

Lawson

College Australia

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www.lawsoncollege.edu.au

SECTION 3

PRE-DEPARTURE AND ORIENTATION GUIDE

The Pre-departure and Orientation Guide provides students with an overview of:

- Pre-departure information
- Arriving in Australia
- Transition into life in Australia
- Student Support Services
- Lawson College Australia and Surroundings
- Lawson College Australia Contact

2023



Departures

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Introduction

Lawson College Australia www.lawsoncollege.edu.au is approved by the Australian Skills Quality Authority (ASQA) www.asqa.gov.au as a registered training organisation (RTO) for the delivery of nationally recognised training and Vocational Education and Training (VET) accredited award courses or programs. These courses are aligned with Australian Qualifications Framework (AQF) <http://aqf.edu.au/>.

Legislation

Lawson College Australia is compliant with legislated requirements:

1. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) commenced on 1 January 2018.
<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>
2. Educational Services to Overseas Students (ESOS) Framework:
<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Visit [ESOS-2020.pdf \(aveta.edu.au\)](https://www.aveta.edu.au/ESOS-2020.pdf) for information about the ESOS Journey for International Students.

Policies relating to international students

The following Lawson College Australia policies can be accessed via: <http://lawsoncollege.edu.au/international-student-policies/>

- Policy and Procedure – Privacy
- Policy and Procedure – Tuition Fee
- Policy and Procedure - Refund
- Policy and Procedure - Overseas Student Transfers
- Policy and Procedure - Student Support Services
- Policy and Procedure - Deferring suspending or cancelling overseas student's enrolment
- Policy - Critical Incident
- Policy and Procedure - Complaints and Appeals
- Policy - Course Credit
- Policy and Procedure - Overseas Student Visa requirements - Course Progress, attendance & extending course duration
- Policy – Scholarship and Reward
- Policy and Procedure – Non-commencement of Studies

Frequently Asked Questions (**FAQs**) topics are accessed via, <https://lawsoncollege.edu.au/faqs/> and covers topic areas relating to:

- About Lawson College Australia (LCA)
- Application Process
- Orientation and Arrival
- Accommodation and Airport Transfer
- Overseas Student Health Cover (OSHC)
- Payment
- My Study Plans

Lawson College Australia **Fact Sheets** can be accessed via, <https://lawsoncollege.edu.au/fact-sheets/> and cover the following topics.

- Transfer
- Providing Feedback
- Attendance
- Issuance of Qualifications
- Complaints and Appeals
- Opting Out
- Principal Course
- Letter of Offer
- Scholarship

International Student Rights and Responsibilities

Click on the link [International education: ensuring quality and protecting students](https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx) which provides Australian Government published information about international students' rights and responsibilities while studying in Australia. The web information provides specific information for international students including:

- choosing and enrolling in a course of study
- support services available in Australia
- the rights and responsibilities of students on a student visa
- working in Australia
- making complaints and getting help

Detailed information regarding the above can be located at:

<https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>

See also *Support for International Students* at:

<https://www.dese.gov.au/international-education/support-international-students>

Queries

Any queries relating to this *Pre-departure and Orientation Guide* can be directed to: info@lawsoncollege.edu.au



PRIVACY POLICY

In collecting your personal information Lawson College Australia will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent; – We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

1. Privacy Principles

- In collecting personal information, Lawson College Australia complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the state in which Lawson College Australia operates.
- Personal information, including sensitive information, is collected from individuals in order that Lawson College Australia can carry out its business functions. Lawson College Australia only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- Sensitive information is only collected by Lawson College Australia if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:
 - The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
 - It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
 - It genuinely and reasonably believes that:
 - The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - Unlawful activity, or misconduct of a serious nature, that relates to Lawson College Australia's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - The collection, use or disclosure is reasonably necessary for the establishment, exercise or defence of a legal or equitable claim.
- Lawson College Australia ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to.
 - Is made aware of any legal requirement for Lawson College Australia to collect the information.
 - Is able to access their personal information upon request.
 - Does not receive unwanted direct marketing.
 - Can ask for personal information that is incorrect to be corrected.
 - Can make a complaint about Lawson College Australia if they consider that their personal information has been mishandled.
 - Is made aware of any consequences for not providing the information requested. – Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.
- Lawson College Australia retains evidence that that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process.

2. Collection of information

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market. The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVET does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact Lawson College Australia using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.desegov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Lawson College Australia to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

info@lawsoncollege.edu.au
+61 3 9791 2211

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to Lawson College Australia upon enrolment. Alternatively, Lawson College Australia can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When Lawson College Australia applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth – city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, Lawson College Australia will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics
 - researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information – any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore Lawson College Australia will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- Lawson College Australia will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used by Lawson College Australia to enable efficient student administration, report data to provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes. Information about international students may also be shared to promote compliance with the conditions of student visas and the monitoring and control of visas.
- Lawson College Australia may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- Lawson College Australia will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - Lawson College Australia believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.
- Personal information may be used or disclosed by Lawson College Australia for statistical, regulatory and research purposes. Lawson College Australia may disclose personal information for these purposes to third parties, including:
 - Commonwealth and State or Territory government departments and authorised agencies, such as the Australian Skills Quality Authority (ASQA), Department of Education and Training (DET), the Department of Home Affairs (DHA) and the Tuition Protection Service (TPS).
 - NCVET
 - Organisations conducting student surveys
 - Researchers.
- Personal information disclosed to NCVET may be used or disclosed for the following purposes:
 - Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
 - Facilitating statistics and research relating to education, including surveys
 - Understanding how the VET market operates, for policy, workforce planning and consumer information
 - Administering VET, including program administration, regulation, monitoring and evaluation.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that Lawson College Australia holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting Student office. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that Lawson College Australia holds about them; however there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within Lawson College Australia can do so by following Lawson College Australia's Policy and Procedure - Complaints and Appeals.
<https://lawsoncollege.edu.au/international-student-policies/>



Pre-departure information

Pre-departure information is critical for all students before departing their home country. Be prepared and you will enjoy your new surroundings! There are many things to think about before you arrive in Australia. Lawson College Australia has developed the **Pre-Departure and Orientation Guide** to help students prepare for life and study in Australia.

Arriving in Australia for those travelling outside their home country may be very daunting. When you arrive at an Australian airport, you will first need to go through immigration and customs clearance. If you need help finding your way around, just ask the airline staff or one of the border officials in the arrivals area. A clearance officer will check your travel document and visa, and once cleared you will be able to collect your luggage to go through customs and quarantine clearance processes.

More information on what to expect when you arrive at the airport is available at the Australian Government Department of Home Affairs which is responsible for immigration and border protection, and border-related functions.

Helpful websites:

<https://www.homeaffairs.gov.au/>

<https://www.studymelbourne.vic.gov.au>

[International students - City of Melbourne](#)

Transition into life in Australia

“**Culture shock**” describes the impact of moving from a familiar culture to one which is unfamiliar.

It is also perfectly normal for you to feel excited, frustrated, challenged or deflated (sometimes all at once) when you first arrive at a different cultural setting.

Living in a new country can be difficult at first. It can also be exciting, confusing and at first you can feel very tired. It is very common to feel “homesick”

We encourage you to try to arrive as early as you can before starting the scheduled orientation to give yourself time to adjust.

If English is not your first language, try to speak it as much as possible as it will allow you to improve your English skills and will help with meeting locals. We encourage ALL students to speak English when attending classes at Lawson College Australia.

Advice and support is readily available at Lawson College Australia.

The Student Support Team will run presentations as part of the orientation program which will provide students with information and advice on transitioning into life in Australia and how to cope with the feeling of ‘homesickness’.



1. Student Support Services

Lawson College Australia provides support services to assist overseas students to help them adjust to study and life in Australia.

Student Support Services consist of both welfare support and academic support. These services can be utilised by all Lawson College Australia students.

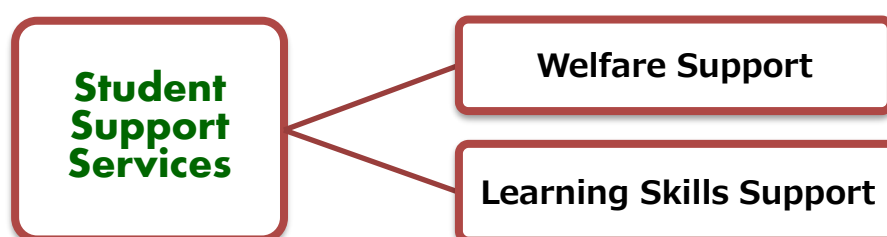
Student support services are available:

9.00 a.m. – 5.30 p.m. Monday to Friday

A 'free of charge' appointment can be made with either the Welfare Support Officer or the Learning Skills Support Officer by:

Emailing: support@lawsoncollege.edu.au

Emergency 24hr access to Lawson College Australia staff: Mobile: 0438592747



Welfare support

A Lawson College Australia Welfare Support Officer is available for all students to provide the opportunity to access welfare-related support services. The Welfare Support Officer assists with issues that may arise during a student's study, including course progress and attendance requirements and accommodation issues. These services are provided at no additional cost to the student. If the student is referred to external support services, Lawson College Australia will not charge for the referral.

The role of the Welfare Support Officer is to support student's emotional, social and academic development, as well as to provide support to all students in the areas of:

- Airport pick-up bookings
- assimilating into a new culture/homesickness
- accommodation and tenancy issues
- orientation
- and advice about day-to-day issues
- assistance with banking, housing and other services available
- learning difficulties, exam anxiety and study skills
- planning educational goals and outcomes
- relationship issues
- health, financial or legal concerns
- experiencing a crisis
- grief and loss issues
- mental health conditions
- harassment and grievance issues confidential counselling sessions with students and make referral as required
- assistance to students concerned about their academic progress because of unavoidable disruption due to welfare related issues.
- Student Support sessions are 'free of charge' and are available by appointment only.



The Welfare Support Officer is available during normal Lawson College Australia office hours (9.00 am-5.30 pm Monday to Friday).

If the Welfare Support Officer feels additional support would be beneficial, a referral to an appropriate service can be arranged (a fee will be payable to external agencies/services by the student).

Student support sessions are free of charge and an appointment is necessary. To make an appointment please email support@lawsoncollege.edu.au.

Airport pickup can be arranged through Lawson College Australia which provides a safe, reliable and stress-free service on arrival. The service is available to all students who pre-book when accepting their place in a Lawson College Australia course. If you would like to use this service, you may do so by requesting and submitting the 'Airport pickup request form' at least two weeks prior to your arrival date to ensure your pickup is confirmed. Late notifications may not be accepted due to high demands at enrolment time.

The airport pickup service is available to all students arriving at Melbourne or Avalon Airport. Melbourne Airport is the major airport and is the destination for all Melbourne-bound international flights and most domestic flights. Avalon Airport is a smaller airport that services some domestic flights and a small number of international flights. If you are purchasing a connecting domestic flight into Melbourne, please ensure you carefully check your arrival airport.

Parents or relatives of students are welcome to use this service if arriving on the same flight as the Lawson College Australia student. Lawson College Australia works closely with an external service provider which operates the airport pickup service. Lawson College Australia is not responsible or liable for this service provision.

Welcome Desk at the Melbourne Airport for International Students

Student Welcome Desk

International students living or studying in Melbourne can visit the Student Welcome Desk at the airport for information and advice about the city. The desk is located at the Travellers' Information Service on the ground floor of the international arrivals hall in T2. The service can help with general information, accommodation advice and options, transport, phone and internet, employment, tax and banking, shopping, dining and entertainment. Free welcome packs may also be available.

For more information, see the official Student Welcome Desk site. [student-predeparture-flyer.pdf \(melbourne.vic.gov.au\)](#)

Accommodation can be arranged before departing your home country. You may want to consider short-term (single night or longer) accommodation for when you first arrive in Australia. Lawson College Australia can assist you in arranging your accommodation.

If you would like to use this service, you may do so by requesting and submitting the 'Accommodation booking request form' at least 4 weeks prior to your arrival date to ensure your accommodation is confirmed.

At Lawson College Australia, we are committed to ensuring you find suitable, secure, comfortable and affordable accommodation during your stay.

You may wish to search for accommodation that suits your needs and budget once you have received confirmation of your enrolment. Some tips when searching for accommodation include:

- The costs will vary depending on the type of accommodation.
- Always confirm the total cost and any other expenses you may be required to pay, such as a bond and utility fees.
- Consider how far it is from Lawson College Australia and whether it is easily accessible by public transport, such as bus or train.
- Find out what shopping centres, hospitals and emergency service facilities, and other amenities are nearby.

Helpful websites:

<https://liveinmelbourne.vic.gov.au/live>
<http://www.studyinaustralia.gov.au/>
<https://www.studymelbourne.vic.gov.au/student-arrivals>
<https://www.studymelbourne.vic.gov.au/living-and-accommodation/where-to-live>
www.melbournehomestay.net
www.studentaccommodationone.com
www.homestay.com
www.realestate.com.au
www.domain.com.au
www.ljhooker.com.au
<http://www.punthill.com.au>
<http://www.questapartments.com.au/>

Orientation

Orientation is important for you to receive vital information about Lawson College Australia and Melbourne and to meet new friends and your teachers. When you accept your offer, you will receive a confirmation letter that provides you with the date, time and location of your initial orientation.

Some of the orientation activities are compulsory and some are highly recommended. It is important that you attend as many orientation activities as you can. These activities are designed to give you an important head start for your studies, and to set you up for success.

Student support staff assist students to adjust to study and life in Australia through the provision of an age and culturally appropriate orientation program that includes information relating to:

- ❖ Support services available to assist overseas students to help them adjust to study and life in Australia;
- ❖ English language and study assistance programs;
- ❖ Relevant legal services;
- ❖ Emergency and health services;
- ❖ Lawson College Australia's facilities and resources;
- ❖ Complaints and appeals processes;
- ❖ Requirements for course attendance and progress;
- ❖ Support services available to assist overseas students with general or personal situations
- ❖ Circumstances that are adversely affecting their education in Australia; and
- ❖ Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Australia and the Fair Work Ombudsman. More information about working in Australia can be accessed at: [Work while you study \(studyaustralia.gov.au\)](http://www.studyaustralia.gov.au)

You **MUST** attend **COMPULSORY ORIENTATION** as per the '*Compulsory Orientation Commencement Date*' on your letter of offer.

Student rights and responsibilities

All Lawson College Australia students' have the right to:

- Experience quality training
- a clean, friendly, safe, and supportive environment
- question and have their questions answered
- enter into discussions enthusiastically
- adequate breaks from training
- speak freely of their experiences
- the appropriate aids for learning
- be addressed by staff and students of Lawson College Australia in a courteous and respectful manner.

All Lawson College Australia students' have the responsibility to:

- Be prompt and regular in attendance
- behave in an appropriate manner
- dress in a manner appropriate to the training being undertaken
- be patient with other trainees / candidates
- have an appropriate attitude towards their training
- avoid private conversations while someone is speaking
- be respectful and courteous towards all staff and students at Lawson College Australia.

Notifying changes

As an RTO under the VET Quality Framework and CRICOS Education Provider under the National Code, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, and any new third-party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Letter of Offer because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, we will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number and emergency contact on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details in writing. As an international student, you are required to provide this form to us within 7 days of any change occurring,

Student visa conditions

Lawson College Australia students must adhere to the following requirements. Non-adherence may have serious consequences on your enrolment and affect your student visa status.

Mandatory conditions that are attached to all primary student visas in the following subclasses. You are recommended to check the website for the most current conditions.

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

The table below describes the conditions that might be attached to a student visa. You can find your visa conditions in [VEVO](#) (for most current information).

CONDITIONS THAT MIGHT BE ATTACHED TO A STUDENT VISA

No.	Who this might apply to	Description
8303	Any student	You must not be involved in activities that are disruptive to, or in violence threaten harm to, the Australian community or a group within the Australian community.
8534	Any student	While you remain in Australia, you are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none">• a protection visa• a Temporary Graduate visa (subclass 485)• a Student Guardian visa (subclass 590).
8535	Students sponsored by the Commonwealth or a foreign government	while you remain in Australia, you are not entitled to be granted a further substantive visa, other than: <ul style="list-style-type: none">• a protection visa• a Student visa (subclass 500) granted on the basis of support from the Commonwealth government or a foreign government Note: The effect of this visa condition is that, except in extremely limited circumstances, it will not be possible for you to remain in Australia beyond the date authorised by your visa.

Helpful weblink: <https://www.australia.gov.au/information-and-services/education-and-training/international-students>



GOT QUESTION?

Please feel free to contact us.

+61 3 9791 2211

support@lawsoncollege.edu.au

2. English Language and Study Support

Learning Skills Support

Lawson College Australia provides learning skills support to assist students in meeting course requirements. Your Trainer, and the Learning Skills Advisor provide support to enhance quality outcomes for students. This includes:

- Time management
- effective reading and note-taking
- study methods and exam preparation
- how and where to start researching your topic
- finding, evaluating and using information
- collaboration and teamwork
- problem-solving and critical thinking
- essay, report, and assignment writing
- citing and referencing for academic integrity
- oral communication and presentation
- learning difficulties, exam anxiety and study skills.



Your Trainer monitors and reviews students' academic progress and monitors attendance during each study period. Where needs are identified, students are notified to make an appointment to discuss strategies where support staff can be of assistance. Student can send email to studysupport@lawsoncollege.edu.au for one on meeting with trainer or Learning Skills Advisor

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by Lawson College Australia focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. Some of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course information includes the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Some courses may involve classes, workplace component and homework.

Assessment methods vary from course to course but usually include written questions, projects, written, assignments, and practical observations. Some qualifications have government mandated work placement requirements, which must be completed.

WORKPLACE ARRANGEMENTS

If you are studying a Community Services qualification, for example, Ageing Support, Individual Support, Mental Health, or Early Childhood Education and Care, are required to do mandatory work placement. Lawson College will assist you to find a work placement. We will provide you with detailed information about the work placement arrangements once you start course with us. All theoretical and classroom Assessment Tasks must be completed and have a Satisfactory result prior to any offer of a work placement.

ATTENDANCE AND INDEPENDENT STUDY

International students must attend classes for 20 hours a week. There will also be an expectation that you complete a certain amount of independent study each week and your trainer/assessor will provide information on how much is expected.

Attendance is monitored. It is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

ASSESSMENT ARRANGEMENTS and AGREEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements. Students must participate in training prior to submitting assessment tasks, so attendance and participation is monitored. Assessment task requirements are also accessible via the Student Learning System (Moodle). You must be an enrolled student to access Moodle. Written Assessment Tasks are submitted via Moodle and in doing so the student completes a declaration and agreement with assessment conditions.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you will be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

All written assessment tasks must be completed electronically and submitted via the Student Learning System (Moodle). You cannot submit an assessment task until you complete the declaration that the work submitted is your own work. You must keep a copy of all tasks that you submit. Written work will be marked and your assessor will provide you with written feedback and confirm the outcome of the task on the relevant feedback documents.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 1 further attempt to complete the task and achieve a satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your resubmission.

If, after the final attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This will incur an additional fee for students as identified in the fees and charges information.

Students undertaking courses which include a mandatory work placement must achieve a Satisfactory (S) for all assessment tasks in units which also include a work placement assessment task, prior to being offered a work placement.

Results are subject to moderation and validation (internal auditing) and an official Statement of Attainment or Certificate cannot be issued until your course is fully completed and your student file is audited and finalised by the Completions and Compliance Teams and approved for issuance by the Quality and Compliance Committee.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

Lawson College Australia has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own and has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s. If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations.

If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

EXTERNAL LEARNING SUPPORT SERVICES

For students requiring additional support with their studies, work or life, Lawson College Australia provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

The Hotline can provide you information about:

- Classes close to you
- Help by mail or computer
- Teachers and other people who can help
- Websites and books that can help you to learn



3. Relevant Legal Services

The Lawson College Australia is able to provide limited advice on legal issues. Where the Welfare Support Officer feels it appropriate for you to seek professional legal advice they will refer you to an appropriate legal counsellor. There are also other options for you to access legal advice through various Victorian services.

Study Melbourne Student Centre

International students in need of legal support can contact the new Study Melbourne Student Centre, where support staff can help to assess the nature your legal queries and refer you to an appropriate legal organisation.

Information on health, accommodation, financial management and safety matters, and practical support for international students dealing with personal crises, as well as offering a range of referral and advocacy services is also available.

Phone: 1800 056 449 (free call from landline phones)

Website: <https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

E-mail: info@studymelbourne.vic.gov.au

Drop-in to the office: 599 Little Bourke Street, Melbourne, Victoria, 3000 (check first to ensure the office is open for face-to-face services)

Victoria Legal Aid

Victoria Legal Aid provides free legal advice. Please follow the links: <http://www.legalaid.vic.gov.au/>

Phone: 1300 792 387, Monday to Friday 8.45am to 5.15 pm.

Support in [languages other than English](#) is also available.

See also: <https://www.monash.vic.gov.au/Services/Community-Directory/Victoria-Legal-Aid-Dandenong>

Federation of Community Legal Services

There are generalist and specialist Community Legal Centres (CLCs) all around Victoria that provide legal advice and support to members of the community based on the area you live in.

https://www.fclc.org.au/find_a_community_legal_centre

Some key specialist CLC's that you may require the services of:

- [Consumer Action Law Centre](http://consumeraction.org.au/) for issues relating to your rights as consumers [<http://consumeraction.org.au/>]
- [Tenants Union of Victoria](https://tenantsvic.org.au) for legal advice around housing [<https://tenantsvic.org.au>]
- [Women's Legal Service Victoria](http://www.womenslegal.org.au/) [<http://www.womenslegal.org.au/>]
- [Refugee Legal](http://www.rilc.org.au/Home/Home.htm) [<http://www.rilc.org.au/Home/Home.htm>]
- [JobWatch Employment Rights Legal Centre](http://www.jobwatch.org.au/) [<http://www.jobwatch.org.au/>]

For more information, please refer to:

<https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice>



4. Emergency and Health Services

Accidents and emergencies

If an accident or emergency happens there are a variety of medical services to help you. Local doctors can help with your medical needs, while ambulances and hospitals are for emergencies and serious accidents. Please note that ambulance services are not free in Victoria. All international students studying on a student visa must have Overseas Student Health Cover (OSHC). Whilst OSHC helps cover basic medical and hospital care, it may only provide limited cover for pharmaceuticals and ambulance services.

Emergencies and accidents

- In an emergency phone **triple zero '000'** or '112' from a mobile if you are outside of phone network range.
- An automated message will ask you to select 'fire', 'police' or 'ambulance'.
- You will be connected to a person who will ask you questions including your location and the phone number you are calling from
- Stay calm, don't shout, and talk slowly and clearly.
- Tell the person what the problem or emergency is and how it happened
- Give them the address or location
- Tell them if there are people hurt, how many there are and their estimated age
- Ask for an interpreter if needed
- Stay on the phone and follow emergency instructions
- Wait for the ambulance and make sure they can see you when they arrive.

Most major hospitals also have emergency departments where you can go for help if an ambulance is not required.

Interpreter service

In an emergency, regardless of your level of English, you should phone triple zero '000', or '112' from a mobile phone. An interpreter service is available to assist you. It will help the call-taker if you can tell them in English, which language you need.

Nurse-on-Call

If you are not sure whether you need emergency treatment, phone 1300 606 024 (for the cost of a local call) to speak to the Victorian Government's *Nurse-on-Call* Service. This free service is staffed by trained nurses who can advise you on what to do. See more at: <https://www.health.vic.gov.au/primary-care/nurse-on-call>

Dental emergencies

For dental health emergencies contact the [Royal Dental Hospital](#) in Carlton. The hospital may refer you to a clinic closer to where you live.

Helpful dental websites:

<https://www.dhsv.org.au/clinic-locations/community-dental-clinics>

<https://www.dhsv.org.au/public-dental-services/emergency-dental-care>

Victorian Supercare Pharmacies

Supercare Pharmacies offer 24-hour access to a pharmacist for advice, supply of medicines and dispensing of prescriptions. A registered nurse is available for consultation every night between 6pm and 10pm.

<https://www.betterhealth.vic.gov.au/health/servicesandsupport/victorian-supercare-pharmacies>

Mental health emergencies

If you or someone you know is talking about suicide get help immediately.

Contact the 'Just Ask' 24-hour crisis phone line on 131 114.

This service will connect you with someone who will listen and give you help at any time.

Helpful websites:

For advice, information and referral for general and mental health issues in Victoria visit:

[About Victoria's mental health services](#)

www.beyondblue.org.au

www.lifeline.org.au

[Welcome to Head to Health | Head to Health](#)

Suicide Line Victoria 1300 651 251 www.suicideline.org.au

Health Services

The Student Support Office will have an up-to-date list of medical professionals within easy access from the Lawson College Australia. Any student with a medical concern should inform the Welfare Support Officer who will assist them in finding an appropriate medical professional.

Use the following web link to find the closest hospital to your location

<https://www.finder.com.au/nearest-hospital>

If you are diagnosed with a serious medical condition that may hinder your progress in your studies, please inform the Welfare Support Officer who can help you and provide support if required.

Medical centres in Dandenong (contact them first to ensure they offer appointment to new clients)

<u>Dandenong Medical Centre</u> 176 Lonsdale Street Dandenong Phone (03) 9794 7866	<u>Stud Road Medical Centre</u> 82 Stud Road Dandenong Phone (03) 9794 5055
<u>Eastern Medical Centre</u> 102 Cleeland Street Dandenong Phone (03) 9793 3188	<u>Eastern Medical Centre</u> 102 Cleeland Street Dandenong Phone (03) 9793 3188
<u>Langton Medical Centre</u> 37 Langhorne Street Dandenong Phone (03) 9791 8888	<u>Digestive Health Centre</u> 90 David Street Dandenong Phone (03) 9793 3188

For more details on health and wellbeing please visit: [Health - Study Melbourne](#)



5. Lawson College Australia's Facilities and Resources

Facilities

Lawson College Australia operates from approved premises location at Level-2, 228-334 Lonsdale Street, and 53-59 Walker Street, Dandenong in Victoria, Australia, 3175.

Campus and surroundings

Campus location is close to the Drum theatre, Dandenong Palm Plaza, Dandenong Market, Post office, National Banks, City of Greater Dandenong Council offices and library.

Resources

Lawson College Australia maintains staff and training/assessment resources to meet the requirements of candidates with special needs and has an assessment process that incorporates reasonable adjustment procedures.

Lawson College Australia has reviewed and maintains the equipment quality and facility requirements for each Training Program and guarantees it has access to equipment needed to implement the program.

- ◆ Classroom capacity adequate for delivering its programs.
- ◆ Classrooms are equipped with projectors and whiteboards.
- ◆ Classrooms are furnished with comfortable and appropriate furniture and equipment for effective learning to take place.
- ◆ All classrooms provide cooling and heating.
- ◆ Printing facilities for students and staff
- ◆ Learning Management System [Moodle]
- ◆ Staff offices equipped with furniture, lockable cupboard/filing cabinet, internet and printer.
- ◆ Library: equipped with a selection of textbooks, tapes and videos, magazines and periodicals and available for use on campus.
- ◆ Computer Laboratory equipped with personal computers.
- ◆ Students will be required to have access to a personal laptop. All computer programs used by Lawson College Australia to support communication, administration, learning, and assessment are compatible with all standard mobile computing operating systems in Australia.
- ◆ Wireless Internet is freely available throughout Lawson College Australia premises.
- ◆ A Practical Skills Laboratory equipped for Ageing, and Individual Support programs.

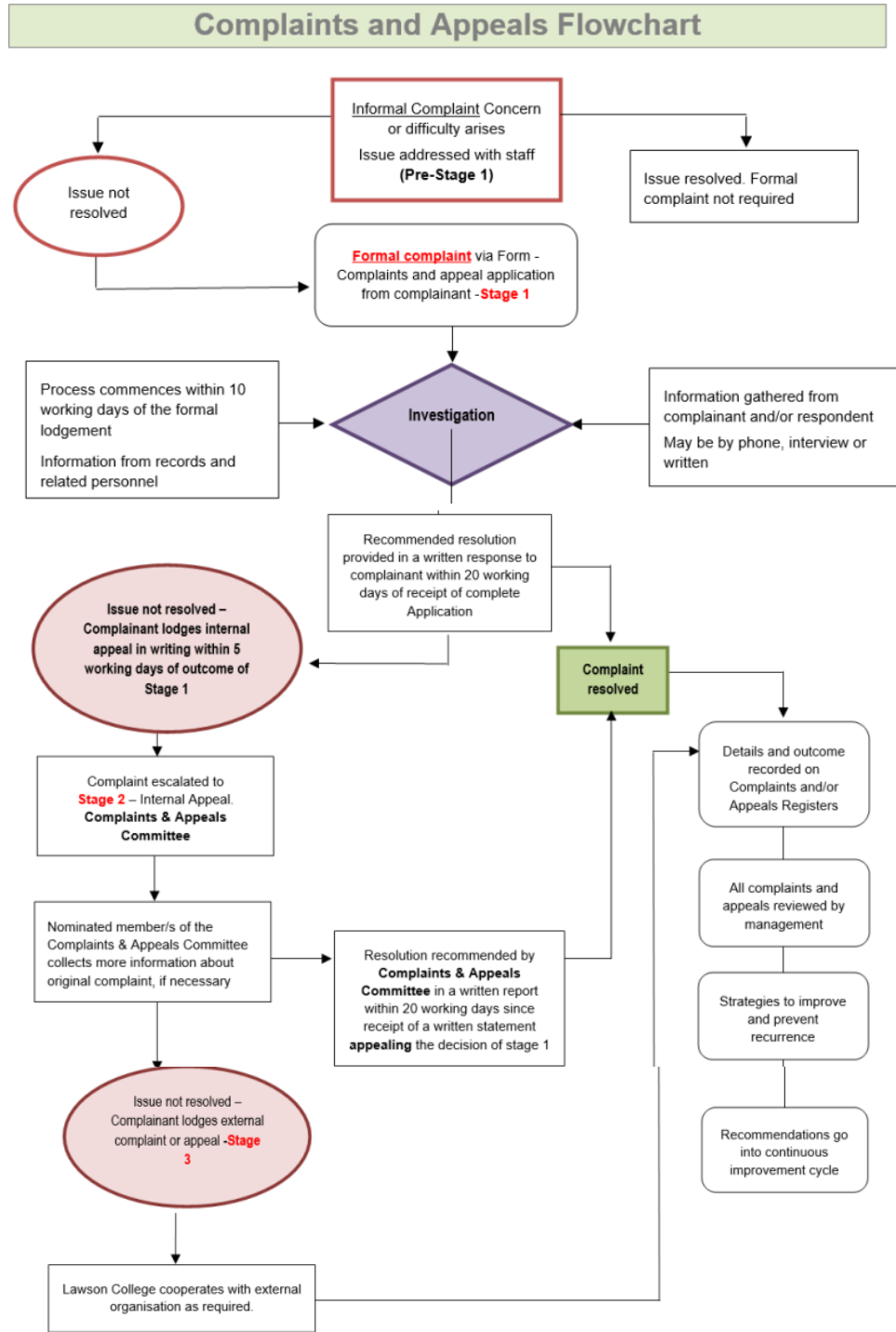
Timetable

The timetable for students will be available during the orientation of each intake. Please note that the classes operate from Monday to Friday between 9.00am and 5.30pm and students are required to attend classes 20 hours per week.



6. Complaints and Appeals Processes

Lawson College Australia ensures professional, timely, inexpensive processes to ensure any grievances can be heard and addressed. This process is outlined in the Complaints and Appeals policy via the weblink <https://lawsoncollege.edu.au/international-student-policies/> and the Flowchart outlined below.



GOT QUESTION?

Please feel free to contact us.

☎ +61 3 9791 2211

✉ support@lawsoncollege.edu.au

7. Requirements for Course Attendance and Progress

Lawson College Australia endeavours to assist students maintain their academic progress at an appropriate level throughout their enrolment period.

Lawson College Australia advises students at orientation they are required to attend 20 hours per week of classes as scheduled on the course timetable. Students are advised of the need to participate in training prior to submitting assessment tasks by the published due date; and are referred to the Policy and Procedure regarding course progress, attendance and extending course duration on the Lawson College Australia website.

Students' progress is monitored mid-term and end of term. Any student identified as being at risk of not achieving satisfactory course progress are counselled and intervention strategies implemented to assist the student maintain satisfactory progression.

Students who have breached course progress are given written notice of Lawson College Australia's intention to report, and the reason for doing so. This written notice advises the overseas student of their right to access the registered provider's internal complaints and appeals process within 20 days.



8. Support Services available to assist overseas students with general or personal situations.

There are a range of support services available to assist overseas students with general or person situations. These include the following services contact details.

Local or national calls to a fixed line or Australian mobile from a Telstra public payphone does not incur a charge.

Service	Contact
Fire, ambulance and police emergency	Phone Triple Zero - 000 to report any emergency
Translating and interpreting service	Phone 131 450
Lifeline (24 hour counselling service)	Phone 131 114
Overseas student Ombudsman	Website: Overseas Students - Commonwealth Ombudsman Phone: 1300 362 072
Counselling directory	http://www.healthdirectory.com.au/Allied_health/Counselling/search
Legal assistance	Federation of Community Legal Centres (fcl.org.au)
Lawson College Australia (LCA)	Phone: 03 9791 2211
LCA Study Support	Email: support@lawsoncollege.edu.au
LCA Student Support	Email: support@lawsoncollege.edu.au
LCA 24 hour emergency contact	Mobile: 0438592747
IT support	IThelp@lawsoncollege.edu.au
Important Websites	
▶ https://www.studymelbourne.vic.gov.au/help-and-support/the-law-and-my-rights/legal-advice	
▶ https://www.legalaid.vic.gov.au/get-legal-services-and-advice/free-legal-advice	

Important Phone Numbers

Service	Phone Number
Ambulance/Fire/Police	Triple Zero - 000
Police (non-emergency)	131 444
Lifeline	13 11 14
Suicide Helpline	1300 651 251
Poisons Information Centre	13 11 26
Abortion Trauma and Pregnancy Help	1300 737 732
Advocate for Survivors of Child Abuse	1300 657 380
Al-Anon & Alateen Family Groups	03 9642 3330
Alcohol and Drugs Direct Line	03 9416 1818
Australian-Chinese Association	(02) 9281 1377
CARE RING - Your Crisis Line	13 61 69 (24 hour counselling)
Australian Taxation Office (ATO)	13 28 61
Centre-link Multilingual Contact Centre	13 12 02
Carer Respite Centre Southern	1800 059 059
Carers Association VIC	1800 242 636
CASA (Centre against sexual assault)	9349 1212
Coronavirus Hotline (24/7)	1800 675 398
Crisis Pregnancy	9417 7622
Dentist – Dental Hospital Service	9341 1040 (emergency only)
Department of Home Affairs	131 881
Disability Support Services	Home - DFFH Services
Domestic Violence Line (24 hours)	1800 656 463
Eating Disorders Foundation of Victoria	9885 0318
Family Drug Support	1300 368 186
Dandenong Hospital	9554 1000
Gambler's Help	1800 156 789
Grief line	03 9596 7799
Life Line Australia	13 11 14 (24 hour service)
Legal Aid (free legal advice)	1300 792 387

Men's Help Line	1300 78 99 78
Men's Referral Service	03 9428 2899 or 1800 065 973
Medical Centre (Young Street, Frankston)	03 9771 8111 (or 8112)
Medibank	132 331
Mental Health Foundation of Australia (Victoria)	03 9826 1422
Narcotics Anonymous	03 9525 2833
Nurse on Call	1300 60 60 24
Poisons Information Centre	13 11 26
Psychotherapy and Counselling Federation of Australia (PACFA) - Register of psychotherapists and counsellors	03 9486 3077
Public Transport Information (timetables, routes etc.)	13 15 00
SANE Helpline	1800 18 SANE (7263)
Schizophrenia FV Helpline	03 9482 4189
Sexual Assault	03 9344 2210 or 1800 806 292
Telstra Telephone Directory Service 12455	12455
Telstra International Directory Service 12 25	12 25
TTY Service	03 9662 9030
Women's Domestic Violence Crisis	1800 015 188

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✉ support@lawsoncollege.edu.au

9. Circumstances that are adversely affecting students' education in Australia.

Special Consideration

Lawson College Australia provides 'special consideration' to students on a case-by-case basis.

Special consideration is given to a student whose performance during the training session, or in an assessment has been affected by serious misadventure, accident or extenuating circumstances beyond their control.

This special consideration is an approved arrangement to the conditions of assessment tasks which takes into account the impact of unexpected or extenuating circumstances which have severely affected the student's performance in assessment or prevented them from attempting the assessment.

Student Safety

Lawson College Australia provides a safe and secure learning environment to students and staff. These include hours of operation and access to staff to assist students where required.

The Orientation program provides details regarding personal safety tips when travelling to and from Lawson College Australia premises, and at other times, for example regarding water safety.

Critical Incident

A critical incident may be defined as a traumatic event or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Critical incidents could include, but are not limited to, events such as:

- ◆ Missing students
- ◆ Physical assault of any type
- ◆ Severe verbal or psychological aggression
- ◆ Death, serious injury or any threat of these
- ◆ Natural disaster; and
- ◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse.

Lawson College Australia minimizes the potential of a critical incident through a range of practices including the regular review of a critical incident plan and provision of information to students in the mandatory Orientation session.



10. Services to access for information on employment

Working in Australia

The minimum pay rate can come from an award, enterprise agreement or other registered agreement, or the national minimum wage. Employees have to be paid the right pay rate for all hours they work. Visit: [Work while you study \(studyaustralia.gov.au\)](#)

Temporary relaxation of working hours for student visa holders

To address workforce shortages, student visa work hours have been temporarily relaxed. Students can also work before their course of study commences. They will also be able to work more than 40 hours a fortnight in any sector of the economy. Please check website below to confirm if this condition still applies (accurate at time of publication).

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>

Tax file number

To receive an income in Australia, you will need a Tax File Number [TFN]. Visit: [Apply for a TFN | Australian Taxation Office \(ato.gov.au\)](#)

Fair Work Australia

The Fair Work Commission is Australia's national workplace relations tribunal. It is an independent body with power to carry out a range of functions under the Fair Work Act 2009 (Cth), including:

- providing a safety net of minimum conditions, including minimum wages in awards
- facilitating good faith bargaining and enterprise agreement making
- administering the regulation of industrial action
- resolving a range of collective and individual workplace disputes through conciliation, mediation and in some cases public tribunal hearings
- functions in connection with workplace determinations, equal remuneration, transfer of business, general protections, right of entry and stand down
- dealing with applications in relation to unfair dismissal

Visit: [Fair Work Commission | Australia's national workplace relations tribunal \(fwc.gov.au\)](#)

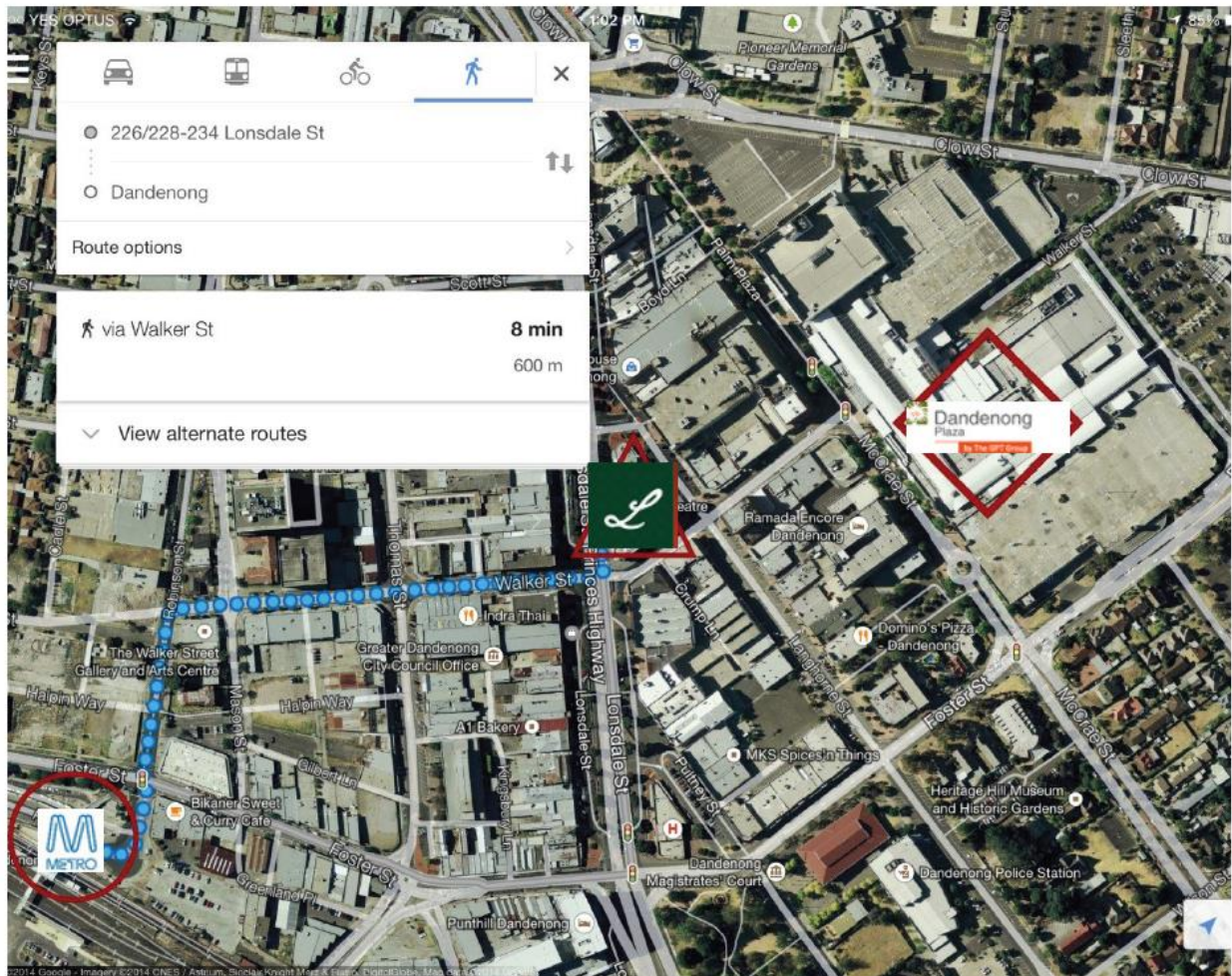
The Office of the Fair Work Ombudsman

The Office of the Fair Work Ombudsman:

- Is a central point of contact for free advice and information on the Australian National Workplace Relations System
- Investigates workplace complaints and enforces compliance with national workplace laws. Visit: <https://www.fairwork.gov.au/>



Lawson College Australia and Surroundings



Lawson College Australia
Level 3/228 Lonsdale Street
Dandenong 3175
Phone: (03) 9791 2211
Email: info@lawsoncollege.edu.au
Website: lawsoncollege.edu.au



GOT QUESTION?

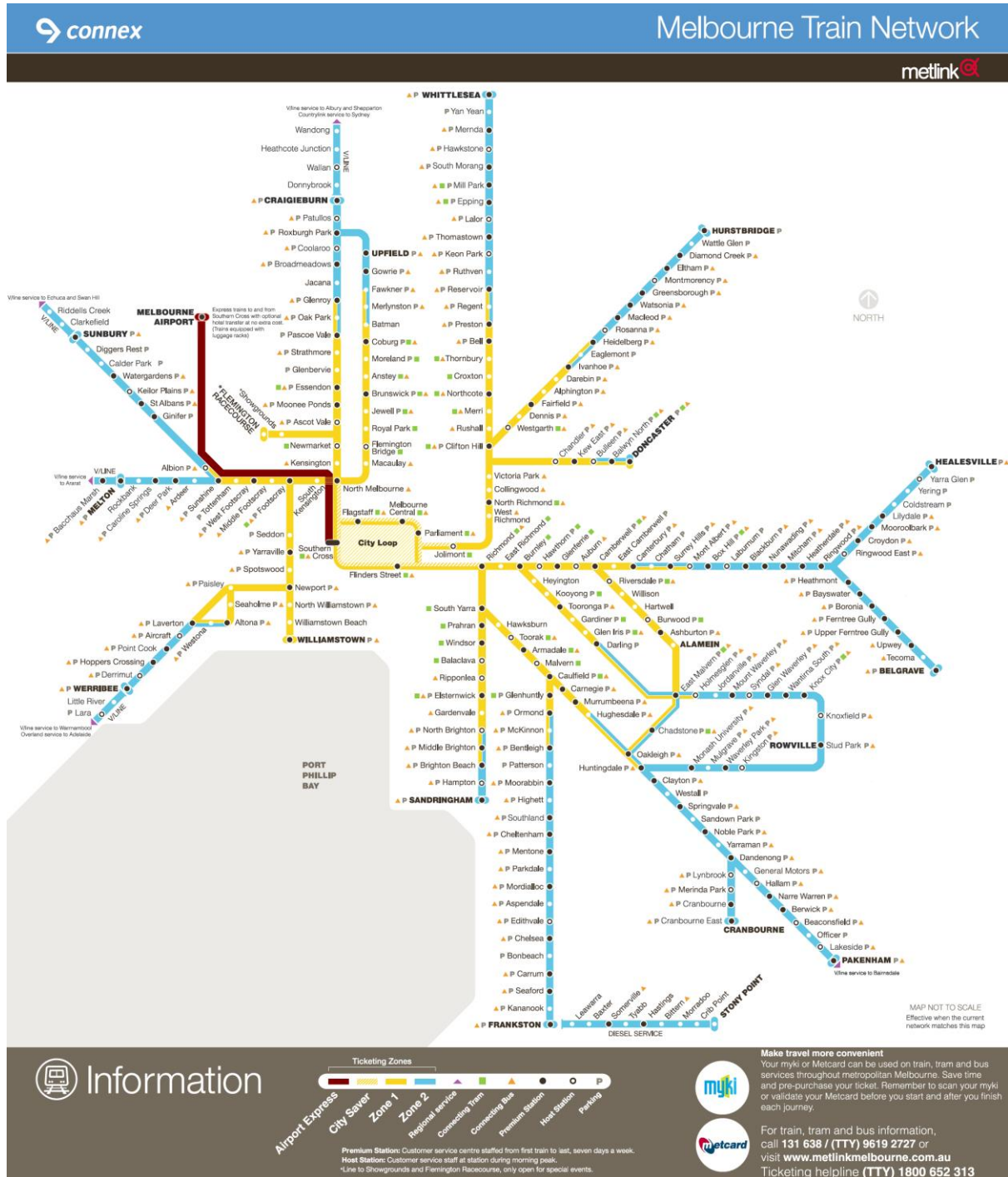
Please feel free to contact us.

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Melbourne Train Network

For the most up to date information visit: <https://www.metrotrains.com.au/maps/>



For information on Melbourne train system visit: <http://ptv.vic.gov.au/>

Melbourne Smart Bus Service



For more information visit: <http://ptv.vic.gov.au/> or call 1800 800 007 (6am – midnight)



Contact

Postal Address:

Lawson College Australia
P O Box 7155
Dandenong VIC 3175
AUSTRALIA

Location Address:

Lawson College Australia
Level 2, 228-234 Lonsdale Street
Dandenong VIC 3175
AUSTRALIA

Phone: (03) 9791 2211

Email: info@lawsoncollege.edu.au

Website: lawsoncollege.edu.au

RTO Number: 40679

CRICOS Provider Number – 03406J