



FRONTIER EDUCATION

CRICOS No : 03520G RTO No : 110080



Discovering Opportunities





Frontier Education welcomes you to explore the opportunities Australia has to offer.

Queensland, The Sunshine State

Where sunny days are a way of life! With world-class beaches and an outdoor lifestyle, you know it is the place you want to be. Brisbane, the river city is the third largest city in Australia and has a vibrant & multicultural population. It offers a wide range of exciting activities like water sports, boardwalks, river cruises and great waterfront restaurants. It is also one of the fastest growing cities in Australia. With retail and hospitality being 2 of the top 5 areas of employment, you can be assured that you have made the right choice. Both our Brisbane and Cairns campus will give you the opportunity to take advantage of the growing professional industries and also enjoy the beauty that Queensland has to offer.

Tasmania, The Natural State

Hobart is the second oldest of Australia's capital cities, with a wild convict past and rich history still evident in its beautifully restored Georgian buildings and colonial cottages. The wide and elegant Derwent River sweeps up from the Southern Ocean to cut Hobart in two, with the main city on the western side and smaller centres and suburbs on the eastern shore, while majestic Mt Wellington overlooks the city from the west. Hobart combines heritage charm with a modern lifestyle in a setting of exceptional beauty. It's no wonder Lonely Planet has called Hobart one of the top ten spots to visit in the world right now. Surrounded by bushland that reaches close to the city centre and lines the shores of the river and estuary beyond. With it's captivating history, picturesque waterways, rugged mountains and gourmet experiences, Hobart has something for everyone.





Frontier Leadership Pty Ltd trading as Frontier Education is a private Registered Training Organisation incorporated in 2010. Frontier Education is a national training organisation in vocational education delivery (Certificate, Diploma and Advanced Diploma Qualifications).

Our team has many years of experience with large national organisations in both operations and human resources, so we understand the challenges that today's markets may face. Frontier Education have a team of experienced facilitators and training designers who can assist with all of your training and development needs.

Our approach is practical, up to date, effective and enjoyable. Our interactive training methods provide opportunities to address real life challenges.

Students are provided with the opportunity to hone their skills and put what they have learnt into practical use. Our seminars and workshops are conducted and actively supported by our industry partners. This gives our students an insight into industry demands.

Frontier Education courses are of great benefit to a wide spectrum of learners including existing employees, those looking to get back into the workforce, school leavers and for people in supervisory and management positions.

Frontier Education has worked with some of Australia's largest industry leaders in delivering training and qualifications. Whether it is improving customer service skills or enhancing senior leadership practises, Frontier Education is ready to take you to the next level of professional performance and personal growth.

Why choose Frontier Education?

- **Industry Exposure:** Frontier Education has a strong industry support network for internships & job placements.
- **Vibrant Campuses:** Frontier Education has 3 campuses located in Brisbane, Cairns & Hobart. All campuses are the perfect place to learn and have fun with great infrastructure in place.
- **Experienced Trainers:** The trainers at Frontier Education have many years of industry and teaching experience.
- **Wide range of Courses:** We offer a variety of courses you can choose to further your career.
- **Prime Location:** Frontier Education campuses are conveniently located within easy access of public transport and local hotspots.
- **Great support services:** Our student support team is available at all times to guide and support you through your journey at Frontier Education.
- **Recognition of Prior Learning & Experience:** Frontier Education values your previous qualifications and experience by offering you the opportunity to attain formal recognition of your prior learning.
- **Nationality Mix.**
- **University Pathways & Articulation**



Course Overview

Course Code	Course Name	Cricos Code	(Week) Duration
NAATI			
PSP50916	Diploma of Interpreting	099414D	26
PSP60816	Advanced Diploma of Translating	099415C	52
Business and Management			
BSB20115	Certificate II in Business	097932J	26
BSB30115	Certificate III in Business	097933G	52
BSB40215	Certificate IV in Business	097934G	52
BSB50215	Diploma of Business	092688A	52
BSB51918	Diploma of Leadership and Management	098866F	52
BSB60215	Advanced Diploma of Business	094582F	52
Hospitality (Operations)			
SIT50416	Diploma of Hospitality Management	092690G	52
SIT60316	Advanced Diploma of Hospitality Management	092691F	72
Package Course	Diploma of Hospitality Management Advanced Diploma of Hospitality Management	Package Course	72
Hospitality (Commercial Cookery)			
SIT30816	Certificate III in Commercial Cookery	092687B	52
SIT40516	Certificate IV in Commercial Cookery	092689M	75
Package Course	Certificate IV in Commercial Cookery Diploma of Hospitality Management	Package Course	93
Travel and Tourism			
SIT50116	Diploma of Travel and Tourism Management	093455K	52
* Childcare			
CHC50113	Diploma of Early Childhood Education and Care	097935F	93



“ I would absolutely recommend Frontier Education to other international students. The trainers are great. They continuously give me the confidence to move forward.

4 - Stacey Litonjua (Philippines)



Entry Requirements



To enrol into Frontier Education (FE) courses, prospective students need to meet the below entry criteria:

Academic:

Students are required to meet a minimum academic level to study with Frontier Education. Applicants need to show they can meet one of the following entry criteria*

Level of Study	Academic Requirements
Certificate II	Satisfactory completion of the equivalent of Australian Year 11 or higher
Certificate III	Satisfactory completion of the equivalent of Australian Year 11 or higher
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 and/or Certificate IV or higher
Advanced Diploma	Satisfactory completion of the equivalent of Australian Year 12 and/or Diploma or higher

Students without formal secondary qualifications may be required to complete Frontier Education's Language, Literacy and Numeracy test & attend a personal interview (via Skype or in person).

Some courses may require satisfactory completion of prerequisite units or qualifications. Such requirements are detailed in the individual course information.

LLN requirements:

Frontier Education (FE) will also monitor Language, Literacy and Numeracy (LLN) skills and may require students to take an LLN test before the commencement of training or even after commencement of the course, where the trainer identifies the student as having LLN difficulties.

The test will be assessed by an authorised FE delegate or qualified Trainer/Assessor. If LLN support is identified, student will be referred to LLN support options available including referral to enrolment in an English program or Numeracy workshop.

Age requirement:

Students must be 18 years of age or above at study commencement date.

English Language Requirements (International Students)

International students applying either off-shore or on-shore will require:

- i) A minimum IELTS (General / Academic) test score of 5.5 or equivalent for direct entry into a VET course at Diploma level or higher;
- ii) A minimum IELTS (General / Academic) test score of 5.0 or equivalent for direct entry into a VET course at Certificate III & IV Level;

Up to 10 weeks of ELCIOS course to be undertaken for every 0.5 level of IELTS requirement, before the commencement of the main VET course.

Results older than two years are not acceptable.

OR

iii) To provide evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States.

OR

iv) To provide evidence that, within two years of their application date, they have successfully completed in Australia, a foundation course or a Senior Secondary Certificate of Education or a substantial part of a Certificate IV or higher level qualification, from the Australian Qualifications Framework.

OR

v) Students who are on shore (in Australia) at the time of application can undertake an internal Frontier Education Language (Oral & Written), Literacy & Numeracy test before the commencement of the main VET course.

Successful applicants will be granted an Enrolment Offer Letter.



Frontier Education provides a great environment to study and have fun. Both the trainers and student services' team are very supportive and approachable.
- Eduardo Gomes De Castro (Brazil)



Higher Education Partnerships

Frontier Education's focus on quality educational and career outcomes offers students the access to a Higher Education pathway into a Bachelor's degree. Completion of a VET qualification means that you may be granted credits into a degree program through Frontier Education's Higher Education Partnership with selected universities. For more details please contact admin@frontiereducation.edu.au



Campus Facility

Brisbane (Queensland) Campus Location

Brisbane Campus is conveniently located at Level 4, 445 Upper Edward Street, 4000, right in the Brisbane CBD. The campus is located 300 metres from Brisbane's Central Train Station and a short walk to the King George Square bus station. The campus also has disabled facilities & access via lifts.

Cairns (Queensland) Campus Location

Cairns Campus is located at Level 1, 19 Aplin Street, Cairns 4870. The campus is near the waters edge and is conveniently located within 200 metres of public transport and the local shopping district. The campus also has disabled facilities & access via lifts.

Hobart (Tasmania) Campus Location

Hobart Campus is located at Level 5, 188 Collins Street, Hobart TAS 7000. The campus is situated right on the edge of the Hobart CBD and is adjacent to the picturesque River Derwent. It is conveniently located within 200m of the local shopping district and bus depot.

Classrooms

Classrooms at Frontier Education campuses are modern, well lit, air-conditioned facilities and equipped for effective learning.

Student Administration and Support Services

Student Administration is your first point of contact for any queries and concerns you may have. They are easily accessible either in person, via phone or email; admin@frontiereducation.edu.au

Training Kitchen Facilities

All training for commercial cookery units will be delivered in a commercial kitchen. These facilities provide all required equipment and are easily accessible by public transport.

Food and Drink

Frontier Education campuses are located within walking distance to a number of cafés and restaurants that cater to our students dietary needs. Alternatively the campus provides kitchen facilities and eating areas for students to relax while they have a quick bite and socialise with others.

Student Resources

Frontier Education has library resources available for student use. Our resources are all maintained and updated regularly with the appropriate study materials. Our campuses feature free Wi-Fi internet access. Please see the reception if you wish to use any resources.



Certificate III in Commercial Cookery

National Code: SIT30816
CRICOS Code: 092687B
Duration: 52 weeks (including holidays)
Tuition Fee: Please contact student services

Course Description

This qualification would apply to individuals who are seeking entry-level jobs in a commercial kitchen environment at any establishment within the hospitality industry.

Career Opportunities

Possible job roles relevant to this qualification include:
 Commercial Cooks

Please note : SIT30816 Certificate III in Commercial (Kitchen Units) Cookery qualification includes 48 occasions of work placement.

Course Units

Please refer to page 8.

Certificate IV in Commercial Cookery

National Code: SIT40516
CRICOS Code: 092689M
Duration: +23 weeks (Including holidays)
Tuition Fee: Please contact student services

Course Description

The qualification is suited for individuals who wish to expand their knowledge and skills and enter the hospitality industry in the cookery sector.

Career Opportunities

Possible job roles relevant to this qualification include:
 Chef and Chef de Partie.

Please note : SIT40516 Certificate IV in Commercial Cookery qualification includes 48 occasions of work placement.

Course Units

Please refer to page 8.

Diploma of Hospitality Management (Commercial Cookery)

National Code: SIT50416
CRICOS Code: 092690G
Duration: 20 weeks (including holidays)
Tuition Fee: Please contact student services

Course Description

This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate independently or have the responsibility for others and make a range of operational business decisions.

Career Opportunities

Possible job roles relevant to this qualification:

Commercial Cookery stream include-

- Chef De Cuisine
- Unit Manager catering operations
- Sous Chef
- Kitchen Manager and many other possible roles.

Course Units

BSBMGT517	Manage operational plan
SITXCCS008	Develop and manage quality customer service practices
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXMGTO02	Establish and conduct business relationships
SITXFIN001	Process financial transactions

Advanced Diploma of Hospitality Management (Commercial Cookery)

National Code: SIT60316
CRICOS Code: 092691F
Duration: +20 weeks (including holidays)
Tuition Fee: Please contact student services

Course Description

This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate at a senior level using substantial industry knowledge and wide-ranging, specialised managerial skills. They will operate independently, take responsibility for others and make a range of strategic business decisions.

Career Opportunities

On completing this qualification, students are suited to undertake roles such as; Area Manager or Operations Manager, Cafe Owner or Manager, Executive Chef, Head Chef and many other possible roles.

Course Units

BSBFIM601	Manage finances
BSBMGT617	Develop and implement a business plan
SITXFIN005	Manage physical assets
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance
SITXMPR007	Develop and implement marketing strategies
SITXWHS004	Establish and maintain a work health and safety system

Hospitality Units (Commercial Cookery Stream)

		Cert III CC	Cert IV CC
SITXFSA001	Use hygienic practices for food safety	✓	✓
SITXFSA002	Participate in safe food handling practices	✓	✓
SITXWHS001	Participate in safe work practices	✓	✓
BSBSUS201	Participate in environmentally sustainable work practices	✓	✓
BSBWOR203	Work effectively with others	✓	✓
SITXHRM001	Coach others in job skills	✓	✓
SITHCCC001	Use food preparation equipment	✓	✓
SITHCCC005	Prepare dishes using basic methods of cookery	✓	✓
SITHCCC006	Prepare appetisers and salads	✓	✓
SITHCCC007	Prepare stocks, sauces and soups	✓	✓
SITHCCC008	Prepare vegetable, fruit, egg and farinaceous dishes	✓	✓
SITHCCC012	Prepare poultry dishes	✓	✓
SITHCCC013	Prepare seafood dishes	✓	✓
SITHCCC014	Prepare meat dishes	✓	✓
SITHCCC018	Prepare food to meet special dietary requirements	✓	✓
SITXCOM002	Show social and cultural sensitivity	✓	✓
SITHIND002	Source and use information on the hospitality industry	✓	✓
SITHCCC003	Prepare and present sandwiches	✓	✓
SITHCCC019	Produce cakes, pastries and breads	✓	✓
SITHCCC020	Work effectively as a cook	✓	✓
SITHPAT006	Produce desserts	✓	✓
SITXINV002	Maintain the quality of perishable items	✓	✓
SITHKOP001	Clean kitchen premises and equipment	✓	✓
SITHKOP002	Plan and cost basic menus	✓	✓
SITHKOP005	Coordinate cooking operations	✓	✓
SITHKOP004	Develop menus for special dietary requirements		✓
BSBDIV501	Manage diversity in the workplace		✓
BSBSUS401	Implement and monitor environmentally sustainable work practices		✓
SITXCOM005	Manage conflict		✓
SITXFIN003	Manage finances within a budget		✓
SITXHRM003	Lead and manage people		✓
SITXMGT001	Monitor work operations		✓
SITXWHS003	Implement and monitor work health and safety practices		✓

The following refers to the above table :

Cert III CC = SIT30816 Certificate III in Commercial Cookery

Cert IV CC = SIT40516 Certificate IV in Commercial Cookery

Important Notes:

1. Some unit of competencies in the Commercial Cookery qualifications require students to prepare, handle and process various foods including meats, seafood, poultry, dairy and products containing nuts. Prospective students are required to self-assess, if they are unable to handle such products due to religious, cultural, dietary and allergy reasons. Student must advise Frontier Education's Admission officer of any such concerns or medical condition prior to enrolment.
2. All kitchen training will be delivered at an external commercial kitchen. Please contact your trainer for kitchen training schedule.

For further details on training kitchens please contact: admin@frontiereducation.edu.au

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The Commercial Cookery course at Frontier Education is completely refining my current knowledge and skill-set. The training is relaxed and fun, it is extremely relevant and effective for me as I am currently working as a cook in one of the best restaurants in Brisbane.
- Guilherme Wypyszynski (Brazil)

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Diploma of Hospitality Management (Operations Stream)

National Code: SIT50416
CRICOS Code: 092690G
Duration: 52 weeks (including holidays)
Tuition Fee: Please contact student services

Course Description

This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate independently or have the responsibility for others and make a range of operational business decisions.

Course Units

SITXFIN003	Manage finances within a budget
SITXHRM003	Lead and manage people
SITXMGTO01	Monitor work operations
SITXWHS003	Implement and monitor work health and safety practices
SITXCCS007	Enhance customer service experiences
BSBDIV501	Manage diversity in the workplace
SITXCOM005	Manage conflict
BSBMGT517	Manage operational plan
SITXCCS008	Develop and manage quality customer service practices
SITXFIN004	Prepare and monitor budgets
SITXGLC001	Research and comply with regulatory requirements
SITXMGTO02	Establish and conduct business relationships
SITXHRM002	Roster staff
SITXFSA001	Use hygienic practices for food safety

Career Opportunities

Possible job roles relevant to this qualification:

Hospitality Stream include-

- Banquet or Function Manager
- Bar Manager
- Café Manager
- Club Manager
- Motel Manager
- Restaurant Manager
- Front Office Manager

Course Structure

Following is the list of subjects covered under the Diploma of Hospitality Management Program (Operations Stream).

Please contact Student Services if you have any queries.

SITXFIN001	Process financial transactions
BSBWOR203	Work effectively with others
SITHIND002	Source and use information on the hospitality industry
SITHIND004	Work effectively in hospitality service
SITXCCS006	Provide service to customers
SITXHRM001	Coach others in job skills
SITXWHS001	Participate in safe work practices
SITHFAB002	Provide responsible service of alcohol
SITHFAB016	Provide advice on food
SITXFSA002	Participate in safe food handling practices
SITHFAB004	Prepare and serve non-alcoholic beverages
SITHFAB005	Prepare and serve espresso coffee
SITHFAB003	Operate a bar
SITHFAB001	Clean and tidy bar areas

Advanced Diploma of Hospitality Management (Operations Stream)

National Code: SIT60316
CRICOS Code: 092691F
Duration: +20 weeks (including holidays)
Tuition Fee: Please contact student services

Course Description

This qualification is suited for students who use a broad range of hospitality skills, combined with sound knowledge of industry operations that wish to further their existing skills and knowledge within the hospitality sector. The individual may operate at a senior level using substantial industry knowledge and wide-ranging, specialised managerial skills. They will operate independently, take responsibility for others and make a range of strategic business decisions.

Career Opportunities

On completing this qualification, students are suited to undertake roles such as; Area Manager or Operations Manager, Cafe Owner or Manager, Executive Chef, Head Chef and many other possible roles.

Course Units

BSBFIM601	Manage finances
BSBMGT617	Develop and implement a business plan
SITXFIN005	Manage physical assets
SITXHRM004	Recruit, select and induct staff
SITXHRM006	Monitor staff performance
SITXMPR007	Develop and implement marketing strategies
SITXWHS004	Establish and maintain a work health and safety system

Business & Management Courses

Diploma of Business

National Code: BSB50215

CRICOS Code: 092688A

Duration: 52 weeks (Including holidays)

Tuition Fee: Please contact student services

Course Description

This qualification would apply 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 roles relevant to this qualification include:

Executive Officer, Program Consultant, Program Coordinator and Administrator or entry level jobs in an office/business environment within any industry.

Diploma of Leadership and Management

National Code: BSB51918

CRICOS Code: 098866F

Duration: 52 weeks (including holidays)

Tuition Fee: Please contact student services

Course Description

This qualification is suited for individuals who wish to expand their knowledge and skills in the area of leadership and management, and who wish to find employment at entry-level in any business or business administration environment. It will also suit clients who have experience in business and/or management but wish to consolidate their knowledge and prepare themselves for middle management roles.

Career Opportunities

Possible job roles relevant to this qualification include: Team Leader, Supervisor, Office Manager, Operations Manager, Sales Team Leader, Facilities Supervisor and Administration Manager.

Business and Management Units		Dip Bus	Dip L&M
BSBWOR501	Manage personal work priorities and professional development	✓	✓
BSBMGT517	Manage operational plan	✓	✓
BSBADM506	Manage business document design and development	✓	✓
BSBADM502	Manage meetings	✓	✓
BSBHRM506	Manage recruitment, selection and induction processes	✓	✓
BSBDIV501	Manage diversity in the workplace	✓	✓
BSBRISK501	Manage risk	✓	✓
BSBSUS501	Develop workplace policy and procedures for sustainability	✓	
BSBLDR502	Lead and manage effective workplace relationships		✓
BSBWOR502	Lead and manage team effectiveness		✓
BSBCUS501	Manage quality customer service		✓
BSBWHS501	Ensure a safe workplace		✓
BSBLDR511	Develop and use emotional intelligence		✓

The following refers to the above table :

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Dip Bus = BSB50215 Diploma of Business

Dip L&M = BSB51918 Diploma of Leadership and Management



Advanced Diploma of Business

National Code: BSB60215

CRICOS Code: 094582F

Duration: 52 weeks (Including holidays)

Tuition Fee: Please contact student services

Course 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.

Entry Requirements

Students entering BSB60215 Advanced Diploma of Business must meet the following entry requirements:

- A candidate must be a minimum age of 18 year & above AND
- Completed the equivalent of Australian Year 12 AND must have achieved any Diploma level qualification delivered over a period of minimum 1 year & over and/OR
- Have a minimum of 5 years of Senior Managerial experience

Career Opportunities

Possible job roles relevant to this qualification include: Business Analyst, Business Development Director and Senior Executive.

Elective Units

BSBHRM602	Manage human resources strategic planning
BSBINN601	Lead and manage organisational change
BSBRKS501	Manage risk
BSBWH5501	Ensure a safe workplace
BSBMKG603	Manage the marketing process
BSBMKG609	Develop a marketing plan
BSBFIM601	Manage Finances
BSBSUS501	Develop workplace policy and procedures for sustainability



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As a Business Trainer, I can assure you that enrolling at Frontier Education would be the best decision you will make for your career. At Frontier Education we are a culturally diverse family with professional and passionate staff and students from across the globe. Every course you join has a great career path. Welcome and join us at Frontier Education to start your journey.

- Craig Nieuwhof

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Travel and Tourism Courses

Diploma of Travel and Tourism Management

National Code: SIT50116

CRICOS Code: 093455K

Duration: 52 weeks (Including holidays)

Tuition Fee: Please contact student services

Course Description

This qualification provides a pathway to work in a variety of sectors within the tourism and travel industry. Potential employers include travel agencies, tour wholesalers, tour operators, tourist attractions and visitor information centres. This qualification allows for multi-skilling and for specialisation in tourism and travel coordination.

Career Opportunities

Possible job roles relevant to this qualification include: Marketing Coordinator, Product Coordinator, Promotions Officer, Senior Retail Consultant.

Travel and Tourism Units

SITTIND001	Source and use information on the tourism and travel industry
SITXCCS007	Enhance customer service experiences
SITXCOM005	Manage conflict
SITXFIN002	Interpret financial information
SITXWHS003	Implement and monitor work health and safety practices
SITTTSL006	Prepare quotations
SITXCCS002	Provide visitor information
SITTTSL002	Access and interpret product information
SITXHRM003	Lead and manage people
SITTTSL004	Provide advice on Australian destinations
SITTTSL003	Provide advice on international destinations
BSBSUS401	Implement and monitor environmentally sustainable work practices
SITXMGTO01	Monitor work operations
SITXHRM001	Coach others in job skills
SITXFIN001	Process financial transactions
SITTTSL016	Provide specialist advice on cruises
BSBDIV501	Manage diversity in the workplace
SITXCCS008	Develop and manage quality customer service practices
SITXFIN002	Interpret financial information
SITXFIN003	Manage finances within a budget
SITXMGTO02	Establish and conduct business relationships
SITXFIN004	Prepare and monitor budgets
BSBCMM401	Make a Presentation
SITTPPD001	Package Tourism Product
BSBMKG510	Plan e-marketing communications
BSBADM502	Manage Meetings



Studying at Frontier Education makes a difference because we believe not only in developing raw talent but also nurturing them into respectable professionals, with practical skills via our industry connections. Through active collaborations with reputable organisations in the various industries, we offer our students a unique learning experience from the classroom to the real world. Students are provided with the opportunity to hone their skills and put what they have learnt into practical use. In addition, seminars and workshops are also conducted and actively supported by our industry partners, giving our students an insight into the industry's demand.



Policies and Procedures

Student Support Services

A Student Administration Officer will provide details about all of our services during the orientation process. There are staff available during office hours to provide students with necessary information a relevant areas.

Student Support Officer:

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If you believe that these types of issues are affecting your studies, please speak with your trainer or any of our staff members, so that we may assist you. External counselling will be available for students seeking further professional assistance.

Student Support Officers provide academic and non-academic counselling to students. In the event of a student needing professional advice, counselling sessions from a number of agencies can be provided.

Student Administration: Handle specific enrolment and course queries.

Trainers: Handle all specific subject and assessment and work placement queries.

Receptionist: Handles all general course, enrolment and administration queries

Our receptionist is available from 8:30am until 4:30pm Monday to Friday and can also be contacted by email at study@frontiereducation.edu.au

Brisbane Campus: 1800 680 140

Orientation

Orientation is conducted prior to course commencement. The purpose of the orientation is to fully inform new students of most aspects of study with Frontier Education and to provide an introduction to studying with us. Students are provided with detailed information about settling in Australia, course progress and safety and security.

Student attendance and course progress is carefully monitored to ensure students do not fall behind in course requirements, as we want all students to succeed.

Where a student has been identified as not attending consecutive classes and has not completed assessments satisfactorily, they will be contacted for explanation and meetings will be conducted where necessary, intervention strategies may then be put into place to assist students to achieve the study goal they initially set out to achieve.

If you are having any difficulties, we ask that you contact Student Administration at the earliest opportunity so that we are able to provide you with support in the best possible way.

If you would like information on any of the following areas or issues, ask via reception, and our team or your trainer will assist or refer you to external agencies.

- *Learning pathways and possible RPL opportunities*
- *Access and equity issues*
- *Language, Literacy and Numeracy (LLN) support*
- *Complaints and appeals process*
- *Course progress and attendance policy*
- *Appeals/conflict resolution process*
- *Provision for special learning needs*
- *Provision for special cultural and religious needs*
- *Emergency health services*
- *Education and career counselling*
- *Assistance when applying for credit transfer and RPL*
- *Stress management*
- *Basic legal guidance*
- *Medical assistance*
- *Any other issues.*

For details, please refer to our *Student Handbook*; available on our website at www.frontiereducation.edu.au

Highly Qualified Staff

All of our trainers and assessors are highly qualified with real industry experience and have completed the qualifications relevant to their respective roles.

Course delivery

A number of approaches to course delivery are used by Frontier Education staff. Course delivery approaches may include: teacher-led classroom delivery, workshops, practicals, seminars, tutorials, online and blended learning tools such as web-based workshops and tutorials and online training, as well as supervised study

The Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students when Frontier Education is unable to fully deliver their course of study. The TPS ensures that international students are able to either: complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

Frontier Education maintains compliance with TPS and also offers refunds in line with Tuition Protection Services. For more information, please refer TPS website: www.tps.gov.au

For a copy of the code please contact Admin at admin@frontiereducation.edu.au

Fee Payment and Refund Policy

Frontier Education has a refund policy that is both fair and reasonable to the students and Frontier Education.

Payment of Tuition Fees

- The initial tuition fee as stated in the offer letter must be paid in advance before the commencement of the course to confirm students place at Frontier Education.
- Frontier Education will not receive more than 50% of the student's total tuition fee for a course before the student begins the course unless the course runs for 24 weeks or less.
- Frontier Education will require any remaining tuition fees no earlier than two weeks before the start of the student's second study period.
- Tuition fees are payable to Frontier Education by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to Frontier Education Pty Ltd.
- All tuition fees for each study period must be paid in advance, unless a payment arrangement is made with Frontier Education. A late payment fee of \$50 per week may be levied on students who pay their fees after the due date or as specified on the invoices.
- Students who do not pay their fees by the due date and fail to do so in a timely manner will not be issued with a timetable or be able to access classes until all fees are paid. The inability to attend classes may result in students having to repeat missed work and/or units.
- Continued unpaid fees will result in the automatic cancellation of a student's enrolment at the end of any appeals process.
- Tuition fees include costs of all resources that are required as a part of the course. If a student requests for any additional resources they will have to purchase it for themselves.
- When students have to repeat a subject and attend the entire delivery of the unit the fee is payable. (\$300)
- The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student changes course a new tuition fee will apply.
- Frontier Education does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment.
- Frontier Education reserves the right to engage any third party to recover any outstanding fees payable. The cost to Frontier Education of engaging a third party to recover such outstanding fees will be charged to the student.

Requirements

1. All refund requests are conditional on the following;

- Frontier Education must have received funds in order for any refunds to be made available (i.e. cheques cleared, telegraphic transfers have been received).
- Any debts to Frontier Education must be paid in full before outstanding amounts will be deducted from the refund.

2. Institute Default

- In the unlikely event that Frontier Education is unable to start or deliver the course (known as institute default), the student can choose to accept either:
 - A refund of course fees, which will be issued to the student within 14 days.
 - Or be placed in an alternative course with Frontier Education or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- If the student chooses to receive a refund of course fees, Frontier Education will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by Frontier Education). The refund will be paid within 14 days of cessation of course.
- If Frontier Education is unable to provide a refund or place a student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available)

3. Visa Refusal

If the Australian Government refuses a student visa application or visa renewal, a full refund of course fees, less application fees, will be made. To receive the refund, students will have to provide the Institute with authenticated evidence of their student visa refusal.

However, no refunds will be granted where:

- An international student currently in Australia has their student visa cancelled by the Department of Immigration and Citizenship (DIBP) for a breach of visa conditions.
- An international student currently in Australia has their student visa extension application refused by DIBP after the commencement of their studies, for not meeting visa requirements.

4. International Student Fee Payment and Refund Policy

It is the policy of Frontier Education to have a refund policy that is both fair and reasonable to the students and Frontier Education. As per ESOS Act 2000 and the ESOS Regulations 2001, a student will be given a full refund if Frontier Education is unable to offer the course within 14 days of provider default

5. Course Withdrawal

- When written notice of withdrawal is received before the start date of the course or term, Frontier Education will refund the fees, as per the below table, less any Application fees.



Fees and Charges

Application Fee	\$200
Tuition Fee	Please refer to course price list.
OSHC (Overseas Student Health Cover) Fee	To be advised upon application. Students can also organise health cover on their own.
Resources and Material Fee	Please refer to course price list.
Late Payment Fee Penalty	\$50 per week
Unit Repeat Fee (Delivery and Assessment)	\$300 per unit / subject
Reassessment Fee (Theory Assessment)	\$100 per attempt (After 3 attempts)
Reassessment Fee (Practical Assessment)	\$150 per attempt (After 3 attempts)
Re-issue of Certificate / Statement of Result / Statement of Attainment / Student ID Card	\$25 each
RPL Fee	Varies for qualifications and units (see Frontier Education website).
Change of CoE Fee	\$50 per CoE
Official Letter Request (Family Invitation, Course Completion, Employment Support and any other Official Letter)	\$25

**The course tuition fees above are quoted in Australian dollars and are subject to change without notice. Please visit our website to download an electronic version of the prospectus. These prices are indicative only.*

REFUND TABLE

Unsuccessful Visa application	100% refund of all unused prepaid fees less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior to commencement date.	50% refund less \$200 administration fee
Cancellation after commencement date.	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Choice Business College (provider default)	100% refund of all unused prepaid fees

* less any administration fees

- b. Where the student defaults, including withdrawing from a course, after the course/term start date, there will be no refund of paid tuition fees.
- c. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification being received.

6. 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, less any administration fees, will be refunded.

7. Refund Procedure

- a. The student must complete an Application for Refund form to apply for a refund and attach all evidence and supporting documents. Such documents may include, but are not limited to:
 - i. A complete Course Withdrawal Form provided by Frontier Education
 - Proof of extenuating circumstances of a compassionate nature
- b. For an institute default on the agreement, refunds will be made within 14 days of the default date.
- c. All other refunds will be made within 28 days (20 working days) of the student's written notification being received.
- d. The CEO or a designated staff member must approve all student refunds.
- e. Refunds will be paid in Australian dollars to the student or to the person nominated by the student on the refund application
- f. Details of refunds provided will be maintained in the student's file.

8. Payment of Refunds

- a. If a request for a refund is approved, the refund for an approved transfer to another Australian institution will only be made payable to the applicant's receiving institution in Australian dollars. The fund will not be refunded to the student
- b. The remaining money, after transferring to another Australian institution, will only be made payable to the applicant in Australian dollars to the student's nominated bank account.

9. Student's Rights to Appeal

- a. Any student, who is refused a refund, may appeal within 14 days in writing to Student Administration.
- b. Frontier Education's appeal process does not restrict the student's right to pursue

other legal avenues.

- c. This agreement, and the availability of complains and appeal process, does not remove the right of the student to take action under Australia's consumer protection laws.

10. Provider Default on Delivery of Qualification

Please refer to our refund policy and TPS policy for refund details on our website,

Use of Third Party Providers/Education Agents

The student recruitment process may involve a third party authorised by Frontier Education. All third party partners are subjected to a stringent monitoring policy.

Frontier Education is responsible for the quality of training and assessment in compliance with VET Quality Frameworks including Standards for Registered Training Organisation's 2015.

For the following policies and procedures please review the student handbook on our website or contact the office at study@frontiereducation.edu.au

- Complaints and Appeals Policy
- Access and Equity Policy
- Course Assessment
- Change of Details
- Plagiarism
- USI - Unique Student Identifier
- Personal Information, Privacy & Security
- Credit Transfer
- Recognition of Prior Learning (RPL)
- Work-Based Assessment
- How to enrol
- Attendance
- Deferment
- ESOS Framework
- Working in Australia
- Use of Personal Information
- Delivery Approach
- Volume of Learning:
- Student Rights as a Consumer
- Media Consent
- Full Time Study
- Attendance
- Change of Address
- Academic Progress
- Qualifications to be Issued
- Code of Behaviour



Connect with Frontier Education



FACEBOOK

FrontierAustralia



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