

A number of approaches to course assessment may be used by UIA which can include written assessments, verbal questions, observations of performance in class, presentations, case study analysis, report writing and projects. Students will be encouraged to engage with other learners in their class and may be required to collaborate through group and partnered assessments.

Mode of Delivery

The course is delivered face-to-face in a classroom and incorporates a simulated workplace environment and access to fully equipped training facilities at our campus on 51-53 Elizabeth Street, Melbourne VIC 3000. All units are delivered as stand-alone units delivery.

Pathways from the Qualification

After attaining this qualification, students may undertake the following pathways:

- BSB80515 – Graduate Certificate in Management (Learning)
- BSB80315 – Graduate Certificate in Leadership Diversity
- BSB80615 – Graduate Diploma of Management (Learning)
- BSB80215 – Graduate Diploma of Strategic Leadership

Course Structure

To achieve this qualification, students must demonstrate competency in 8 units of competency. All 8 units are elective units, there are no core units for this qualification.

Unit Code	Unit Name	Core/Elective
BSBMKG607	Manage market research	Elective
BSBINN601	Lead and manage organisational change	Elective
BSBMGT615	Contribute to organisational change	Elective
BSBMKG608	Develop organisational marketing objectives	Elective
BSBMKG609	Develop a marketing plan	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBFIM601	Manage finances	Elective
BSBINM601	Manage knowledge and information	Elective

The above units of competency have been meticulously selected in consultation with industry experts to ensure students receive a thorough understanding of the current business needs and practices used in the industry and satisfy industry demand.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL and CT are available for this qualification. Applications must be lodged in writing. You may download an Application Form online from our website, www.uia.edu.au, or by contacting our friendly staff who will be happy to assist you. Please refer to the RPL or CT Policy and Procedure for full details about the processes, which you may download from our website.

Certificate IV in Information Technology

Course Code	ICT40115
CRICOS Course code	095463E
Course Duration	52 weeks (1 year) incl. holidays
Course Fees*	AU\$11,000
Intake Dates	Monthly



* All fees include a non-refundable enrolment fee of \$250 and a course material fee of \$450.

Description

This qualification provides the skills and knowledge for an individual to be competent in a wide range of general information and communications technology (ICT) technologies and to support small to medium enterprises (SMEs) that require broader rather than more specialised ICT support.

Persons working at this level apply a wide range of knowledge and skills in basic networking, ICT support, database development, programming and web development support; working safely and ethically in a sustainable work environment.

Career Opportunities

After the successful completion of this qualification, there are several career pathways, which includes but not limited to:

- Computer Technician
- Customer Support Professional
- Help Desk Specialist
- Network Support Technician

Pre-requisites

This qualification has no pre-requisites.

Entry Requirements

- 18 years or older
- IELTS 5.5 or higher or equivalent; or completion of an ELICOS program (see Entry Requirements chapter for further details)
- Satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher

Course Delivery

This course is delivered for 20 hours per week of formal training in the classroom. Students are expected to undertake at least 10 to 16 hours per week of learning activities during their study period off-campus.

A number of approaches to course assessment may be used by UIA, including written assessments, report writing, case study analysis, presentations, observations of performance in class, conducting

research and projects. Students will be encouraged to engage with other learners in their class and may be required to collaborate through group and partnered assessments.

Mode of Delivery

The course is delivered face-to-face in a classroom and incorporates a simulated workplace environment and access to fully equipped training facilities at our campus on 51-53 Elizabeth Street, Melbourne VIC 3000. All units are delivered as stand-alone units' delivery.

Pathways from the Qualification

After attaining this qualification, students may undertake the following pathways:

- ICT50115 – Diploma of Information Technology
- ICT60515 – Advanced Diploma of Computer System Technology
- ICT60115 – Advanced Diploma of Information Technology
- ICT80115 – Graduate Certificate in Information Technology and Strategic Management
- ICT80215 – Graduate Certificate in information Technology sustainability
- ICT80415 – Graduate Diploma of Telecommunication Network Engineering
- ICT80515 – Graduate Diploma of Telecommunication and Strategic Management

Course Structure

To achieve this qualification, students must demonstrate competency in 20 units of competency, which includes 5 core units and 15 elective units.

Unit Code	Unit Name	Core/Elective
BSBWHS304	Participate effectively in WHS communication and consultation processes	Core
BSBSUS401	Implement and monitor environmentally sustainable work practices	Core
ICTICT202	Work and communicate effectively in an ICT environment	Core
ICTICT401	Determine and confirm client business requirements	Core
ICTICT418	Contribute to copyright, ethics and privacy in an ICT environment	Core
ICTNWK410	Install hardware to a network	Elective
ICTICT408	Create technical documentation	Elective
ICTNWK409	Create scripts for networking	Elective
ICTNWK401	Install and manage a server	Elective
ICTNWK408	Configure a desktop environment	Elective
ICTWEB429	Create a mark-up language document to specification	Elective
ICTWEB411	Produce basic client-side script for dynamic web pages	Elective
ICTWEB420	Write content for web pages	Elective
ICTWEB414	Design simple web page layouts	Elective

ICTWEB409	Develop cascading style sheets	Elective
ICTPMG401	Support small scale ICT projects	Elective
ICTSAS426	Locate and troubleshoot ICT equipment, system and software faults	Elective
ICTNWK403	Manage network and data integrity	Elective
ICTSAS420	Provide first-level remote help-desk support	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective

The above units of competency have been meticulously selected in consultation with industry experts to ensure students receive a thorough understanding of the current business needs and practices used in the industry and satisfy industry demand.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL and CT are available for this qualification. Applications must be lodged in writing. You may download an Application Form online from our website, www.uia.edu.au, or by contacting our friendly staff who will be happy to assist you. Please refer to the RPL or CT Policy and Procedure for full details about the processes, which you may download from our website.

Diploma of Information Technology

Course Code	ICT50115
CRICOS Course code	095464D
Course Duration	52 weeks (1 year) incl. holidays
Course Fees*	AU\$11,000
Intake Dates	Monthly



* All fees include a non-refundable enrolment fee of \$250 and a course material fee of \$450.

Description

This qualification provides the skills and knowledge for an individual to administer and manage information and communications technology (ICT) support in small-to-medium enterprises (SMEs) using a wide range of general ICT technologies.

Persons working at this level provide a broader rather than specialised ICT support function, applying a wide range of higher level technical skills in ICT areas such as networking, IT support, database development, programming and web development.

Career Opportunities

After the successful completion of this qualification, there are several career pathways, which includes but not limited to:

- ICT Office Manager
- Web Developer

Pre-requisites

This qualification has no pre-requisites.

Entry Requirements

- 18 years or older
- IELTS 5.5 or higher or equivalent; or completion of an ELICOS program (see Entry Requirements chapter for further details)
- Satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher
- Satisfactory completion of UIA's approved LLN test conducted by UIA and obtain ACSF exit Level 3 or higher

Course Delivery

This course is delivered for 20 hours per week of formal training in the classroom. Students are expected to undertake at least 10 to 16 hours per week of learning activities during their study period off-campus.

A number of approaches to course assessment may be used by UIA, including written assessments, report writing, case study analysis, presentations, observations of performance in class, conducting

research and projects. Students will be encouraged to engage with other learners in their class and may be required to collaborate through group and partnered assessments.

Mode of Delivery

The course is delivered face-to-face in a classroom and incorporates a simulated workplace environment and access to fully equipped training facilities at our campus on 51-53 Elizabeth Street, Melbourne VIC 3000. All units are delivered as stand-alone units' delivery.

Pathways from the Qualification

After attaining this qualification, students may undertake the following pathways:

- ICT60515 – Advanced Diploma of Computer System Technology
- ICT60115 – Advanced Diploma of Information Technology
- ICT80115 – Graduate Certificate in Information Technology and Strategic Management
- ICT80215 – Graduate Certificate in information Technology sustainability
- ICT80415 – Graduate Diploma of Telecommunication Network Engineering
- ICT80515 – Graduate Diploma of Telecommunication and Strategic Management

Course Structure

To achieve this qualification, students must demonstrate competency in 20 units of competency, which includes 4 core units and 16 elective units.

Unit Code	Unit Name	Core/Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Core
BSBWHS501	Ensure a safe workplace	Core
ICTICT509	Gather data to identify business requirements	Core
ICTICT511	Match ICT needs with the strategic direction of the enterprise	Core
ICTICT507	Select new technology models for business	Elective
ICTSAS506	Update ICT system operational procedures	Elective
ICTICT501	Research and review hardware technology options for organisations	Elective
ICTSAD506	Produce a feasibility report	Elective
ICTSAS505	Review and update disaster recovery and contingency plans	Elective
ICTWEB501	Build a dynamic website	Elective
ICTWEB503	Create web-based programs	Elective
ICTWEB504	Build a document using extensible mark-up language	Elective
ICTWEB505	Develop complex web page layouts	Elective
ICTWEB506	Develop complex cascading style sheets	Elective
ICTPMG501	Manage ICT projects	Elective
BSBADM506	Manage business document design and development	Elective

BSBADM502	Manage Meetings	Elective
BSBPMG522	Undertake project work	Elective
ICTTEN514	Install, configure and test a server	Elective
BSBFIM601	Manage Finances	Elective

The above units of competency have been meticulously selected in consultation with industry experts to ensure students receive a thorough understanding of the current business needs and practices used in the industry and satisfy industry demand.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

RPL and CT are available for this qualification. Applications must be lodged in writing. You may download an Application Form online from our website, www.uia.edu.au, or by contacting our friendly staff who will be happy to assist you. Please refer to the RPL or CT Policy and Procedure for full details about the processes, which you may download from our website.

Schedule of fees

Repeat of unit	As per Unit cost as outlined in scheduled fees
RPL assessment (per unit of competency)	As per Unit cost as outlined in scheduled fees
Enrolment fee	\$250.00
Catch up for each unit	\$500.00
Cancellation fee	\$300.00
Catch up for missing practical's or observations assessment	\$250.00
Catch up for missing theory	\$250.00
Re-issue of CoE	\$250.00
Airport pickup	\$150.00
Replacement Diploma / Certificate	\$100.00
Bank dishonour fee	\$95.00
Additional statement of attainment (one statement of attainment will be provided free of charge each term)	\$50.00
Reassessment (per assessment)	\$50.00
Replacement ID card	\$10.00
Late payment fees, after 7 days late an additional 5% penalty will be applied to any balance over \$100	5%
Monthly payment plan + 5%	5%
Academic support class (per two-hour class)	No charge
Moderation on appeal (per assessment task per unit)	No charge

Re-assessment: Students who fail to achieve competency will be offered an opportunity for one re-assessment at no charge. Students will pay a re-assessment fee of \$100 for a third and final assessment. Students who are again deemed to be NC will be referred to the Compliance Manager for assessment regarding whether the student will be re enrolled in the UOC or sent to catch up class during term break.

Students who fail to attend a class: students who fail to attend class and then not achieve competency during the assessment process will have to pay catch-up fees

Exemption of Re-assessment / Catch up Class fees: Re-assessment / catch up class fee will not be charged if a student has approved reason under compassionate/compelling circumstances. Such students can apply for exemption to SSO.

Payment of Fees

Students are required to pay their fees on time and comply with any payment arrangement that they have entered into. Students may be subject to late payment fees if they fail to honour their payment plans.

Refund Policy

Scope

This policy covers the refunds process for all fees payable for training services provided within Ultimate Institute of Australia's scope of registration, in accordance with ESOS framework, including the ESOS act 2000 and the National Code 2018.

Purpose

To provide for appropriate handling of student's payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon notification time frame.

Unless otherwise stated, all refunds of fees will only be granted in accordance with this policy. The terms and conditions of this policy apply to all students, whether they are waiting to commence or are continuing studies.

Policy Statement

Details concerning the scope of Ultimate Institute of Australia Refund Policy are to be clearly disseminated to prospective students prior to contractual arrangements being made, this dissemination is in the form of the Student Handbook, Application for Enrolment and Letter of Offer.

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.

General Rules

- The refund process reflects the commitment by Ultimate Institute of Australia to hold places as booked by students and the amount of administrative resources consumed at the various stages.
- The date the written notice is received by Ultimate Institute of Australia is the DEFAULT DATE, and is the date used for the calculation of any refund and/or cancellation.
- In the case of a visa refusal, the DEFAULT DATE is the date of decision made by the Department of Home Affairs to refuse the visa, as notified to UIA through PRISMS.
- Refunds must be requested in writing to the Compliance Manager of Ultimate Institute of Australia. Verbal notification to Ultimate Institute of Australia staff or agents are not valid.
- Refund application WILL NOT be processed where the signature on the refund application form DOES NOT match the student's signature as shown on other documents provided by the student for admission to Ultimate Institute of Australia.

- The Accounts Officer of Ultimate Institute of Australia will process refund requests and if approved, arrange payment within 28 days.
- Refunds will be paid in Australian Dollars into the nominated bank account.
- To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by Ultimate Institute of Australia until the course start date.
- All requests for refund will be processed on an individual basis, taking into account impact on follow on units /modules if applicable.
- The term “commencement” in this policy refers to the first day of the first program attended by the student.
- Issues with regard to payment are to be handled at the first available opportunity and directed to the Compliance Manager of Ultimate Institute of Australia. All Refund Requests and issued refunds are to be logged in the Refund Log.
- In the event of visa refusal, the application/enrolment fee is not refundable. Refund on visa rejection will require a copy of notification from the Department of Home Affairs. Airport pick up fee is refundable if a visa is refused.
- Course fees and Overseas Student Health Cover (OSHC) are refundable in full where student has provided evidence of medical or compassionate reasons due to which the student cannot commence the course, Ultimate Institute of Australia if advised of the cancellation 28 days or more before course starts and prior to entering into Australia.
- Student enrolled in packaged courses do NOT qualify for a refund once they commence their studies in Australia.
- If the student has given misleading information to an Ultimate Institute of Australia approved agent, Ultimate Institute of Australia and/or any Commonwealth Agencies of Australia, no refund will be given.
- Ultimate Institute of Australia will forward the refund to the applicant in their country of origin unless otherwise authorised in writing.
- No refunds will be paid to a third party (person other than the student), unless directed by the student on the Refund Application Form.
- Ultimate Institute of Australia calculates refunds based on the total Course fee as outlined in the letter of offer.
- Ultimate Institute of Australia will give the student a refund statement that explains how the amount has been worked out.
- In case of a cancellation by the student or Ultimate Institute of Australia, any outstanding fees to Ultimate Institute of Australia become due with 7 (seven) days. Ultimate Institute of Australia will not approve any transfer until all outstanding fees are paid.
- Any costs incurred by Ultimate Institute of Australia to recuperate outstanding fees will be charged to the student.
- Unpaid fees will be recorded as a debt and recovered by action in a court of competent jurisdiction.

- Ultimate Institute of Australia will not release any testamurs/awards to students until outstanding course fees have been paid in full.
- Provide the student in writing the resulting decision of Ultimate Institute of Australia's management.
- Advise the student of their right to appeal the decision of Ultimate Institute of Australia management.
- The refund policy is subject to review at least once per year
- Refunds will only be paid to the student or legal guardian of a student under 18. If a student has paid the fees to their agent, Ultimate Institute of Australia will recover the paid fees and return to student.
- Ultimate Institute of Australia only accepts responsibility for fees and charges associated with the cost of enrolling in and studying with UIA.
- Enrolling in UIA courses does not guarantee a successful completion of the course. Completion of courses does not guarantee an employment outcome. It is important for students to be aware that formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations. We recommend researching other requirements when selecting your preferred field.

Refunds resulting from Ultimate Institute of Australia Default

In the unlikely event of Ultimate Institute of Australia default, within 14 days of the default, Ultimate Institute of Australia will:

- Either offer the student an alternative place at Ultimate Institute of Australia's expense, that is accepted in writing;
- OR
- Refund the student the unused portion of the prepaid fees.

If Ultimate Institute of Australia is unable to provide a refund or place the student in an alternative course, then the student shall be referred to the Tuition Protection Service (TPS: www.tps.gov.au), who will place the student in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator.

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

All applications for a refund of fees should be lodged to your Student Support Officer or via email to: sso@uia.edu.au Unless otherwise stated, all refunds will be deducted from your ongoing course fees payment plans or paid to your nominated bank account should you no longer be a student of the college. Process time for refund is 28 days after formal acknowledgement of the refund amount by the relevant manager. For Commencing and Continuing Students

Refund Chart

Table of Refunds			
Type	Timeframe	Amount Refunded	Documents
VISA Refusal	Before course commencement	Course fee minus 5% of course fee received by UIA or \$500.00 whichever is less.	Refund Request Proof of VISA Refusal
VISA Refusal	After course commencement	Unspent Portion of course fee received by the institute I.e. the product of the weekly course fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred.	Refund Request Proof of VISA Refusal
VISA Removal for breach of conditions	At any time	Nil	Refund Request Proof of VISA Refusal
Withdrawal, Transfer or Enrolment Cancellation	Greater than 28 days before commencement of the course	All fees minus the enrolment fee of AUD \$250.00. There is an additional \$300.00 cancellation fee.	Refund Request Letter of Offer
	Less than 28 days before commencement of the course	50% of course fees minus the enrolment fee of AUD \$250.00. There is an additional \$300.00 cancellation fee.	Refund Request Letter of Offer

	After the course has commenced	Nil	Nil
Default by Ultimate Institute of Australia	At any time	Full Refund	Nil

Responsibilities

The CEO of Ultimate Institute of Australia is responsible for ensuring compliance with this policy. Compliance Manager of Ultimate Institute of Australia will process refund requests, if approved, and arrange refund payment within 28 days.

The Ultimate Institute of Australia Access & Equity Policy applies. (See Access & Equity Policy)

All documentation from refund processes are maintained in accordance with Records Management Policy. (See Records Management Policy)

All Refund practices are monitored by the Compliance Manager of Ultimate Institute of Australia and areas for improvement identified and acted upon. (See Continuous Improvement Policy)

Related Legislation and Regulations

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standards
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students Act 2000

Related Policies, Procedures and Documents

- Fees and Charges Policy
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- Complaints & Appeals Procedure
- Academic Misconduct and Cancellation Form

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 or suspend the commencement of studies must apply to do so in writing to UIA. For full details Please refer to UIA Deferral/suspension policy on <http://uia.edu.au/policies/>.

Complaints & Appeals Procedure

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

UIA's complaints and appeal process doesn't take away Student's right as consumer and they can seek external assistance.

Please refer to complaints and appeal policy at <http://uia.edu.au/policies/>.

Living in Melbourne



Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 50km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4.5 million. There are people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and over 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - Spring, Summer, Winter and Autumn. Below is a guide to average daily temperatures:

Spring	September to November	12-22 degrees centigrade
Summer	December to February	28-32 degrees centigrade
Autumn	March to May	12 - 20 degrees centigrade
Winter	June to August	10 - 15 degrees centigrade

Melbourne does not have a specific wet season - it can rain at any time of the year.

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week, the Queen Victoria Night Market and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.

Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it 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 communities. UIA takes 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, more than 2.4 million Australians speak a language other than English at home; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language.

English, as it is spoken in Australia, is 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 differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slang, and have much fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country; however, all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into a private health insurance fund receive extra privileges when using private healthcare services.

You will find the usual healthcare services available in Australian suburbs. Most institutions provide healthcare advice, and sometimes healthcare services, like counselling, for students. International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See Student Visa Obligations in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods they are used to at home.

Students can sample almost every type of cuisine in Melbourne's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at

bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo and Crocodile.

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organisations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Entertainment

Being centrally located in Melbourne's Central Business District (CBD), UIA's campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are highly appealing for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. With regard to public transport, metropolitan cities, including Melbourne, are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Visit Public Transport Victoria at <http://www.ptv.vic.gov.au> for details.

Public transport tickets: Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: www.myki.com.au. Fare evasion attracts steep fines.

Driving: Tourist students may drive in Australia on a valid Overseas Driver's Licence, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's Licence alone is not sufficient.

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

Travel

During semester breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as its marine parks and national parks (The Great Barrier Reef, Kakadu, Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania.

Finding Accommodation

There is no student accommodation available on-campus at UIA, however students may speak to one of our friendly UIA staff to assist them to find suitable accommodation.

When finding a accommodation, it is important to consider an environment most comfortable for you, such as staying in the city or in a quiet suburb. If you're sharing a home with others, it is also important to understand the other people will feel about your friends visiting, your music and the hours you keep. There a various type of accommodations to suit different needs.

The following types of accommodation are available for international students.

Home Stay: This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments.

Full Board: usually includes a furnished room (bed, desk, lamp, and wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Helpful Links and Guides

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

- Study Melbourne: www.studymelbourne.vic.gov.au
- City of Melbourne: www.melbourne.vic.gov.au / www.thatsmelbourne.com.au
- Visit Victoria: www.visitvictoria.com
- Visit Melbourne: www.visitmelbourne.com
- Australian Government: www.australia.gov.au
- City of Melbourne: International Student Guide
- State Government Victoria: Moving to Melbourne Victoria, Australia - A guide to your relocation
- City of Melbourne: Melbourne City Map
- Travel smart: Melbourne Map



Contact Us

Campus and Postal Address: Level 2, 51-53 Elizabeth Street, Melbourne VIC 3000

Phone: (+61 3) 9909 8830

Email: study@uia.edu.au

Website: www.uia.edu.au

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