



Student Prospectus 2020

Developing the next generation
of healthcare leaders

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Footnote

The Education Services for Overseas Students Act 2000 contains specific definitions for an (1) accepted student, (2) intending overseas student and (3) overseas student.

In this handbook, we will use a 'Student' when referring to these individual definitions.

AMA College's individual policies and procedures however will refer to, and use the specific definitions.



AMA College

The Experience Of A Lifetime

President's Foreword

As President of the Australian Medical Association (WA), I am delighted that you are considering studying with AMA College. The AMA (WA) has a proud history of supporting and delivering training to the medical field, dating back to our inception in 1898. That's over 120 years of tradition that you will benefit from when you choose to study at AMA College.

Healthcare is a globally unifying need and one that each country works hard to improve. Highly skilled staff are the very heart of any healthcare system. The healthcare community is known for its willingness to work together, collaborate and share ideas. These are the very traits that embody our vision for AMA College as we strive to develop the healthcare managers of the future.

Our college motto "ProgreDI in Sapientiam" means "Go forward in Wisdom". As a valued student at AMA College we will share your learning journey with you and impart upon you the wisdom we were given by those before us.

Healthcare is a complex field, requiring professionals from many different disciplines. Successfully leading and managing healthcare organisations is a growing challenge around the world. Dynamic leaders are required to tackle the competing demands of sustainable and quality healthcare provision. To master this skill is to create a world of opportunities in an industry that never sleeps, whose demand is not linked to traditional economic cycles and where innovation is a staple of everyday life.

AMA College will help start this journey for you.

I hope you will join us.



Dr Andrew Miller MBBS LLB (Hons)
FANZCA FACLM FAICD

President
Australian Medical Association (WA)



Welcome to AMA College

On behalf of all the staff at AMA College, I welcome you.

AMA College offers you an exclusive and executive learning experience, where quality training outcomes underpin everything we do. Everything at our college is designed to provide you with a premium education, such as our high-technology campus, university partnerships, high-quality learning materials and industry-recognised staff and lecturers.

We are here to share your learning journey with you. What does that look like?

It means that we are here to support you from the moment you enrol to the time you graduate, and beyond. It means that whilst we want to impart in-demand skills and knowledge, we also want to make sure you have fun along the way. Your time at AMA College should be memorable as much because of the experiences and friends you discover along the way as it is about the first-class education you will receive.

AMA College is an exclusive and prestigious learning institution, but it is also friendly, welcoming and supportive.

If you are passionate about becoming a future healthcare leader and want to experience the fun and beauty that Western Australia has to offer in a supported environment, AMA College is for you.



Jan-Henrik Norberger

**General Manager – Education & Training
Australian Medical Association (WA)**



Why Health Administration?

By studying Health Administration, you could become a vital part of one of the world's highest growth industries. As the need for healthcare continues to rise, so will the roles of health administrators, even if other industries suffer a down turn.



Annual Healthcare Growth

China: 17%
India: 16%
Malaysia: 8.4%
America: 5.5%

**Australia:
4.6%**

Annual Healthcare Spending

America: \$3.6 trillion
China: \$594 billion
India: \$160 billion
Malaysia: US\$6.75 billion

**Australia:
\$181 billion**

Healthcare Administration jobs in Australia

About **3000**
job openings a year



Average
\$1,717
per week
full time

Healthcare Administration Jobs in USA

Ranked
5th
in the
**2015 Best
Jobs in
America**



100,000
jobs

Median salary
\$114,000



23%
growth
rate



What does a health administration career look like?

A career that
has a **positive
impact** on
other
people's
lives



A vital
career
all
**around
the globe**



Healthcare
administrators
can find jobs
in a
**variety of
locations**



Interact
and talk
with
people from all
walks of life

Your Journey Starts Here

10720NAT
**Diploma of Health
and Administration**
Your AMA exclusive course



**Professional
Study Experience**
Executive-style campus



**Supported
Learning
Environment**
Student support services



**Work
Experience
Program**
Apply your new skills



**Ongoing
Recruitment
Support**
Helping you find work,
beginning to end



Edith Cowan
University



**University
Partnership**
Further studies,
library and
accommodation





10720NAT Diploma of Health Administration

CRICOS Course Code 0100389



NATIONALLY RECOGNISED
TRAINING

The *10720NAT Diploma of Health Administration* is a nationally recognised VET accredited course exclusively offered by the Australian Medical Association (WA), who developed it with extensive input from healthcare stakeholders.

The Diploma is a 16-unit qualification that addresses the needs of managers in a healthcare setting.

Whilst many of the demands on managers are universal, the industry and context in which managerial expertise is required can be quite different across various industries. The healthcare industry is one of the major global employers of staff, and continues to experience significant growth. Doctors, nurses, allied health workers and carers are all an integral part of the healthcare sector, but so are professional health leaders.

All of these topics will be learnt in a modern and executive-style campus, by highly qualified lecturers and in a supported environment.

What Will You Learn?

The Diploma of Health Administration introduces students to key managerial concepts such as:

- Managing and being responsible for workplace health and safety
- Managing budgets and financial forecasts
- Managing a quality customer service
- Managing legally and ethically
- Managing the recruitment, selection and on-boarding of new staff
- Managing staff performance and team effectiveness
- Applying workplace statistics and implementing complex spreadsheet solutions
- Managing risk
- Undertaking project work
- Self-management and emotional resilience

Furthermore, key areas of health specific leadership are covered, including:

- The management and control of infection
- The interpretation and application of medical terminology
- The application of medical-related research to management practice
- The management of key healthcare drivers such as funding and government policy



Course Content

| Unit Code | Unit Title |
|------------|--|
| BSBLDR511 | Develop and use emotional intelligence |
| BSBCUS501 | Manage quality customer service |
| BSBWOR502 | Lead and manage team effectiveness |
| BSBMGT502 | Manage people performance |
| BSBHRM506 | Manage recruitment selection and induction processes |
| HLTWHS004 | Manage work health and safety |
| BSBMED301 | Interpret and apply medical terminology appropriately |
| HLTINF004 | Manage the prevention and control of infection |
| CHCLEG003 | Manage legal and ethical compliance |
| TLIE4013 | Apply workplace statistics |
| BSBITU402 | Develop and use complex spreadsheets |
| BSBPMG522 | Undertake project work |
| DHAMKD001 | Manage the impact of key healthcare drivers on management practice |
| CHCPOL003 | Research and apply evidence to practice |
| BSBRISK501 | Manage risk |
| FNSACC513 | Manage budgets and forecasts |



Professional Study Experience

AMA College offers students an exclusive and executive-style learning experience where class sizes are kept small and lessons are highly interactive and engaging. Our students benefit from free Wi-Fi, an exclusive and well-equipped student lounge, high-technology classrooms and industry-recognised trainers, guest speakers and access to industry events.



Supported Learning Environment

Students at AMA College are supported and cared for from the moment they enrol until the time they graduate, and beyond. AMA College is an exclusive learning establishment, where every student's journey matters. From helpful trainers, caring student support officers and social activities coordinators, AMA College ensures that students are supported, learn new skills and have fun along the way.



Work Experience Program

As part of their Diploma studies, students at AMA College will participate in 4 weeks of work experience, which will allow students to apply their newly gained knowledge in the Australian healthcare system.

The 4 weeks of work experience occur throughout the year to best fit in with studies and other commitments that students may have. AMA College will secure work experience opportunities for students in a range of workplaces, including hospitals, clinics, aged care providers and health industry associations.

The work experience program exposes students to real-life healthcare roles, making them more employable and helping students to see the real life applications of skills taught throughout the Diploma program.



Ongoing Recruitment Support

AMA College understands how important it is for students to find work whilst studying in Australia. As such, the College will assist students with their job search by providing help with resume creation appropriate to the Australian market, interview tips and simulations as well as actively seeking out job opportunities for students throughout their studies with the College. The Australian Medical Association (WA) has a dedicated recruitment division and highly experienced recruiters to ensure that students receive the most appropriate support and advice.

Once students complete their Diploma of Health Administration the College will organise introductions to health sector employers and offer specific advice around continuing a career in the health industry.



University Partnership

The AMA has a close partnership with Edith Cowan University (ECU), whose school of Business and Law claimed the number one ranking for public universities in the categories of Business and Management and Law and Paralegal Studies for overall quality of educational experience and teaching quality. The school also achieved the top public university ranking in Business and Management for skills development and student support.

Students that complete the 10720NAT Diploma of Health Administration and meet ECU's minimum English requirements can continue to complete a Bachelor of Commerce with ECU with a one-year advance standing.

Students interested in this 3-year Diploma and Bachelor pathway can receive two letters of offer from the outset and apply for a 3-year student visa.

Given that the Diploma takes one year to complete through AMA College, this partnership means that students can complete two qualifications in the same time as it would normally take to complete a Bachelor degree on its own. Students will benefit from a Diploma of Health Administration from a prestigious training college and a Bachelor of Commerce from a top-rated public university.

Furthermore, whilst completing your studies at AMA College, which is located only 1.3km away from ECU's Joondalup campus, students have access to ECU's state-of-the-art library and online databases. Students will also be eligible to apply for accommodation at ECU's modern student housing complex if they so wish.

This partnership gives our students the edge over other graduates.



Course Details

English Entry Requirement

(Test results must be no more than two years (24 months) old when you start your enrolment at AMA College)

One of the below options:

- IELTS (Academic) Score of 5.5 (no band score less than 5)
- PTE Academic Trinity ISE II Minimum Level 42
- Cambridge English First (FCE), Completion, Minimum Level 162
- TOEFL (iBT) Minimum Level 46

Educational Entry Requirements

A minimum educational qualification equivalent to senior secondary education at the Year 12 level of the Western Australian Certificate of Education.

Additional Entry Requirement

Be older than the age of 18 years of age at the time of signing their Letter of Offer and Acceptance with AMA College.

Condition Of Enrolment

The following criteria need to be met for successful enrolment:

- Met all entry requirements outlined above
- Paid required fees
- Provided supporting documents
- Signed Letter of Offer and Acceptance
- Valid Student Visa for the course duration (provided to AMA College once granted)

Course Duration

52 weeks – 40 study weeks + 12 weeks holidays

Course Timetable

Visit the AMA College website for a detailed current timetable of classes for current timetable.

Modes Of Study

Face to Face – Full time (20 hours a week)

There are no compulsory online studies required for this course.

There are currently no community-based learning and collaborative research training arrangements required for this course.

Assessment Methods

The assessment methods will include:

- Written Assignments
- Case Studies
- Literature Reviews
- Projects
- Reports
- Essays
- Presentations
- Simulations

Application Fee

A\$250.00 (non-refundable)

Tuition Fee

A\$16,000 Total Tuition Fee (A\$4,000 per study period)

Visit www.amacollege.edu.au/fees/ for detailed information on fees and charges and information on payment options. Tuition fees and charges may alter between years. The applicable tuition fee for an individual student (that is, the fee for their year of commencement) will remain unchanged whilst that student remains continuously accepted in the course. Where a student suspends or defers their studies, then their resumption tuition fee will be at the rate, which is applicable to the tuition fee in that year.

Tuition Provider

All tuition is provided by AMA College. AMA College does not have any arrangements with another provider, person or business who will provide the course or part of the course.

Academic Calendar

2020

| Study Period | Starting | Ending | Break |
|----------------|--------------------------|---------------------------|--|
| Orientation | Tuesday, 28 January 2020 | | |
| Study Period 1 | Monday, 3 February 2020 | Friday, 9 April 2020 | Friday, 10 April 2020 to Monday, 27 April 2020 |
| Orientation | Tuesday, 21 April 2020 | | |
| Study Period 2 | Tuesday, 28 April 2020 | Friday, 3 July 2020 | Saturday, 4 July 2020 to Sunday, 19 July 2020 |
| Orientation | Tuesday, 14 July 2020 | | |
| Study Period 3 | Monday, 20 July 2020 | Friday, 25 September 2020 | Saturday, 26 September 2020 to Sunday, 11 October 2020 |
| Orientation | Tuesday, 6 October 2020 | | |
| Study Period 4 | Monday, 12 October 2020 | Friday, 18 December 2020 | Saturday, 19 December 2020 to Sunday, 31 January 2021 |

2021

| Study Period | Starting | Ending | Break |
|----------------|-------------------------|----------------------------|--|
| Orientation | | | |
| Study Period 1 | Monday, 1 February 2021 | Thursday, 1 April 2021 | Friday, 2 April 2021 to Sunday, 18 April 2021 |
| Orientation | | | |
| Study Period 2 | Monday, 19 April 2021 | Friday, 2 July 2021 | Saturday, 3 July 2021 to Sunday, 18 July 2021 |
| Orientation | | | |
| Study Period 3 | Monday, 19 July 2021 | Friday, 24 September 2021 | Saturday, 25 September 2021 to Sunday, 10 October 2021 |
| Orientation | | | |
| Study Period 4 | Monday, 11 October 2021 | Thursday, 16 December 2021 | Friday, 17 December 2021 to Sunday 30 January 2022 |



Beautiful experiences



Breathtaking Landscape



Festivals and Celebrations



Kings Park, Perth



Unique experiences



Vibrant Cafe Culture



The world's cuisine
in one location!



The best beaches imaginable

We love Perth

Perth is the capital and largest city of Western Australia, with a population of just over two million people.

It is the ideal student destination, as we have some of the world's best beaches, best food, best wine and most glorious weather. Australians and Perth people, in particular, are very friendly. Perth is also affordable, having a cheaper cost of living than most other mainland capital cities.

Perth's Mediterranean climate is ideal for students as it averages over eight hours of sunshine each day. It is the sunniest capital city in Australia. This provides plenty of opportunity to experience its many natural features, which includes the Swan River, Kings Park, and endless stretches of gorgeous beaches on the Indian Ocean.

AMA College is located within the City of Joondalup, which was named the **World's Most Liveable City in 2011** in its population category at the UN-endorsed annual International Awards for Liveable Communities.

The Joondalup City Centre has a relaxed, casual atmosphere and is a combination of cultural, civic, commercial and residential properties built on the edge of the stunning Lake Joondalup.

Living in Perth

Cost of living

It is a requirement that you have enough money, which is genuinely available to you to pay for your course fees (tuition and non-tuition fees), travel and living costs for you and any accompanying family members while you are in Australia.

As of 1 February 2018, the Department of Home Affairs calculated the 12 month living cost as:

- Student/guardian – AUD\$20,290
- Partner/spouse – AUD\$7,100
- Child – AUD\$3,040.

To assist students to familiarise themselves with the average living costs, Living in Australia has itemised costs, whilst Insider Guides has a Cost of Living Calculator in which you can tailor to your own lifestyle preferences.

The Australian Government has prepared further assistance with budgeting, information and guidance on financial management. More information provided on this link.

Additional information about the cost of living in Western Australia can be found here.

Accommodation while in Perth

You will need to organise your accommodation before you arrive in Perth as AMA College does not offer student accommodation. AMA College does however provides you with useful links to accommodation options.

If you are looking for student accommodation, Campus Perth offers all-inclusive accommodation for AMA College students. Campus Perth is centrally located in Perth City and is only a 6 minute walk from Perth Station. Their new facilities include The Link co-working space, The Commons social space, The Rooftop and The Gym. Please contact Campus Perth for further details on +61 403 494 371 or guru@campusperth.com

AMA College has a partnership with ECU Village accommodation in Joondalup for our students to live on campus at ECU. If you are looking for fully furnished apartments, less than 2 kms from AMA College; ECU Village Joondalup has many different options available: from a 1 bedroom apartment to a shared 6 bedroom apartment. Please contact ECU Village Joondalup for further details on +61 8 6202 1110 or live.joondalup@ecuvillage.com.au



College Facilities and Resources

AMA College will provide students with:

- free Wi-Fi access
- access to all training resources such as videos and PowerPoints – where requested
- access to all online reading resources
- access to all hard copy reading materials required for each unit of competency
- access to full library services under our Edith Cowan University partnership arrangement

AMA College will not provide students with:

- computer access or access to laptops during classroom sessions

Internet access

Internet access is available within AMA College to support your learning process, and allow you to access information about the college and the events that may be of interest to you. Access to the internet is password protected and you will receive your log in at orientation.

Internet access at AMA College is not intended to support social media outside of what is organised by the college and will be monitored daily. Students using the AMA College internet are requested to follow the AMA College social media guidelines.

Students undertaking courses with AMA College will be expected to supply their own laptops to support the learning process including completion of assessments.

Photocopying

Printing on site, if required, can be arranged through reception or Student Support at a cost of A\$0.30 per page (A4 black and white).

Reception or Student Support can organise photocopies for you if required at a cost of A\$0.30 per page. The photocopiers offer plain copies A4, multiple copies, sort capacity, copy enlargement and reduction.

Kitchen and lounge facilities

AMA College provides students with a modern kitchen and lounge facilities, have been designed to offer you a place to relax and interact outside of study time.

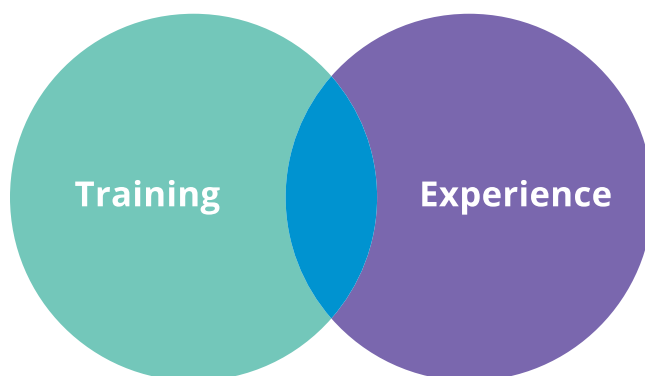


Recognition of Prior Learning

Recognition of Prior Learning is the formal acknowledgement of competencies a person has, regardless of how, when or where the learning occurred. It is an important part of Vocational Training and Assessment.

Competencies may be gained through:

- On-the-job work experience.
- In-house training (both accredited and non-accredited).
- Formal training.
- Life experience.
- A combination of some or all of the above.



Course credit or credit transfer

Registered Training Organisations will recognise Australian Qualification Framework (AQF) Qualifications and Statements of Attainments issued by any other Registered Training Organisation registered on the TGA website.

For further information, refer the AMA College Policy and Procedure on Recognition of Prior Learning.



The ESOS Framework

Students who are in Australia on a student visa are supported by Australian laws which ensure that there are high standards of education, facilities and support services.

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes the legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

The Education Services for Overseas Students Act 2000 (ESOS Act) — and associated legislation — form the ESOS Framework.

This legal framework allows for the provision of education services to overseas students, and establishes the student's rights to information about their course and the institution they wish to study with before and during their enrolment.

The Education Services for Overseas Students (ESOS) framework offers financial protection to students where their CRICOS provider does not deliver what it has promised. It also provides tuition fee protection for international students. Visit <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Pages/default.aspx> for more information.

The Tuition Protection Service (TPS)

The Tuition Protection Service assists international students whose education providers are unable to fully deliver their course of study. As an initiative of the Australian Government, it ensures that 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.

AMA College is required to contribute annually to the Tuition Protection Service, in order to protect student fees and maintain AMA College's obligations in regard to the refund of fees.

AMA College will also maintain an account with an Australia ADI. Student fees will be paid into this account, and AMA College will ensure there is a sufficient amount (the protected amount) to pay all tuition fees for every overseas student or intending overseas student, who have paid their fees but have not yet began their courses.

For example, should AMA College be unable to deliver a course, or were not able to meet our 'default obligations', (to either offer an alternative course which the student accepts, or refund the unspent prepaid tuition fees), the Tuition Protection Service is able to assist. Further information on this service is available at its website. Visit www.tps.gov.au for more information.

Refund of Student Fees

AMA College provides the opportunity for students to apply for a refund of tuition fees and non-tuition fees, in compliance with the *Education Services for Overseas Students Act 2000* (ESOS Act) and the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

AMA College's Refund Policy does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

AMA College's will clearly outline its refund policy to students prior to contractual arrangements being made, through inclusion in AMA College's;

- Student Handbook,
- Letter of Offer and Acceptance,
- Website – www.amacollege.edu.au

Claims process

Students seeking a refund must complete and submit AMA College's Refund Request Form, available from the AMA College website (www.amacollege.edu.au) or from the Student Support Office.

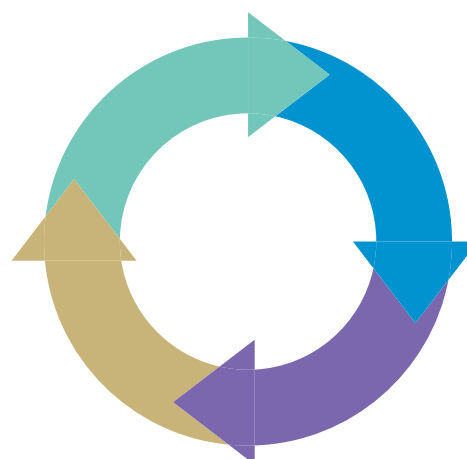
The completed Refund Request Form should be forwarded to the Student Support Office at Student.Support@amacollege.edu.au and include any documents which the student feels supports their application.

The Student Support Office will notify the student of AMA College's decision within ten (10) business days of receiving their Refund Request Form.

AMA College will refund tuition fees and non-tuition fees to a student, in the manner requested in their Letter of Acceptance. Where a refund is to be paid to a third party, this information must be included in the Letter of Acceptance, consistent with the *Education Services for Overseas Students Act 2000*.

Approved refunds will be submitted for payment within ten (10) business days of the refund being approved.

A student may lodge an appeal against any refund decision reached by AMA College in accordance with AMA College's Complaints and Appeals Policy. Further, this policy does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.



AMA College will refund its Fees and Charges as listed in the Refund Schedule listed in the following table:

Refund and cancellation policy

| Reason for Refund/Cancellation | Notification Period | Non-Refundable | Refundable |
|---|--|-----------------|--|
| Application for visa is unsuccessful (documentation with proof of refusal must be provided) | Before Semester or Course Commences | Application Fee | All paid Tuition, Material and Resource Fees |
| A student is accepted by AMA College, but defers or withdraws | More than 6 weeks prior to the commencement of their course* | Application Fee | All paid Tuition, Material and Resource fees are refunded in full, less a \$500 administration fee |
| A student is accepted by AMA College, but defers or withdraws | Less than 6 weeks prior to the commencement of their course * | Application Fee | All paid Tuition, Material and Resource fees are refunded in full, less a \$1,000 administration fee |
| Continuing Student initiated Deferral or Suspension | More than 10 business days prior to commencement of next study period | Application Fee | All paid Tuition, Material and Resource fees are refunded in full less the deferral / suspension fee of \$100. |
| Continuing Student initiated Deferral or Suspension | Less than 10 business days prior to commencement of next study period | Application Fee | No Refund Applies. All paid Tuition, Material and Resource, Non-Tuition and any Other fees are forfeited by the student |
| Continuing Student initiated cancellation/ withdrawal A student cancels their enrolment and withdraws | After commencing the course * | Application Fee | No Refund Applies. All paid Tuition, Material and Resource, Non-Tuition and any Other fees are forfeited by the student |
| Student default on payment | After commencement of course | Nil | No Refund Applies. All paid Tuition, Material and Resource, Non-Tuition and any Other fees are forfeited by the student |

| | | | |
|--|--|-----------------|--|
| AMA College initiated deferral, suspension or cancellation of student enrolment due to student performance | After commencement of enrolment | Nil | No Refund Applies All paid Tuition, Material and Resource, Non-Tuition and any other fees are forfeited by the student. |
| Course deferred by AMA College | Prior to the commencement of their course* | Application Fee | The student will have the option of either: (1) transferring their Tuition, Material and Resource fees to a new study period, or (2) all paid Tuition, Material and Resource fees being refunded in full |
| Course cancelled by AMA College | Prior to the commencement of their course * | Application Fee | All paid Tuition, Material and Resource fees are refunded in full |
| Course cancelled by AMA College | After to the commencement of their course* | Application Fee | Tuition fees paid refunded on a pro-rata basis for undelivered portion of Study Period |

** Unless exceptional or compelling circumstances can be demonstrated.*

AMA College may defer or suspend the enrolment of a student if it believes there are compassionate or compelling circumstances. For further information on compassionate or compelling circumstances, please review the AMA College deferring, suspending or cancelling the overseas student's enrolment policy.

AMA College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misconduct by the student
- the student's failure to pay any amount they are required to pay AMA College to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student in accordance with Standard 8 of the Standards (Overseas student visa requirements)

Where AMA College initiates a suspension or cancellation of the overseas student's enrolment, and before imposing a suspension or cancellation, AMA College will, within 20 working days, inform the student of the intention and reason, and advise the overseas student of their right to appeal through AMA College's internal complaints and appeals process.

AMA College is committed to working with the overseas students to provide an exceptional training experience at all times.



Location and Contact Details

AMA College

Shenton House

Level 2, 57 Shenton Avenue, Joondalup, WA 6027

Telephone: +61 8 9273 3063

Email: enrolments@amacollege.edu.au

Website: www.amacollege.edu.au

AMA College is located at Shenton House in Joondalup, Western Australia, approximately 26 kilometres north of Perth's central business district. Joondalup is the primary urban centre in Perth's outer northern suburbs.

All training is conducted at this location, with the Student Support Office and additional resources conveniently located on-site.

Office Hours

Monday to Friday: 8.00am to 5.00pm

Saturday and Sunday: Closed

Emergency 24 hour: 08 9273 3063



Developing the next generation
of healthcare leaders

www.amacollege.edu.au