

# INTERNATIONAL STUDENT HANDBOOK



**MAKING**  
**EDUCATION**

**NOV**  
**2020**  
v2.2

## International Student Handbook

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## VERSION CONTROL

<b>Title:</b>	International Student Handbook
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<b>Version Number:</b>	2.2
<b>Date of Approval:</b>	4 November 2020
<b>Next Review Date:</b>	4 November 2021
<b>Coverage:</b>	CRICOS Operations

## SUMMARY OF CHANGES

<b>November 2020</b>	Update to the refund policy
<b>April 2020</b>	Update to “letter of release” requirements, which moved to PRISMS
<b>April 2019</b>	Version 2.0 – Updated to the National Code 2018
<b>February 2018</b>	Version 1.0

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## 1 WELCOME

Thank you for choosing Making Education, we look forward to working with you to achieve your training and career goals.

Making Education is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

Making Education will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Making Education's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager.

We sincerely hope your time at Making Education is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

## 2 STUDENT CODE OF CONDUCT

All students studying with Making Education are responsible for managing their own conduct whilst studying with the Institute. Students who do not adhere to the Student Code of Conduct policy and procedure put themselves at risk of Intent to Report the student to the Department of Home Affairs that they are in breach of their Visa requirements. Making Education takes Student Misconduct seriously and will act if it has come to our attention that a student has intentionally acted against our Academic Conduct Policy and Procedure.

### 2.1 Student Responsibilities - VET

- a) Students must satisfy entry requirements for course of enrolment.
- b) If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
- c) If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
- d) If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
- e) All students will undergo an induction with the Institute, which will include the student's rights and responsibilities against the relevant Australian Commonwealth, State or Territory legislation and regulatory requirements.
- f) Students are issued with a Student Handbook & International Student Handbook, which includes the Student's rights and responsibilities that will affect their participation in training.
- g) The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements and the Student Visa requirements, as set out in the Student Handbook and the International Student Handbook.

### 2.2 Cheating and Plagiarism

Making Education will not condone cheating or plagiarism in any form by students of the RTO and will ensure that these standards are upheld. Trainers must be diligent in reducing potential opportunities for cheating and plagiarism to occur by adhering to our policy on Cheating and Plagiarism.

### 2.3 Definition of Cheating

Cheating is defined as obtaining or attempting to obtain, or aiding another to obtain credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. Cheating includes, but is not limited

to: lying; copying from another's test or examination; discussion at any time of answers or questions on an examination or test, unless such discussion is specifically authorized by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent same.

## 2.4 Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were one's own without giving proper credit to the source. Such an act is not plagiarism if it is ascertained that the ideas were arrived through independent reasoning or logic or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e. quotation marks, footnotes, or commentary. Examples of plagiarism include, but are not limited to the following: the submission of a work, either in part or in whole completed by another; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks (or other means of setting apart, such as the use of indentation or a different font size) when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs or part thereof without giving credit.

It is cheating to:

- use notes or other resources without permission during formal testing
- hand in someone else's work as your own (with or without that person's permission)
- hand in a completely duplicated assignment
- take work without the author's knowledge
- allow someone else to hand up your work as their own
- have several people write one computer program or exercise and hand up multiple copies, all represented (implicitly or explicitly) as individual work
- use any part of someone else's work without the proper acknowledgement
- steal an examination or solution from a Trainer/Assessor.

It is not cheating to:

- discuss assignments with your Trainer/Assessor or other students to understand what is being asked for
- hand in work done alone or with the help of staff
- get help to correct minor errors in spelling, grammar or syntax (sentence construction)
- discuss assignment requirements and course materials so that you can better understand the subject (this is, in fact, encouraged)
- submit one assignment from a group of students where this is explicitly permitted or required
- use other people's ideas where they are acknowledged in the appropriate way, such as referencing using footnotes, end notes or the Harvard system of referencing.

## 2.5 Penalties

- If you are suspected of cheating, your Trainer/Assessor will investigate to establish evidence to support the suspicion.
- If there is evidence to support the suspicion, your Trainer/Assessor will notify the Academic Manager and set out the concerns to you in writing, requesting a time to discuss the matter. You will have the opportunity to counter the allegations made against you.
- Once you have provided your information, Making Education may come to one of two decisions:
- It is a minor or unintentional offence and you will need to undergo an alternative form of assessment, such as a short oral assessment, which may involve talking about the work or questioning. The penalty in this case is that you will receive the lowest level of competency or pass for all the learning outcomes being assessed.
- It is a serious offence and you will fail the module. Repeated offences of cheating – minor or serious – will result in failure of the module plus a record on your student file, together with the reason.
- You will be advised of all penalties writing.
- What if I don't agree with the decision?
- If you are accused of and penalised for cheating and believe that the accusation is unjust, you have the right to appeal against the charge. This appeal must be lodged in writing with the educational manager of the program within one week of the penalty being imposed.

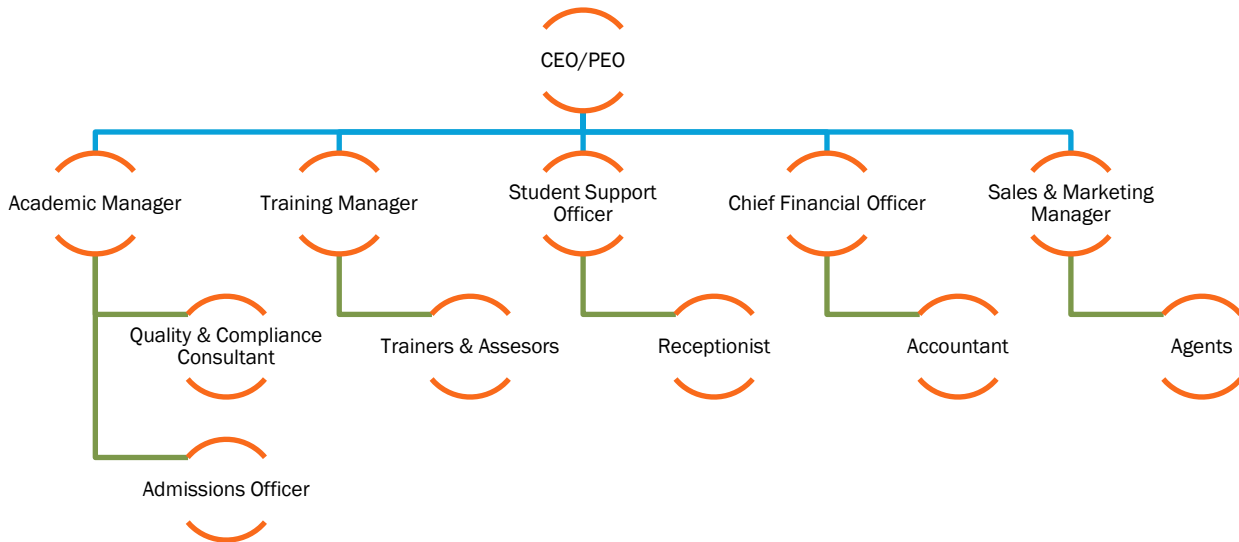
The appeal may be lodged against:

- the process
- the decision
- the penalty.

The appeal will be investigated, and a decision will be advised to you within a week of your appeal.

If you are having difficulties with your studies, you are encouraged to seek help from your Trainer/Assessor.

### 3 ORGANISATIONAL CHART



## 4 CODE OF CONDUCT

The Chief Executive Officer and Senior Management will ensure that the operations, staff and students of the CRICOS provider complies with the requirements of the ESOS Quality Framework, which includes the following:

- Commonwealth/State legislation and regulatory requirements
- Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS)
- Education Services for Overseas Students Amendment Act 2017
- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2019
- Education Services for Overseas Students (Registration Charges) Act 1997
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

This applies to all of its operations within the CRICOS providers scope of registration, as listed on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS).

The organisation has policies and procedures in place for ensuring compliance with the ESOS Framework, which are distributed to Staff and Students as part of their induction process. These policies and procedures include how the CRICOS provider will comply with the following:

- Education Services for Overseas Students (ESOS Act)
- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Provider.
- Ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.
- Recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with the registered provider in Australia.
- Ensure students' qualifications, experience and English language proficiency is appropriate for the course for which enrolment is sought.
- Take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and will not use education agents who are dishonest or lack integrity.
- Support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.
- Assess requests from students for a transfer between registered providers prior to the student completing six months of his or her principal course of study in accordance with their documented procedures.
- Ensure complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.
- Monitor the workload of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.
- Systematically monitor students' course progress and be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
- Systematically monitor students' compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- Appropriately recognise course credit within the ESOS framework.
- Enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances.
- Ensure staff are suitably qualified or experienced in relation to the functions they perform for students.
- Ensure the educational resources of registered providers support the delivery of courses to students.
- Proactively inform the designated authority of prospective ownership and/or management changes.
- Maintain adequate and appropriate insurance including public liability, and Work Cover.
- Allow the Registering Authority or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the National Code of Practice and ESOS Act 2000.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.



- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.
- Provide an orientation program containing information about the course, program of study and availability of learning resources, prior to course commencement.
- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti-harassment, privacy and fire safety regulations.
- All times act with integrity in dealings with students and members of the public.
- Making Education will refrain from any activities that could be detrimental to the Australian VET industry sector

## 5 LEGISLATIVE AND REGULATORY REQUIREMENTS

When undertaking work experience, the student acknowledges that they must observe the employers Workplace Health and Safety (WHS) Policies and all workplace practices, as instructed by the employer, including Equal Rights, Equal Opportunity and the Anti-Discrimination Acts. In consideration of all the Institute clients and students it is important that adherence to all legislative acts and regulations are observed while undertaking training.

The student acknowledges that they must observe the Institute's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the International Student Handbook.

### 5.1 Statutory Education Licence

Provisions under Part VB of The Copyright Act 1968 allow all educational institutions to copy and communicate third party material to students, within the limitations of the Statutory Education licence. The Copyright Agency Ltd (CAL) administers the Statutory Education licence on behalf of the Attorney General's Department.

Any Institute electing to rely on this licence is legally allowed to introduce a wide variety of material into its training environment, both in hardcopy and digital format, without having to obtain direct permission from the owner. It facilitates compliance and good governance across the industry, while at the same time ensuring the freedom and flexibility of sharing information without infringing copyright legislation.

Without this licence an educational institution is generally not allowed to reproduce any third-party material from any source, other than where there is a direct licence/subscription in place, or permission has been granted by the creator of the work.

For further details about the Statutory Education licence and/or how to apply, call CAL's education team on 02 9394 7600 or email [educationlicences@copyright.com.au](mailto:educationlicences@copyright.com.au).

### 5.2 The ESOS Act

The principal objects of the ESOS Act are to:

- provide tuition assurance, and refunds, for overseas students for courses for which they have paid
- protect and enhance Australia's reputation for quality education and training services, and
- complement Australia's migration laws by ensuring providers collect and report relevant information relating to student visas.

View the [ESOS Act on the Federal Register of Legislation website](#).

### 5.3 The ESOS Regulations

The [Education Services for Overseas Students \(ESOS\) Regulations 2019](#) support the implementation of the **ESOS Act 2000** ([Education Services for Overseas Students \(ESOS\) Framework](#)) by setting out detailed requirements for providers, including:

- information that must be entered on the register about the provider and each course by location
- student details that providers must include on the Provider Registration and International Students Management System (PRISMS), including information about tuition and non-tuition fees
- information about students that providers must provide (in relation to student visa conditions)
- penalties and infringement notices, and
- student records that a provider must keep.

## 5.4 National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)

The *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code) sets out standards for the conduct of registered providers.

The objectives of the National Code are to:

- support the ESOS framework
- establish and safeguard Australia's international reputation as a provider of high quality education and training
- protect the interests of overseas students, and
- support registered providers in monitoring student compliance with student visa conditions and in reporting any student breaches to the Australian Government.

The National Code governs the protection of overseas students and delivery of courses to those students by CRICOS providers.

- Open the [National Code from the Federal Register of Legislation website](#).

The National Code is a legislative instrument of the ESOS Act. As such, it is legally enforceable—breaches of the National Code by providers can result in enforcement action under the ESOS Act. This action can include the imposition of conditions on registration or suspension or cancellation of registration.

## 5.5 Transfer Student Enrolment

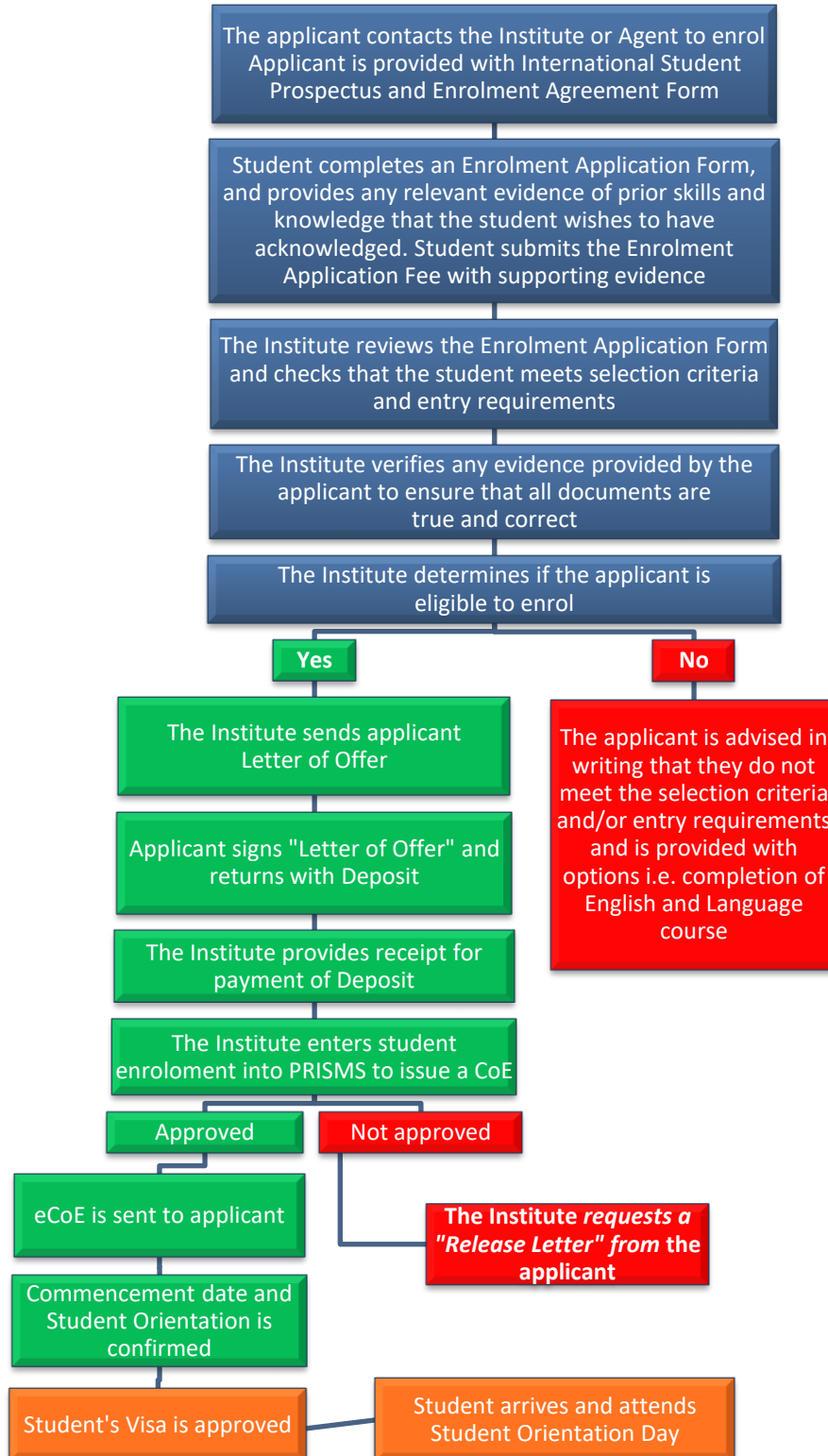
On receipt of an application for transfer of enrolment the Student Services Officer shall:

Ensure that the student has completed at least six months of his or her principal course of study unless:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change

If unsure, the Student Services Officer should consult with PEO or Academic Manager. Please refer to Transfer between Registered Providers policy and procedure for more information

## 6 STUDENT ENROLMENT PROCESS



## 6.1 Enrolment Application Form

All students are required to complete an Enrolment Application Form and submit it to the Institute to determine the eligibility to enrol into a course. The Enrolment Application Form outlines the Terms and Conditions of enrolment, including the student's rights and responsibilities.

The Admissions Officer is responsible for ensuring each student has completed an Enrolment Application Form prior to course commencement.

Following is a list of "Terms & Conditions of Enrolment" listed on the Enrolment Application Form:

- Enrolment and Selection
- Training Guarantee
- Consumer Guarantee
- Course Fees, Payments and Refunds
- Fee Protection
- Cooling Off Period
- Complaints and Appeals
- Credit Transfer
- Language, Literacy and Numeracy
- Support Services
- Legislative and Regulatory Requirements
- Workplace Health and Safety
- Confirmation that the provider is responsible for compliance of training and/or assessment
- Confirmation that the provider is responsible for issuance of AQF certification documentation
- Details of the complaints and appeals processes
- The learner's rights if the provider or third party closes or ceases to deliver the agreed training and/or assessment

The Enrolment Application Form includes:

- Confirmation that the Institute is responsible for compliance of training and/or assessment
- Confirmation that the Institute is responsible for issuance of AQF certification documentation
- Details of the Institute complaints and appeals processes
- The learner's rights if the Institute or third party closes or ceases to deliver the agreed training and/or assessment

Students are required to sign the last page of the Enrolment Agreement Form to acknowledge their agreement with the Institute's terms and conditions and to confirm that they wish to apply for enrolment with the Institute. The Enrolment Agreement Form is not a final enrolment with Making Education, it is an application form to determine whether the student meets the suitability requirements.

## 6.2 Enrolment and Selection

1. The Enrolment Application Form is for registering the students initial interest into training with the Institute and is not confirmation of their enrolment into the Institute. The purpose of the form is to gather information from the student to determine their suitability into their course of choice.
2. All programs consist of a minimum of 20 hours face-to-face scheduled course contact hours per week.
3. The student is responsible for notifying the Institute if they have a medical condition or disability or require assistance in their training.
4. An Enrolment Application Fee must accompany enrolment to enable the student's application to be processed.
5. It is the student's responsibility to note the date, time and location of the course as advertised.
6. Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
7. Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
8. If you are unable to complete your course, due to changed personal circumstances, the RTO will make every effort to ensure you are placed into an alternative pre-scheduled course.
9. Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.

10. The RTO reserves the right to change a Trainer/Assessor at any time without notice.
11. Students participate in courses involving physical activity; field trips, practical demonstrations etc. and do so at their own risk. the Institute's students are covered by public liability insurance whilst studying on campus.
12. Airport pickup service and Accommodation arrangement/Homestay Placement fees are non-refundable after the arrangement confirmation email has been sent to the student.
13. Completing the Enrolment Application Form does not guarantee a place with the Institute.
14. the Institute reserves the right to decline an application.
15. Students from assessment level 3 and 4 countries are advised to apply through the Institutes representative (International Student Agent).
16. Applications will be processed when all required documents and the non-refundable enrolment fee are received by the Institute.
17. Accommodation arrangement/Homestay replacement fee and airport pickup service arrangement fee is payable every time the arrangement request is made.
18. When the duration of studies at the Institute needs to be extended to complete the course, the student is required to pay additional fees for this extension.

### **6.3 Course Fees and Payments**

1. Please refer to the International Student Prospectus and the Letter of Offer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
2. Fees must be paid in Australian dollars by bank cheque or bank transfer to the Institute's bank account. the Institute will not be responsible for any monies paid to agents.
3. The Institute reserves the right to vary fees.
4. Enrolment and course fees do not cover personal costs, such as the cost of accommodation, living expenses, social activities, stationary or other equipment that the student may like to purchase.
5. The Enrolment Application Fee is non-refundable in any circumstances.
6. Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
7. Fees not paid by the due date will incur a late fee of 5% of the total fee due.
8. CoE/s will be cancelled when course fees are not paid by the due date. If a student has any problem paying fees on time, it is the student's responsibility to discuss alternative arrangements with the Institute administration, before the due date.
9. An **Enrolment Application Fee** is required to be paid with this Enrolment Application Form, which is non-refundable, as outlined on the Letter of Offer
10. Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
11. If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given a third and final opportunity for reassessment.
12. If a student is required to be reassessed at any time, they will be provided with further guidance from their trainer prior to reassessment.
13. If after three attempts the student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued.
14. If there are any fees for reassessment, this will be listed in the Letter of Offer
15. If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
16. The RTO is responsible for the issuance of AQF certification documentation (5.2).

## 6.4 Minimum Entry Requirements

In order to ensure that students have the best opportunity to complete the training, students will be required to meet the minimum entry requirements before enrolling, these include:

- Qualifications
- Experience
- English Language Proficiency

For the course for which enrolment is sought. The minimum entry requirements are outlined on the course flyer and International Student Prospectus. The minimum entry requirements are identified within the Training and Assessment Strategy.

## 7 STUDENT ORIENTATION SESSION

As many students find life in Australia quite different from life in their home country, Student's will be provided with a Student Orientation Session, which is a presentation that has been designed to help students become familiar with Australian culture and customs and to introduce students to the Institute and its services.

The Institute has an electronic presentation in place to ensure consistency at Induction, this presentation includes relevant information on the policies and procedures of the Institute, including the students' rights and responsibilities.

All International Students are required to attend and Orientation Session onsite at Making Education's premises prior to course commencement. The Orientation Session includes information on the following:

- Overview of International Student Handbook including:
  - Students Rights and Responsibilities
  - Support Services provided by Making Education (Standard 6)
  - Critical Incident Policy
  - Complaints and Appeals procedures (Standard 8)
  - Attendance Procedures (Standard 10 & 11)
  - Course and Attendance Monitoring (Standard 10 & 11)
- Outline of the Course delivery and assessment methods
- Timetable of training
- Training and Assessment arrangements
- Australian Government legislative requirements
- Key staff within the Institute
  - Principal Executive Officer
  - Academic Manager
  - Trainers, Assessors and Teachers
  - Student Support Officer
  - Accounts Manager
- Local shops, cafés and restaurants
- Living in Australia including:
  - Accommodation
  - Support Services
  - Visa compliance
  - Australian Culture
  - Visa requirements
  - Working in Australia
  - Living Costs
  - Health and Safety
  - Insurance
  - Banking
  - Phone and Internet
  - Public transport

All Students will be required to sign an Attendance Sheet for the Student Orientation Day and their attendance will be recorded within the Student Database.

## 8 CHANGE OF ADDRESS

In accordance with your Visa requirements and the National Code, it is the student's responsibility to notify Making Education of any change of address whilst enrolled in a course with Making Education.

To notify the Institute of any changes, please complete a *Change of Enrolment Form*, which is accessible by emailing [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au) or by requesting one from the office. Following is a list of contact details we need to keep your records up to date:

- Home Address - Street Address, Suburb, State and Postcode
- Postal Address - if different from Home Address
- Phone Number
- Email Address

## 9 FEES, REFUNDS AND TUITION PROTECTION SCHEME OBLIGATIONS

Fees are collected in accordance with the requirements of the ESOS legislation, this includes:

- Not collecting more than 50% of the student's total tuition fees or no more than 6 months of the total tuition fee prior to commencement
- Once the student begins a course, not requiring any of the remaining tuition fees for the course to be paid more than two weeks before the beginning of the students second unit of competency for the course he/she is registered.

In accordance with requirements under the ESOS Act, and State legislation, refunds will be issued to students who meet the refund conditions.

Course Fees and Refund Policy is included in the following documentation:

- Pre-enrolment Information
- CRICOS Quality & Compliance Manual
- Letter of Offer

The **PRISMS** Administrator is responsible for notifying the Department of Home Affairs via PRISMS, the required information about the estimated totals of tuition fees and non-tuition fees payable by the student for the course.

The PEO is responsible for administering refunds owing within the stated timeframes:

- Within the provider obligation period of four weeks after receiving a written claim from the student for circumstances that are covered by the written agreement
- Within the provider obligation period of four weeks after the student default day if the student is refused a visa or if the written agreement is not valid
- Within two months of when refund is due
- Within 14 days after the default day (provider obligation period) in the case of provider default.

The PEO or person they delegate responsible for PRISMS Administration, is responsible for notifying the Department of Home Affairs and the TPS Director via PRISMS as required under the ESOS Act.

Reporting Provider Obligations in Case of Provider Default or Student Default		
NOTIFY PRISMS and TPS DIRECTOR		3 working days
<b>DAY OF PROVIDER DEFAULT</b>	<p><b>PROVIDER OBLIGATION PERIOD</b></p> <p>In the case of <i>provider default</i>, a provider has 14 days to satisfy tuition protection obligations to an affected student, i.e.</p> <p>Offer the student an alternative place that is accepted by the student in writing</p> <p>Arrange for the student to be offered a place in an alternate course at the providers expense</p> <p>Refund the unused portion of pre-paid tuition fee</p>	+ Report Outcomes within 7 days after provider obligation period
<b>DAY STUDENT</b>	<p><b>NOTIFY PRISMS and TPS DIRECTOR</b></p> <p><b>PROVIDER OBLIGATION PERIOD: UNDER WRITTEN AGREEMENT</b></p> <p>Provider must pay a refund under written agreement to students or persons specified in the written agreement, within four weeks after receiving a written claim from the student</p>	<p>5 working days</p> <p>+ Report Outcomes within 7 days after provider obligation period</p>
<b>DAY STUDENT</b>	<p><b>PROVIDER OBLIGATION PERIOD: IF NO VALID WRITTEN AGREEMENT/VISA REQUIRED</b></p> <p>Provider must pay required amount of pre-paid fees within four weeks of the student default day if no valid written agreement, or if the student has been refused a visa.</p>	+ Report Outcomes within 7 days after provider obligation period



## 10 REFUND POLICY AND PROCEDURE

### 10.1 Refund Policy

Claims for refunds must be made in writing using the Refund Request Form available from Making Education. Following outlines, the Institutes Policy on Refunds:

1. If a student's visa application is rejected the student will be refunded the full tuition fees, (this does not include the Enrolment Application Fee, any accommodation arrangement fee and/or airport pickup service fee), upon evidence being provided by the student that their Visa has been refused.
2. Students are also eligible for a Refund if the Institute cancels the enrolled course or the Principal course application has been denied.
3. Requests for withdrawal for reasons other than those mentioned above, will be eligible for a refund as follows:
  - a. If a student withdraws from a course more than 28 days prior to course commencement, 80% of the initial tuition fees will be refunded.
  - b. If a student withdraws from a course prior to commencement of study, but less than 28 days prior to the course commencement, 50% of tuition fees paid (up to 24 weeks) and 100% for the remainder fees will be refunded.
4. There will be no refund issued following commencement of studies
5. All Enrolment Application fees, accommodation arrangement fees and airport pickup service fees are non-refundable.
6. If a student breaches visa conditions, resulting in studies being cancelled, there will be no refund.
7. If the Institute cancels the course. 100% of fees paid will be refunded. (This includes the tuition fees, accommodation fee, Overseas Student Health Cover fees, Enrolment Application Fee, accommodation arrangement fee and airport pickup service fee)
8. The Institute is not responsible for the agency fee you paid to the Education Agency (EA).
9. When a refund is applicable and the student has paid the course fee through an agent, the commission deducted from the course fee by the EA will be refunded by the EA as part of the total refund.
10. The Institute is only responsible for the refund of the commission received by the student's EA.
11. To request a refund, the student will need to complete the Refund Request Form. The request will be processed within 4 weeks from the date of application.
12. Any arrangement fee (including arrangements for Accommodation, Airport Transfers and Homestay fees) are non-refundable after the arrangement has been made.
13. Tuition fees will not be transferred to other educational institutions except in exceptional circumstances and at the discretion of the PEO.
14. Refunds may be made to an immediate family member in the instance that a student has been non-contactable for at least 6 months or in the event of the student's death.
15. If Making Education is unable to offer a refund or place the student in an alternative course, the student will be referred to the Tuition Protection Service (TPS) administrator. TPS Administrator will place the student in a suitable alternative course or if a suitable alternative course cannot be offered, TPS Administrator will pay the student a refund as calculated by ESOS legislation. Further information about TPS is available from [www.tps.gov.au](http://www.tps.gov.au)
16. This policy may be waived by the Institute in exceptional circumstances at its absolute discretion and the decision of the Institute is final.
17. If a student disagrees with this process, they have the right to submit a Complaint and Appeal Form to appeal the decision.
18. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### 10.2 Refund Procedure

1. Student completes a Refund Request Form and emails the form to [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au)
2. The details on the Refund Request Form are reviewed by the Academic Manager
3. Refunds are made within 4 weeks (20 working days) from the date the Refund Request Form being submitted
4. The Refund payment receipt will be kept on the student file

### 10.3 Course Withdrawal Procedure

1. If a student wishes to Withdraw from a Course they are required to complete a “*Change of Enrolment – Application Form*” and submit the form to the Institute via email to Chris@MakingEducation.com.au
2. The Academic Manager will send a “*Change of Enrolment – Acknowledgement*” Letter to confirm receipt of the “*Change of Enrolment – Application Form*” within 2 working days.
3. Upon the Institute receiving the “*Change of Enrolment – Application Form*” the form will be forwarded to the Admissions Officer for processing. (maximum processing time is 10 working days)
4. The Admissions Officer will email the student a notification of the outcome for their application to “*Change of Enrolment*” that informs the student of the decision and their reasons why for each outcome.
  - a. Outcome Accepted – Student application for Withdrawal is in accordance with the Terms and Conditions outlined in the students Letter of Offer
  - b. Outcome Rejected – Student application for Withdrawal does not comply with the Terms and Conditions outlined in the students Letter of Offer
5. If the application for Withdrawal is approved, a *Refund Request Form* is sent to the student to process a refund.
6. When the *Refund Request Form* has been received, the Student Support Officer will send the student a “*Change of Enrolment – Refund Request Acknowledgement*” letter within 2 working days.
7. Refunds that are approved will be made within four weeks after sending the “*Change of Enrolment – Refund Request Acknowledgement*” letter.
8. PRISMS is to be updated to reflect the withdrawal of the course. Cancelled CoE is filed in the student file with details of cancellation and database updated.

## 11 CONSUMER GUARANTEE

The Institute guarantees that the services provided by the Institute will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Application Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Application Form does not include the dates, i.e. for RPL or on the job training, the Institute guarantees to supply the service within a reasonable timeframe. What is ‘reasonable’ will depend on the nature of the training and other relevant factors such as the students’ ability to complete the training and assessment.

### 11.1 What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to the Institute identifying where the Institute has not met its requirements against the Consumer Guarantee, please refer to the Complaints and Appeals policy for how to submit a complaint.

If a student believes that the Institute has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with the Complaints and Appeals process, the Institute will provide the appropriate remedy.

If the problem is **minor** and can be fixed, the Institute will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, the Institute must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and the Institute is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a **major** problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can’t easily be fixed within a reasonable timeframe

- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

The Institute is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

## 12 SUPPORT SERVICES

The Institute caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage.

The Institute is committed to providing students requiring additional support, advice or assistance on academic or attendance requirements. To achieve this and to ensure the quality delivery of training and assessment, the Institute provides support services to improve and extend learning outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with the Student Support Officer to discuss support services that would be suitable for their needs.

Additional support services include:

- Study and academic support
- Assistance when applying for RPL or credit transfer
- Specialist support equipment or personnel is required
- Reasonable adjustments applied to suit the candidate context
- Briefings on the assessment process, may be written or verbal. If verbal, must be looked up in writing
- Provision or access to assistive technology
- Additional tutorials to assist with learning
- Assistance in using technology
- Adjustment to equipment (i.e. change of study to support a student with a bad back)
- Referral to LLN assistance
- Mentoring
- Referral to counselling services
- Grievance /conflict resolution
- Stress management
- Access and equity issues
- Student welfare and support
- Course progress
- Extension to studies
- Academic intervention
- VISA requirements
- Intention to Report
- Health Services including Insurance

Genuine difficulties for a learner to complete a program in the allotted timeframe are to be brought to the attention of the Academic Manager at the first available opportunity.

Services are monitored and improved through Opportunity for Improvement and the Quality and Compliance Meetings.

If a student requires any assistance they can make an appointment with the Student Support Officer by calling 0403160603 or by emailing [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au).

### 12.1 Support Services Form

The Support Services Form is to be used by the Institute staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. To access this form, students can either request a copy of the form from the Student Support Officer or they can email [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au) with the subject "Support Services".

The form includes a record of the following:

- Discussions raised by students that may be of a concern, this may have been during class or individually (including academic studies, student welfare and emotional support)
- Referrals to other Support Services that may have been advised or discussed with the student (there is no fee for referring the student to additional Support Services)
- Any discussion on disabilities that the student has disclosed, whereby they may need further assistance
- Discussions on any adjustments to training that may be required to meet student needs. The Student Support Officer may need to develop an Intervention Plan if students are failing to meet the minimum course attendance and academic studies requirements, as per the requirements of the National Code. See the

Monitoring and Intervention Process on page 44 and the Intervention Plan Form on page 40 for more information on Intervention Strategies

- Discussions on English language skills and referral to third parties

Upon completion of the Support Services Form the staff member should submit this form to the Support Services Officer and arrange a time to discuss the student needs with the Support Services Officer or other senior management.

If the Institute refers the student to external support services, the Institute will not charge the student for the referral.

All completed Support Services Forms will be discussed at the monthly Quality and Compliance Meeting to monitor student progress.

## 12.2 Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. The Support Services List is available by either calling the Institute on 0403160603 or email [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au).

If a student is unsure of the service that they require, they should contact the Student Support Services to discuss further by calling 0403160603 or emailing [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au).

## 12.3 Student Support Officer

The Student Support Officer is the key person who students should go to if they require further support throughout their training, including welfare support. The Student Support Officer is available to meet with students to discuss any issues or concerns they may have with their welfare, academic studies or course attendance.

These services are provided at no additional cost.

## 13 LANGUAGE, LITERACY AND NUMERACY (LLN)

LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Student's needing assistance with their learning should be identified upon enrolment. Trainers and staff within the Institute can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Products and accredited course programs. In identifying language, literacy and numeracy requirements, students' are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

All students undertaking training are required to undertake an LLN Assessment, unless the student currently holds a Certificate III qualification or above, or who can demonstrate equivalent industry experience.

Process for LLN Assessment:

1. Institute to distribute LLN Assessment prior to course commencement, this may be at an information session for full qualification training, or before the session has started for short courses (single units and/or skill set).
2. Student to complete the LLN Assessment
3. An Assessor who holds the **TAELLN411 - Address adult language, literacy and numeracy skills** unit from the Certificate IV in Training and Assessment qualification, will review the LLN Assessment using the **LLN Assessment Tool – Assessors Guide** to identify any difficulties the student may have experienced in completing the tool
4. Determine from the LLN Assessment tool, using the **“How to determine the support required for the learner”** section at the back of the **LLN Assessment Tool – Assessors Guide** to determine the level of support the student may require to complete the training and assessments.
5. If the student has demonstrated that they have the skills to commence training, determine whether any adjustments should be made to the training to meet the needs of the student (i.e. assistance with writing etc.).

If adjustment to training is required complete a **Training Adjustment Plan** as per the policy and procedure set out on page **Error! Bookmark not defined.**

6. If the student does not have the skills required to complete training and assessment, determine whether the student needs to be redirected to Language, Literacy and Numeracy Training. (i.e. The Reading Writing Hotline <https://www.readingwritinghotline.edu.au/>)
7. Trainers are required to monitor student progress to identify needs on an ongoing basis, through assessment tools and course participation, to determine whether further assessment or assistance is required
8. If a Trainer identifies any LLN barriers they are required to notify the PEO as soon as possible so that further assistance can be provided
9. If required the student may be referred to a third party if the Institute is unable to assist with any barriers to learning. Please refer to the **Support Services** information on page 18-19 for the process on how to refer a student to support services.

*The LLN Assessment Tool may be replaced by an industry specific tool, i.e. it may be replaced by the Community Services and Health Skills Service Organisation (SSO) Practice Activity Quiz, if required.*

### **13.1 Monitoring the Effectiveness of Services**

Student progress will be monitored by the Assessor, in conjunction with the PEO, to ensure that the students' needs are being met. The Trainer is required to report to the PEO on student progress through the Trainers Report, which is submitted once a month to the PEO.

## 14 CRITICAL INCIDENT POLICY

A critical incident is defined as being an incident that has affected a student or staff member that involves an event that has caused emotional or physical harm to that person (e.g.: death or serious injury to themselves or other persons within their life).

Should a critical incident occur to any student or member of staff at the Institute, it is vital that a process of support is initiated and carried out.

An incident must be recorded on the *Critical Incident Report* and filed in the Critical Incident Register.

A critical incident may occur:

- On the Institute premises during the institute hours.
- To students of the Institute, outside of the Institute hours, affecting particular groups of the community. (e.g. bus or train accident on which a student may be travelling has an accident and serious injury or death may occur to a student)
- To friends/acquaintances of certain members of the Institute which can affect all at the Institute. E.g. the death of a student or member of staff known to all or some of the students.

In an incident of theft within the Institute:

- Individuals within the Institute are responsible for their belongings.
- Items or money stolen is not the responsibility of the Institute and cannot be replaced by Making Education.
- In some serious matters the Student Services Officer may need to contact police and will be given a police report number, which will be recorded into the database.
- Trainers may assist the student to make an appointment with the Academic Manager as required.
- The Academic Manager will direct the Trainers in making announcements to all students to beware of thieves and keep personal property with them at all times.
- The Academic Manager will review that there is appropriate signage in all classrooms about not leaving personal property in unattended classrooms.

This policy provides a procedure on the following:

- Action to be taken in the event of a critical incident
- Follow-up of the incident
- Records of the incident and action taken plan

Relevant documents to this policy includes:

- Company Critical Incident Policy document
- Requirements additional to Company policy for international students
- Critical Incident Plans for International students
- Critical Incident Report

Copies of these documents can be found in the following documents:

- International Student Handbook
- CRICOS Q&C Manual

### 14.1 Critical Incident Report

The Critical Incident is utilised to record incidences that occur within the Institute/workplace and must be completed whenever an injury or incident is identified. The form collects data on the incident, personal details of the person who was injured and further action to be undertaken.

Critical Incident can also occur outside of the Institute, (e.g. death, accidents, abuse) that can affect the students training.

In the incident of a student injury, it is the responsibility of the Trainer/Assessor or Support Services Officer to complete the form with all the relevant details. In the incident of a staff member being injured, it is the responsibility of Administration Staff to complete the form with all the relevant details.

All staff and students are required to be safety aware and report all incidents, including an identified hazard or an injury that has occurred on the Institute premises. These should be either reported to your trainer or to the administration office at the Institute.

The following procedure should be followed when reporting an incident after the event and when the area/person has been declared safe:

1. Obtain a copy of the “Critical Incident Report” form from either a trainer or the administration office at the Institute.
2. Complete the form to the best of your abilities, by ensuring all fields are completed on pages 1, and 2, as indicated.
3. Submit completed copy to reception at the Institute office.
4. Reception are required to forward the form to the Student Support Officer
5. Your supervisor will identify and implement any controls and forward to the Student Support Officer.
6. Student Support Officer to complete pages 3 and 4 of the report “Action Required/Taken”, including:
  - a. How the risk was managed
  - b. Whether WorkCover and/or the insurance company was contacted
7. Student Support Officer to identify whether a required Critical Incident Risk Assessment is required.
8. Student Support Officer to log the “Critical Incident Report” into the “Critical Incident Register” and file.
9. All incidences to be discussed at the next Quality and Compliance Meeting.
10. In the case of minor incidences an “Opportunity for Improvement” form should be completed.
11. In the event of death, the critical incidences are to be reported in PRISMS.

## 14.2 Hazard Identification

Everyone is responsible for identifying and reporting hazards, which includes students, sub-contractors and employees of the Institute. If you identify a hazard please report it to either your Director of Studies or the administration office. You will be required to complete either an *Critical Injury Report Form* or a *Hazard Identification Report Form*.

It is important all staff report any injury immediately, by completing a *Critical Injury Report Form*, which located in the *Trainers Folder* or in the *Administration Office*. If any staff have any concerns or notice a condition or practice that seems unsafe, it is important it is brought to the attention of Director of Studies or an Administration staff member of the Institute.

## 15 EMERGENCY PROCEDURES

An emergency situation may be described as an incident that has the potential to cause loss of life or serious injury to personnel, or major damage to equipment or property. An emergency situation develops suddenly and unexpectedly and requires immediate action to bring under control.

In the event of an emergency, if practical, save human life or prevent the emergency from escalating e.g. remove people from the area, fight the fire with appropriate firefighting equipment or turn off services.

A list of Emergency contacts is displayed in each classroom and in the Student Lounge.

In the case of an emergency requiring assistance, call **000** for Fire, Ambulance or Police.

### 15.1 Fire Emergency

If the emergency situation involves a fire the following points should be remembered if attempting to fight the fire:

1. Ensure that everyone is out of danger
2. Notify the Fire Warden by calling 0403160603 (Chris)
3. Follow instructions of the Fire Warden
4. Call 000 and ask for Fire Department, report incident including location of incident to Emergency Services
5. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
6. If you are able, access the nearest fire extinguisher



7. When using a fire extinguisher do not aim the nozzle at the centre of the fire. Work from near edge and with a sweeping motion drive the fire to the far edge.
8. Do not stand down wind or downhill of a fire.
9. If there is any chance of chemicals or explosives in the fire, evacuate the area.
10. If there is any doubt about it being an electrical fire, treat it as an electrical fire.
11. If unable to immediately control the situation it must be reported by available means such as, telephone, etc.
12. Never take any unnecessary risks in attempting to control the situation. Evacuate first.

You need to make yourself aware of Emergency Procedures, the location of fire extinguishers or hose reels and the location of the Evacuation Meeting Point.

## 15.2 Medical Emergency

In the event of someone requiring assistance for medical assistance, the following procedure should be followed:

1. In the first instance, call the First Aid Officer on 0403160603 (Chris)
2. If the incident is urgent, call 000 and ask for Ambulance, report incident including location of incident to Emergency Services
3. You will be required to provide your name, the type of emergency, location of the emergency and assistance required.
4. Follow the instructions of either the First Aid Officer or Emergency Services
5. First Aid Officer and the person who identified the incident is to record the incident on a Critical Incident Report
6. The First Aid Officer is required to record the incident on the Critical Incident Register

## 15.3 Police Emergency

Only call 00 in an emergency or life-threatening situation, when urgent police assistance is required. Following is a list of incidences that should be reported to police:

- A serious crime is in progress, being witness or just committed
- Any situation where life or serious injury is threatened
- A car accident where people are trapped or seriously injured
- A serious air, rail or water incident
- Any incident which poses an immediate threat of danger to people or property, or
- An explosion or bomb incident or threat

Under Australian Commonwealth and State laws, it is an offence to misuse the 000 emergency services number. Action will be taken against those who misuse or make nuisance calls on the 000 line.

## 15.4 Evacuation Procedure

In the event of an emergency situation e.g.: a fire, bomb threat, gas leak etc... each employee/contractor is required to follow the Evacuation Procedures below.

1. Upon notification to evacuate, e.g. alarm or a warning from the Fire Warden, each employee/contractor is to await further instructions from the Fire Warden.
2. Once the Fire Warden has given instructions to evacuate each staff member should:
  - a. follow the Fire Warden to the Evacuation Meeting Point
  - b. leave the building in an orderly manner, and
  - c. meet at the Evacuation Meeting Point indicated on the signs located around the building.
3. Upon arriving at the Evacuation Meeting Point please await further instructions from the Fire Warden or the Emergency Services.

Please do not leave the Evacuation Meeting Point until you are instructed to do so, as a roll call will be initiated to ensure that there are no employees/contractors or students left behind in the building.

## 15.5 Support Services Form

The Support Services Form is to be used by the Institute staff to record any counselling they may have undertaken with a student, including any discussion about providing extra support or referral to the Support Services List. To access this form, students can either request a copy of the form from the Student Support Officer or they can email [Chris@MakingEducation.com.au](mailto:Chris@MakingEducation.com.au) with the subject "Support Services".

The form includes a record of the following:

- Discussions raised by students that may be of a concern, this may have been during class or individually (including academic studies, student welfare and emotional support)
- Referrals to other Support Services that may have been advised or discussed with the student (there is no fee for referring the student to additional Support Services)
- Any discussion on disabilities that the student has disclosed, whereby they may need further assistance
- Discussions on any adjustments to training that may be required to meet student needs. The Student Support Officer may need to develop an Intervention Plan if students are failing to meet the minimum course attendance and academic studies requirements, as per the requirements of the National Code. See the **Monitoring and Intervention Process** on page 44 and the **Intervention Plan Form** on page 40 for more information on Intervention Strategies
- Discussions on English language skills and referral to third parties

Upon completion of the Support Services Form the staff member should submit this form to the Support Services Officer and arrange a time to discuss the student needs with the Support Services Officer or other senior management.

If the Institute refers the student to external support services, the Institute will not charge the student for the referral.

All completed Support Services Forms will be discussed at the monthly Quality and Compliance Meeting to monitor student progress.

## 15.6 Support Services List

The Support Services List provides a list of support services available to students through referral, please refer to the list to identify the most appropriate service for the students. The Support Services List is available by either calling the Institute on 0403160603 or email [Chris@makingeducation.com.au](mailto:Chris@makingeducation.com.au)

If a student is unsure of the service that they require, they should contact the Student Support Services to discuss further by calling 0403160603 or email [Chris@makingeducation.com.au](mailto:Chris@makingeducation.com.au)

## 15.7 Student Support Officer

The Student Support Officer is the key person who students should go to if they require further support throughout their training, including welfare support. The Student Support Officer is available to meet with students to discuss any issues or concerns they may have with their welfare, academic studies or course attendance.

These services are provided at no additional cost.

## 16 TRANSFER BETWEEN REGISTERED PROVIDERS PROCEDURE

The purpose of this policy is to outline the process and procedure for international students wishing to transfer in or out of Making Education. The Institute must not knowingly enrol a student wishing to transfer from another Registered Provider's course prior to the student completing six (6) calendar months of his/her Principal Course, except in limited circumstances as outlined in the procedures of this policy. The six calendar months are calculated from the date of commencement of the Principal Course.

Making Education is entitled to determine the circumstances in which it will provide or refuse to provide a Record of Release on PRISMS. Where a Student requests a transfer before or within the period of six (6) months of commencement of their Principal Course, Making Education will assess the request for transfer against this policy.

Students are required to comply with the Institute's Policies and Procedures and attend any interviews or other appointments scheduled for them including, but not limited to those for course progress, attendance and student support services

### 16.1 Procedure

#### 1. Students wishing to transfer to Making Education

The following procedure is relevant to any student who applies for a course within the Institute and is currently studying on-shore with another registered provider.

- a) The applicant must provide a copy of their Student Visa and appropriate student details and previous copy of CoE from another Provider
- b) The Student Support Officer will action the application as follows:
  - Check the Students previous CoE to ascertain if the length of studies completed in the student's course of study is greater than 6 months.
  - Where a student has completed more than 6 months of their principal course of study, the application process proceeds as for all offshore students.
  - Where a student has not completed 6 months of their principal course of study, Making Education will confirm a valid Record of Release on PRISMS from their current provider in support of their application.
  - The Institute will maintain records of all communication regarding transfer requests from students on individual student files, such as the original letter of request, a copy of the Institute's assessment/response to request; and outcome.
  - To support the student's application, Making Education may provide a 'Conditional' Letter of Offer which clearly states that an offer of a place is contingent on the student obtaining a Record of Release on PRISMS from their current provider.
  - Students who are in receipt of a Government scholarship, should provide written support from this government scheme, agreeing to the change which will stand in lieu of any record of Release on PRISMS.
  - If such a request for Release on PRISMS is received and the student has no outstanding fees to be paid to their current institution or other outstanding matters of concern, the application will be processed as for all offshore applicants.

#### 2. Students wishing to transfer from Making Education to another registered provider after completion of 6 months

No Record of Release on PRISMS is required where:

- a) the Student has completed at least 6 months' study in his or her Principal Course; or
- b) the Student is sponsored by another government and that government sponsor provides written support of the change on the basis it considers the change to be in the Student's best interests; or
- c) Making Education has ceased to be registered or the Course in which the student is enrolled has ceased to be registered; or
- d) Making Education has a sanction imposed on it that prevents the student from continuing his or her Principal Course.

#### 3. Students wishing to transfer from Making Education to another registered provider within the first 6 months of principal course

- a) To apply to transfer to another provider within the first 6 months of the Student's Principal Course, the student's request will be assessed against a number of criteria.

- b) Acceptable – Making Education grants a transfer request on the following circumstances::
- the international student will be reported because they are unable to achieve satisfactory course progress
  - there are compassionate or compelling circumstances
  - the registered provider is not able to deliver the course
  - there is evidence that current courses do not meet international student’s expectations
  - there is evidence that the international student was misled by the registered provider or an education agent
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the international student.
  - The Student has provided:
    - a signed and dated “*Change of Enrolment – Application Form*”; and
    - a letter detailing their reasons for requesting a transfer to another provider and that the transfer request form meets all requirements; and
    - the Student is sponsored by another government and that government sponsor provides written support of the change on the basis it considers the change to be in the Student’s best interests; or
    - Making Education has ceased to be registered or the Course in which the student is enrolled has ceased to be registered; or
    - Making Education has a sanction imposed on it that prevents the student from continuing his or her Principal Course.
    - Making Education will not grant a Record of Release on PRISMS in circumstances other than the above.
- c) Non-Acceptable - Making Education considers the following circumstances do not justify as transfer:
- the student has not completed the first 6 months of the course in which he or she is enrolled; or
  - Making Education considers that the student is trying to avoid being reported to the DHA for failure to meet the Making Education Attendance or Course Progress requirements; or
  - The Student has not accessed Making Education Student support or welfare services after having been requested to do so; or
  - The documents provided by the Student do not, in Making Education’s view, adequately support grounds upon which the transfer is requested; or
  - The Student has outstanding fees at Making Education in the current unit of competency or course.

#### 4. Record of release process for students less than 6 months

- a) Students must complete a “*Change of Enrolment - Application Form*” available from the Student Administration Office.
- b) The Institute must not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:
- I. the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  - II. the original registered provider has finalised the release through PRISMS
  - III. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
  - IV. any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.
- c) A record of Release on PRISMS is issued at no cost to the Student
- d) A Record of Release on PRISMS will only be issued within the 6-month period if the student meets the required conditions
- e) The following documents must be attached to the “*Change of Enrolment - Application Form*”:
- A letter detailing the reasons behind their request to transfer to another registered provider and how they will benefit from the transfer; and

- Copy of the other Registered Provider's Letter of Offer, confirming that a valid enrolment offer has been made unconditionally at that institution; and
  - Copy of documentary evidence. Failure to present evidence may adversely affect the outcome of the *"Change of Enrolment - Application Form"*; and
  - Written approval for the change from the scholarship body if a sponsor is paying the tuition fees
- f) Student Administration staff may also:
- Forward a copy of the *"Change of Enrolment - Application Form"* to the Student Support Officer in certain circumstances
  - Arrange an appointment for the student with the Student Support Officer

## 5. Assessment of request for transfer

The Student Support Officer will interview the Student to determine the circumstances surrounding the release; and

- a) How the student may benefit from a transfer to another education provider; and consider options available to the student to achieve his or her learning goals, including through implementing an Intervention Plan or any other student support services offered by Making Education to assist the student to adjust to study and life in Australia; and
- b) Where it is in the student's interests, refer the student to support services for:
- Academic skill support;
  - Additional English support;
  - Additional tutoring and study group support;
  - Increased monitoring;
  - Referral to personal counselling;
  - The purpose of discussing the suitability of the course;
  - Consideration of reduction in course load;
  - Implementing an Intervention Plan

Within 5 working days of the student's lodgement of the *"Change of Enrolment - Application Form"*, make a recommendation to the Academic Manager.

- c) The Academic Manager will:
- Consider the *"Change of Enrolment - Application Form"* and supporting documents on the basis of:
  - The Student's educational goals and individual circumstances; and
  - Student Support Officer's recommendation;
  - Make and record a decision as to whether to grant a Record of Release on PRISMS within 5 working days of receiving the Student Support Officer's recommendation.

## 6. Decisions and outcomes

- a) Students will be advised in writing of the outcome of the application within 20 working days of the lodgment of a complete *"Change of Enrolment - Application Form"*.
- b) **Record of Release Approved.** If the Academic Manager decides to grant a Record of Release, the Student Support Officer will immediately write to the Student, including the following:
- Withdrawal from Course Form
  - Course Feedback Form
  - Confirmation of Record of Release
  - Information in relation to student's commitment to study, attendance/ course progress and whether fees are up to date
  - Advice that the student's Confirmation of Enrolment (CoE) will be cancelled and he or she must contact Department of Home Affairs (DHA) to seek advice on whether a new student visa is required;
  - Advise the Student that they may apply for a refund in accordance with Making Education's *Refund Policy and Procedure*.
- c) **Record of Release Denied.** If the Academic Manager decides not to grant a Record of Release, he or she will notify the student in writing, including:
- The reasons for the decision not to grant a Record of Release on PRISMS;
  - Advice that he or she may freely transfer after completion of 6 months of his or her Principal Course; and
  - Information on the student's right to appeal the decision in accordance with the *Complaints and Appeals Policy*, within 20 working days of notification, at no cost to the student.

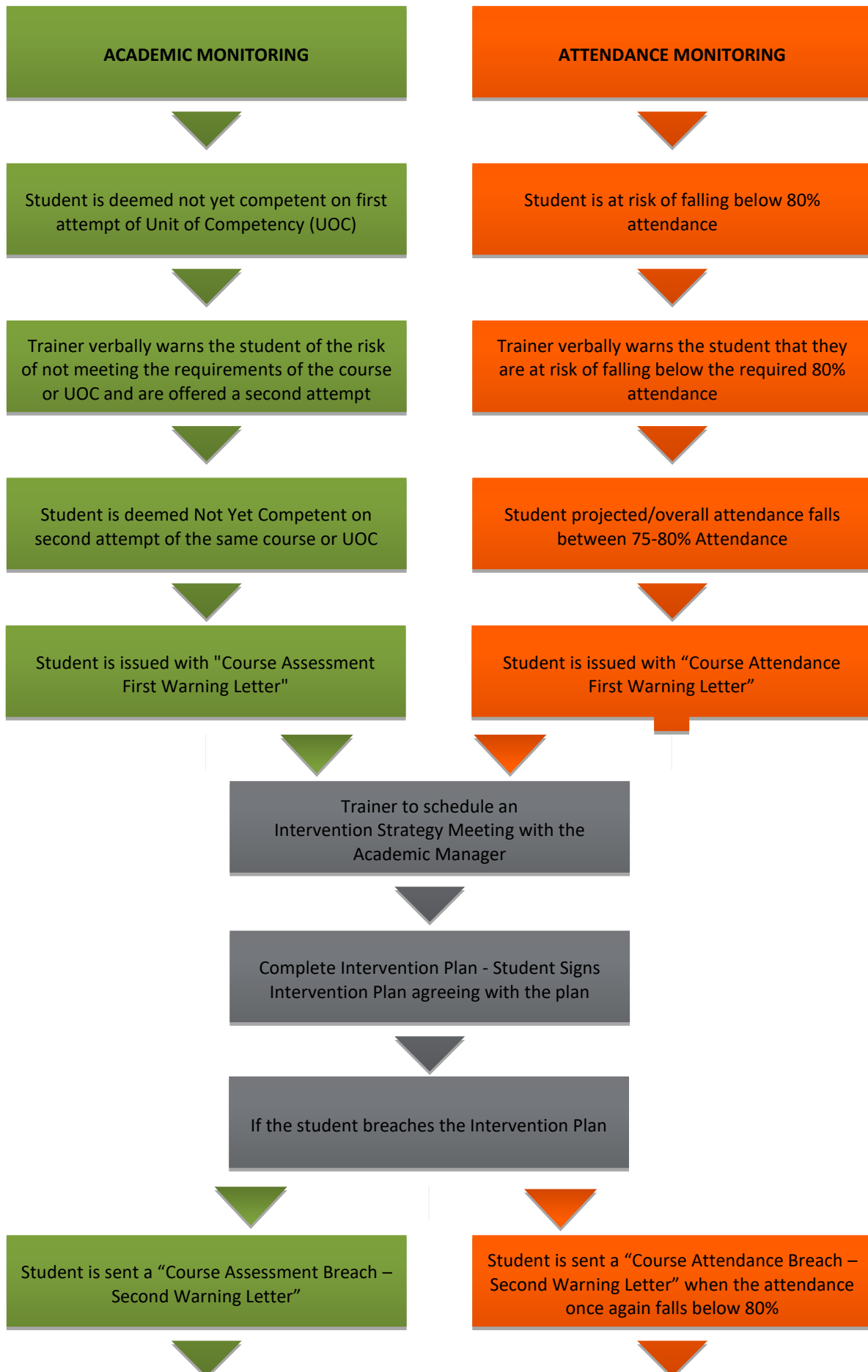
- The Student is required to remain enrolled until the appeals process is completed
  - Provide the student with a Complaints and Appeals Form
  - Process the Complaints and Appeals as per the Policy and Procedure
  - Enter decision onto PRISMS upon finalisation of Complaints and Appeals process, unless the student wishes to Appeal the decision.
- d) **Record of Release Denied on Appeal.** If, after careful review by the Institute’s Review Panel, the Student’s Appeal is unsuccessful, Making Education will notify the Student in writing including:
- The reasons for the decision
  - Requesting the Student to make an appointment with the Student Support Officer to discuss the Institute’s support services; information regarding the external appeal process
  - Copies of the Overseas Ombudsman Form and External Review Process, and ESOS Framework Factsheet, which includes information on “Transferring between Education Providers”.
  - The Student’s right to pursue further action under Australia’s Consumer Protection Laws.
- e) Maintain records of all communication regarding transfer requests, Letters of release and the assessment process and outcomes from students in individual student files.
- f) Enter decision onto PRISMS upon finalisation of Appeals process

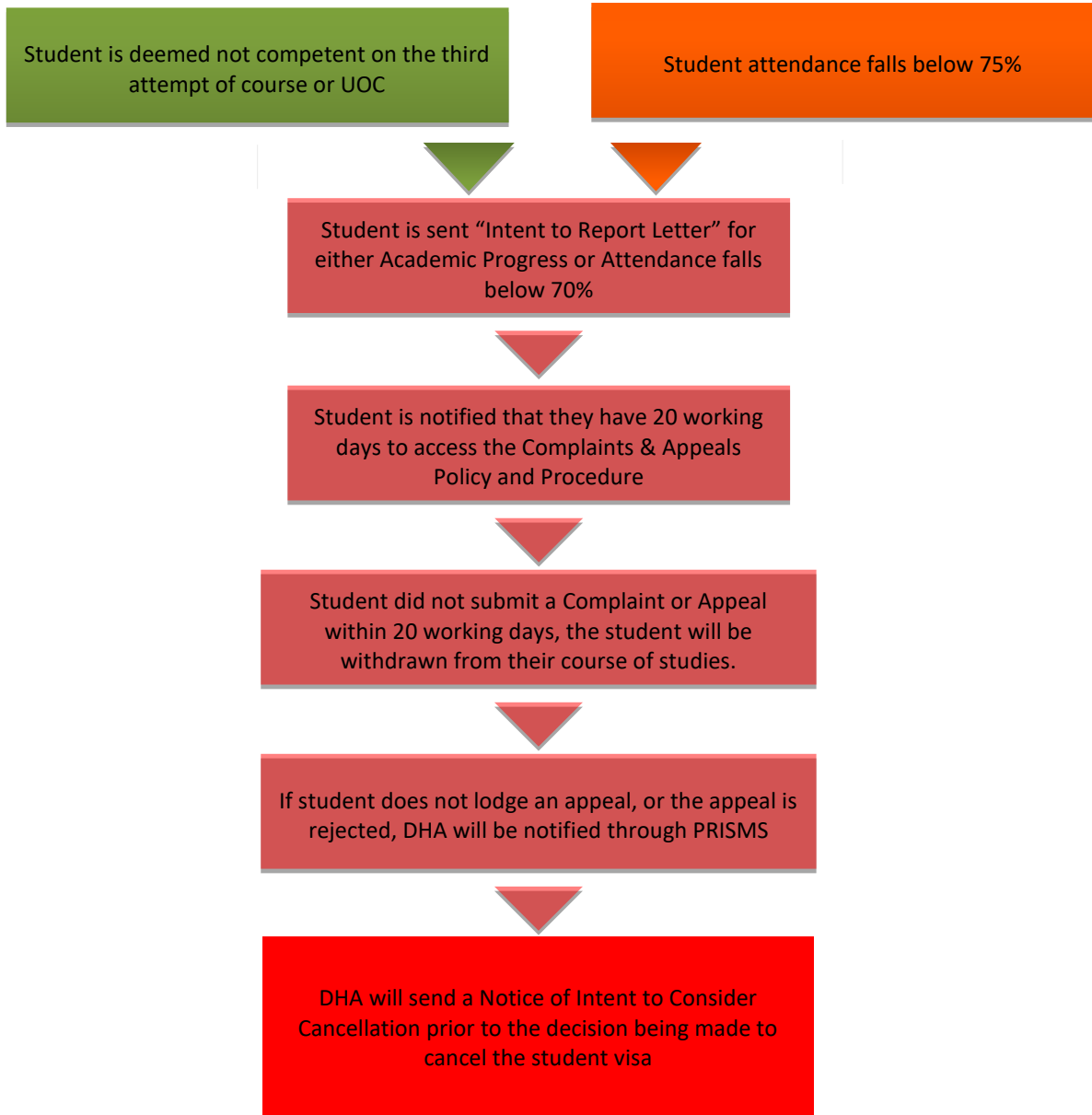
## 16.2 Responsibilities

The Academic Manager is responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application and requirements.

The policy will be communicated to staff through staff induction processes, Staff Handbook and staff training. The Academic Manager or delegate as detailed above is responsible for assessing all applications for request for transfer to and from Making Education.

## 17 MONITORING AND INTERVENTION PROCESS







## 18 COMPLAINTS AND APPEALS POLICY AND PROCEDURE

### 18.1 Definitions

The Institute uses the following definitions in relation to complaints and appeals:

Complaint	Appeal
<p>Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Institutes process or system. In order to ensure that complaints are dealt with in a timely manner.</p> <p>This policy and procedure are relevant to all grievances arising in the following areas:</p> <ul style="list-style-type: none"> <li>• Student wishes to raise a complaint against another student</li> <li>• Student wishes to raise a complaint against the Institute</li> <li>• Student wishes to raise a complaint about a Third Party</li> <li>• Institute staff wishes to raise complaint about a Third Party</li> <li>• Staff wishes to raise a complaint about another staff member or a student</li> </ul>	<p>The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.</p> <p>This includes Appeals arising in the following areas:</p> <ul style="list-style-type: none"> <li>a) Student disagrees with the result given by their Assessor</li> <li>b) Student wishes to have their result reviewed by another Assessor</li> <li>c) Student wishes to be re-assessed for the same unit</li> <li>d) Student wishes to change an elective unit</li> <li>e) Student believes that they were discriminated against by the Assessor</li> </ul>

## 18.2 Complaints Policy

Staff and students have the right to submit a complaint if they wish to express discontent against another person or a complaint against the Institute's process or system. In order to ensure that complaints are dealt with in a timely manner, we have implemented a complaints process.

This policy and procedure are relevant to all grievances arising in the following areas:

- a) Student wishes to raise a complaint against another student
- b) Student wishes to raise a complaint against the Institute
- c) Student wishes to raise a complaint about a Third Party
- d) Institute staff wishes to raise complaint about a Third Party
- e) Staff wishes to raise a complaint about another staff member or a student

## 18.3 Complaints Process

If a student, trainer or staff member is experiencing any difficulties, they are encouraged to discuss their concerns in the first instance with either their Trainer or the Student Support Officer (SSO). Institute staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Student or Staff member wishes to make a formal complaint, they are required to complete a Complaints and Appeals Form, which is included in the Student and Trainers Handbook. Once the form has been completed, the form should be submitted to the **SSO** for actioning.

If required, the student has the right to have a third party/support person assist them through the Complaints Process, this may be due to language barriers or simply at the students' request.

Following is the process for managing complaints:

1. Formal complaint is received from the complainant to the Institute
2. If not already submitted with the complaint, a *Complaints and Appeals Form* is completed and submitted to the PEO
3. A written acknowledgement of receipt of the *Complaints and/or Appeal* will be forwarded to the complainant following receipt by the PEO within 5 working days
4. The Complaint is discussed with ALL parties involved in the grievance, and ALL parties are notified in writing of the complaint, which will ensure that order to meet the requirements of natural justice and procedural fairness
5. Grievances should be kept confidential, in order to protect the complainants
6. All *Complaints and Appeals Form* are to be reviewed at the monthly Quality and Compliance Meetings.
7. The PEO is to follow the process on the *Complaints and Appeals Form* for the process under "Recommended Action Required for Improvement".
  - a. An initial meeting is to be held within 10 working days
  - b. If further investigation is required, this should be completed within 60 calendar days
8. Each appellant:
  - a. Has an opportunity to formally present his or her case
  - b. Is given a written statement of the complaint outcomes, including reasons for the decision
9. If the Complainant wishes to appeal the Complaint outcome, the student can bring the complaint before senior management for resolution, agreeable to all parties.
10. If Senior Management is party to the grievance, they will not take part in any discussions or decisions made and the appeal will be referred to the PEO.
11. If a solution has not been reached to the benefit of all parties the complainant has the right to request a review by an independent party, who is not part of the Institute
12. The Institute is responsible for acting upon the subject of any complaint found to be substantiated.

13. Complaints and Appeals Forms received are to be entered onto the Complaints and Appeals Register
14. If the Institute determines that the complaint process cannot be finalised within 60 calendar days, the PEO will:
  - a. Confirm this in writing to the complainant, including reasons why more than 60 calendar days is required
  - b. Will regularly update the complainant or appellant on the progress of the matter

*Complaints and Appeals Forms* are to be actioned by the appropriate staff member and filed into the *Complaints and Appeals Register* and a scanned copy saved onto the student file in the database.

All *Complaints and Appeals Forms* are to be reviewed during the monthly Quality and Compliance Meetings and improvements are to be identified and implemented according to the Policies and Procedures of the Institute.

## 18.4 ESOS requirements

Based on the ESOS Act 2000 Section 8.4, if the student chooses to access the registered provider's complaints and appeals processes as per this Standard, the registered provider must maintain the student's enrolment while the complaints and appeals process is ongoing.

Based on ESOS Act 2000 Section 8.5, if the internal or any external complaint handling or appeal process results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

## 18.5 Disagree with Complaint Process

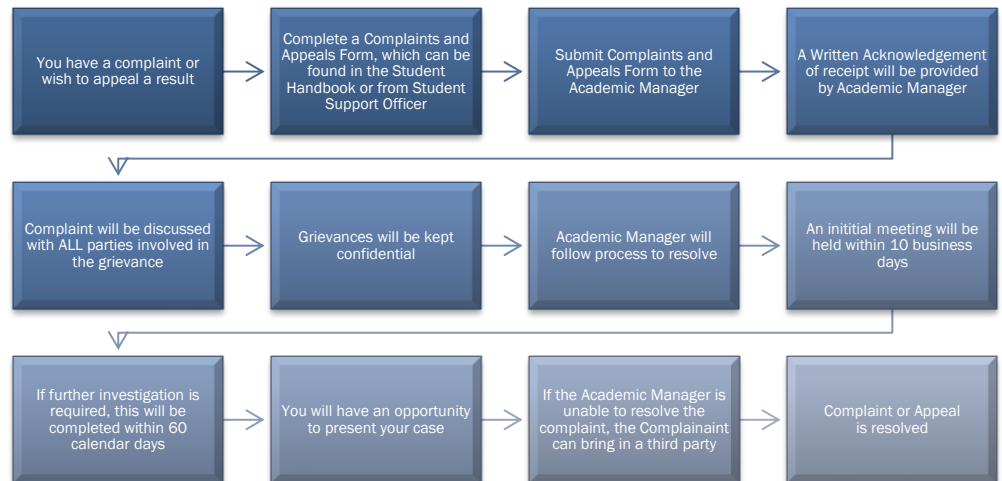
Should you disagree with the result of the appeal by the Institute, you can lodge a complaint to:

- Overseas Students Ombudsman (<https://www.ombudsman.gov.au/How-we-can-help/overseas-students>) or 1300 362 072
- For student Visa issues – Department of Home Affairs ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au))
- For Legal Matters – ([www.lawaccess.nsw.gov.au](http://www.lawaccess.nsw.gov.au)) 1300 888 529
- For any International student matters – ([www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)) 1300 363 079
- National Training Complaints Hotline (<https://www.education.gov.au/NTCH>)  
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.  
Email Complaints: <https://www.education.gov.au/email-complaints>
- NSW - Office of Fair Trading (<http://www.fairtrading.nsw.gov.au>).
- QLD – Fair Trading Queensland (<https://www.qld.gov.au/law/fair-trading/>)
- SA - Consumer and Business Services SA (<http://www.cbs.sa.gov.au/wcm/>)
- TAS – Consumer Affairs and Fair Trading (<http://www.consumer.tas.gov.au/>)
- VIC - Consumer Affairs Victoria (<https://www.consumer.vic.gov.au/businesses/fair-trading>)
- WA – Consumer Protection Western Australia (<https://www.commerce.wa.gov.au/consumer-protection>)
- NT – Consumer Affairs Northern Territory (<http://www.consumeraffairs.nt.gov.au/Pages/default.aspx>)

There is no cost involved with lodging a complaint with Making Education.

If complainant is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, complainant may wish the matter would be dealt with through an external dispute resolution process facilitated by the Ombudsman. [www.oso.gov.au](http://www.oso.gov.au), or 1300 362 072

## 18.6 Complaints Flowchart



## 18.7 Complaints and Appeals Form

The Complaints and Appeals Form is accessible from the Student and Trainers Handbook or a complainant can also contact the Institute to obtain a copy of the form.

## 18.8 Complaints Report Form

The Complaints Report Form is to be used if there is not enough room on the Complaint and Appeals Form to describe the complaint. This form is to be attached and submitted with the *Complaints and Appeals Form*.

## 18.9 Complaints and Appeals Register

The Institute has in place a register for filing completed Complaints and Appeals forms. When a complaint or appeal is received, the form collected is to be entered the Complaints and Appeals Register and given a register number.

Complaints and Appeals that are placed into the register are reviewed and monitored each month at the monthly Quality & Compliance Meeting.

## 19 CORRECTIVE AND PREVENTATIVE ACTION – OPPORTUNITY FOR IMPROVEMENT

Corrective and Preventative Actions are improvements to processes taken to eliminate causes of non-conformities or other undesirable situations. It focuses on the systematic investigation of the root causes of identified problems or identified risks in an attempt to prevent their recurrence (for corrective action) or to prevent occurrence (for preventive action).

### 19.1 Opportunity for Improvement

A key process for managing continuous improvement (including Corrective and Preventative Action) throughout the Institute is through identifying “Opportunities for Improvement”, these can be improvements to Training and Assessment, Client Services or Management Systems. Examples of when Opportunities for Improvement may be identified include:

- Training and Assessment:
  - Reviewing a Training and Assessment Strategy
  - Feedback on Training and Assessment
  - Industry Consultation
  - Assessment Validation
  - Internal Audits
  - Changes in Industry requirements
- Student Services:
  - Opportunities for Improvement
  - Training Evaluation Form
  - Enrolment Agreement Forms
  - Internal Audit Reports
  - Complaints and Appeals Forms
- Management Systems:
  - Quality and Compliance Meeting minutes
  - Review of Continuous Improvement Cycle
  - Conducting Annual Internal Audits
  - Policies and Procedures do not align with process or legislative requirements
  - Provider system failure
- Critical Incident
  - Critical Incident
  - Complaint or Appeal
  - Process failing
  -
- International Agent or Third Party
  - Agent or Third Party not working within conditions of agreement
  - Agreement
- Document Control
- Non-compliances at Audit
- Provider System Failure
- International Agent

All staff and students are encouraged to complete an Opportunity for Improvement Form if they identify a system, process or procedure requiring implementation or improvement.

The implementation of the actions identified in the Opportunity for Improvement Form will be reviewed and discussed at the Monthly Quality and Compliance Meetings. Following is the process for opportunities for improvement:

1. An opportunity for improvement is identified
2. An Opportunity for Improvement Form is completed, by outlining the details of the current weakness in the system, process, procedure or practice.
3. In order to focus on the solution and not the weakness, the person who has identified the improvement is given the opportunity to also identify the “Action required for Improvement”. If they are not able to identify a solution, this will be given to the Academic Manager to resolve.

4. Submit the Opportunity for Improvement Form to the Academic Manager.
5. Academic Manager reviews the Opportunity for Improvement Form, and either reviews the suggested “Action required for Improvement” identified by the person who completed the form or identifies what they believe the “Action required for Improvement”.
6. The Academic Manager enters the Opportunity for Improvement into the Opportunity for Improvement Register.
7. Academic Manager either then delegates the Opportunity for Improvement to be actioned by another staff member or undertakes the Action to be completed.
8. Once Actioned and finalised, the Opportunity for Improvement Form is to be filed into the Opportunities for Improvement Register.
9. The Opportunity for Improvement is reviewed at the monthly Quality and Compliance Meeting. Minutes from the Quality and Compliance Meeting are distributed to all Training and Administration staff so that they can review the Opportunities identified.

## 20 ASSESSMENT APPEALS POLICY

The student has the right to appeal on an assessment result if they believe that the result given was unfair or unjustified.

This includes Appeals arising in the following areas:

- f) Student disagrees with the result given by their Assessor (including Third Party)
- g) Student wishes to have their result reviewed by another Assessor
- h) Student wishes to be re-assessed for the same unit
- i) Student wishes to change the unit
- j) Student believes that they were discriminated against by the Assessor

### 20.1 Final Decision is Rejected

If the complainant is dissatisfied with the outcome of the complaint or appeal at the end of the internal process, the complainant may wish the matter to be dealt with through an external dispute resolution process facilitated by the Ombudsman.

#### International Student Ombudsman

Website: [www.oso.gov.au](http://www.oso.gov.au)

Email: [overseas.students@ombudsman.gov.au](mailto:overseas.students@ombudsman.gov.au)

Phone: 1300 362 072

## 21 COMPLETION WITHIN THE EXPECTED DURATION

International students on a student visa are required to complete their studies within the defined period of their Confirmation of Enrolment as specified on their CoE. The purpose of this policy is to set out the guidelines to ensure students at Making Education:

1. Complete their course within the expected duration
2. Are aware of circumstances whereby the duration of their course may be varied.

The principle on which students may extend the duration of their course are defined by compassionate and compelling circumstances, course progress and intervention programs as well as approved suspension or deferrals. Students may extend their studies only up to the maximum duration of the course registered on CRICOS Register.

### 21.1 Procedure for Monitoring Course Progress

1. Students are required to attend classes for a minimum of 20 hours per week, as stipulated in the Letter of Offer and the CoE and as a requirement of their student visa conditions. Attendance is monitored as set out in the *Attendance Monitoring Policy and Procedure*
2. Students' academic progress is monitored to ensure that they are able to complete their course as specified on the CoE. This monitoring process is detailed in the "*Monitoring Course Progress*" *Policy and Procedure* (see page **Error! Bookmark not defined.**) to ensure that at all times the student is in a position to complete the course within the specified duration.
3. The circumstances in which the CoE can be extended when it is clear that the course cannot be completed on time include:

Compassionate and compelling circumstances as detailed in the

- a. *Compassionate and Compelling Circumstances policy and procedure on page 53*
  - b. Implementation of intervention strategies,
  - c. Approved deferment or suspension of study in accordance with the *Deferring, Suspending or Cancelling Enrolment Policy on page 48*
4. In the event of circumstances described in (3) above, the student's CoE will be extended and the student will be advised and counselled further. A record will be made of this variation and the reasons for it on the student file on the Database. Making Education will report the student via PRISMS and a new CoE will be issued when the student can only account for the variation/s by extending his or her expected duration of study.
  5. Except in circumstances described above, where a new CoE will be required, the expected duration will not exceed the CRICOS registered course duration. Students may extend their studies only up to the maximum duration of the course registered on the CRICOS Register unless a new CoE is approved.
  6. The circumstances in which a CoE may not be extended include when evidence is available (through file notes, emails, letters or phone calls) that a student has repeatedly ignored requests to discuss unsatisfactory attendance and course progress and when Making Education has failed in attempts to contact the student on a least three occasions. All attempts will be noted on the Student file before a final review.
  7. When a student is eligible to extend his or her studies, then Making Education is required to issue a new CoE.

## 22 ACADEMIC MONITORING POLICY

Under Section 19 of the ESOS Act, Registered Providers are required to report students who have breached the course progress requirements. Making Education will monitor, record and assess the course progress of each student, for each unit of the course for which the student is enrolled.

If students do not meet the course progress requirements and have been deemed not yet competent on two attempts of one unit of competency, Making Education will activate the Intervention Strategy.

The progress of students is monitored, recorded and reviewed at the end of each week of study and an assessment completed at the end of each unit.

The progress of each student is monitored by the Trainer and the Academic Manager. Course progress is monitored as follows:

1. Ongoing assessments tasks across all units of competency, in class
2. Mid-course and end of course assessments
3. Formal feedback on progress during class time
4. All assessment tasks are required to be satisfactorily completed

Students who are deemed Not Competent following three attempts, will not be able to progress until they meet the requirements of the course or unit of competency. The student may need to repeat the ELICOS level or be reassessed for the Unit of Competency until satisfactory course progress is achieved.

Refer to the Monitoring and Intervention Process on page 44 for more details on the process.

### 22.1 Academic Monitoring and Appeal Process

1. Student is deemed not yet competent on first attempt of completing the course or unit of competency
2. Trainer verbally warns the student that they are at risk of not meeting the requirements of the course and are offered a second attempt
3. Student is deemed Not Yet Competent on a second attempt of the same course or UOC
4. Making Education will issue the student with a *“Course Assessment-First Warning Letter”*. This notice will be sent by post and email, every effort will be made to contact the student by the Academic Manager.
5. Trainer to schedule an Intervention Strategy Meeting with the Academic Manager
6. Student and Academic Manager attends the Intervention Strategy Meeting and Academic Manager is responsible for completing the Intervention Plan Form at the meeting.
7. Student signs the Intervention Plan Form, agreeing to the plan and confirming that they will comply with the Intervention Plan
8. The student fails to follow the Intervention Plan and is deemed Not Yet Competent on a second occasion.
9. Making Education will issue the student with a *“Course Assessment Breach -Second Warning Letter”*. This notice will be sent by post and email, every effort will be made to contact the student by the Academic Manager.
10. In the event that Student is deemed Not Yet Competent on a third attempt of the course or UOC, the student will be sent an *“Intent to Report Letter-Academic Progress”*. Student is notified in the letter that they will have 20 working days to access the *Complaints and Appeals Policy* and to submit any evidence to support their situation.
11. If the Student does access the Complaints and Appeals Policy, the student’s enrolment will remain until the Complaints and Appeals process has been completed.
12. An appeals meeting will be arranged to assess this evidence. The student will be advised that they must maintain their attendance whilst the appeal process is in effect and a decision is being made.
13. All records of the appeals process must be maintained on the student file.
14. If the student appeals on the grounds of compassionate and compelling circumstances, the process under the
15. *Compassionate and Compelling Circumstances Policy and Procedure* on page 53 will come into force.
16. *If the student does not submit a Complaint and Appeal Form within 20 working days, the student will be withdrawn from their course of studies.*



17. If the student does not lodge an appeal, or the appeal is rejected, the [Department of Home Affairs \(DHA\)](#) will be notified through PRISMS that the student has not achieved satisfactory academic progress within 10 working days following the Complaints and Appeals process.
18. DHA will then send a *Notice of Intent to Consider Cancellation (NOIC)* prior to a decision being made to cancel the student visa.
19. Record of the Academic monitoring and appeal process will be recorded on the student file.

For the process on how to complete the Intervention Plan Form, please refer to [Intervention Plan Form](#) on page 40.

## 22.2 Notice of Intention to Report Letter – Academic Monitoring

If a student fails to meet the minimum course requirements, (i.e. falls below 80% attendance requirements, fails a course or is deemed Not Yet Competent within a Unit of Competency) the student is placed at risk of being reported to the Department of Home Affairs as they will be in breach of the Visa requirements.

Students will be informed in writing with a “Intent to Report – Academic Progress” letter, which outlines that the student has been provided with the following:

- Course Assessment - First Warning Letter
- Course Assessment Breach -Second Warning Letter
- Intervention Plan Form

Refer to the Monitoring and Intervention Process on page 44 for more details on when the Intention to Report Letter will be sent.

## 23 INTERVENTION PLAN FORM

The Intervention Plan Form will be documented in writing by the Trainer in liaison with the Academic Manager and a signed copy of the “*Intervention Plan Form*” will be provided to the student. This will be in the form of a hard copy and via email.

This will include:

- Discussion of progress
- Clarifying areas of weaknesses
- Action areas for improvement
- Articulation of goals and strategies

During the consultation, the focus of discussion may be on:

- Key weaknesses in skills development
- The skill areas and specific sub-skills requiring improvement and tasks to support the development of these skills.

The Academic Manager will explain to the student that due to these areas of weakness the student is at risk of failing the course and that the intervention strategy is an enabling process designed to assist the student. The Trainer is required to document this discussion and the plan for improvement. The student will also sign the Intervention Plan Form as an acknowledgement of understanding and a commitment to co-operate. The Trainer may consult with the Academic Manager to articulate strategies, particularly in complex situations.

A written record of the Intervention Plan and discussion must be maintained on the Student File and a record noted on the Database.

A range of intervention strategies will be used, which include but are not limited to:

- Additional individual academic tuition in identified skills area
- Referral to study skills groups, such as pronunciation classes or grammar classes
- Additional homework practice skills
- Referral to Study Corner
- Reduction in course load
- Referral to student support services for counselling
- Referral to external support services
- Peer mentoring
- Support with appropriate independent learning resources

The implementation of intervention strategies may occur earlier in the course as part of proactive measures taken to counsel students.

The Trainer and the Academic Manager will monitor the student's progress regularly following the implementation of the Intervention Plan.

A "Notice of Intention to Report" to DHA for Unsatisfactory Course Progress will be issued to the student and the student will be advised of their appeal rights as outlined in the Complaints and Appeals Policy.

Making Education will notify DHA through PRISMS if a student has not achieved satisfactory course progress following the appeal process. In the event the appeal is not upheld, the student's enrolment will be cancelled through PRISMS. DHA may then send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student visa.

Please refer to the **Monitoring and Intervention Process** on page 44 for more information.

## 24 ATTENDANCE MONITORING POLICY

Making Education is required to systematically record and monitor attendance for students who enrol in their courses. International students on a student visa who are studying Nationally Recognised Training courses at Making Education are required to maintain a minimum of 20 hours attendance per week for scheduled face to face hours in the classroom. This is pursuant to legislative requirements detailed below.

Attendance of each student is recorded daily, with students being required to sign a register upon arrival and on departure.

Student's attendance will be regularly monitored on a weekly basis to ensure that Making Education facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements. Students identified as *at risk* of unsatisfactory attendance will be proactively counselled and notified formally through warning letters. Unsatisfactory attendance can lead to the cancellation of the student visa.

The principles underpinning this policy are that early identification will enable appropriate support and intervention strategies to be implemented in order for the student to satisfactorily complete their program.

Regardless of unsatisfactory attendance, the student will receive an attendance certificate which indicates their overall attendance percentage.

This policy and procedure identifies processes for:

1. Contacting and counselling students;
2. Monitoring attendance;
3. Notifying identified students of their rights to access the complaints and appeals process;
4. Reporting students; and
5. Circumstances where students need not be reported if their attendance percentage is above 80%

### 24.1 Monitoring and recording attendances and absences

All Trainers will be inducted into the requirements of this policy at induction and through the Staff Handbook. The Daily Attendance Record Form which is generated through the database will be used to record attendance and absences. Both students and the Trainer are required to sign this record on a daily basis. Trainers will receive guidelines on how to complete this record, and in particular how to record absences, leave, late arrivals and early leave during the day.

Attendance is entered into the student management system on a daily basis and to monitor the record sheet for due diligence checks in terms of correct data entry by Trainers, including ensuring signatures of students and Trainer.

In the event a medical certificate is supplied, the student is still recorded as absent. However, this evidence may be considered at a further stage in the 70%-80% discretionary band. The original medical certificate is returned to the student and a certified copy is placed in the student file.

### 24.2 Issuing Warning letters, counselling and record keeping

Making Education will issue a "*Course Attendance - First Warning Letter*" by email and registered mail when the projected overall attendance is calculated at being at risk of falling below 80%. Students are required to ensure that the

Institute is informed of their current contact details at all times and that when a change of contact detail occurs that notification is received within 5 working days.

Every effort will be made to contact the student by the Student Support Officer, following the issuing of a warning letter. This will be done through classroom contact or by phone, email or text message. The student will be clearly informed of the risk and consequences of breaching the satisfactory attendance requirements. Any difficulties affecting attendance, including academic, welfare or personal will be identified with the view to articulating appropriate support or intervention strategies.

A copy of the warning letter and records of contact will be maintained on the student file

In the event the student's attendance falls below 80%, a *"Course Attendance Breach-Second Warning Letter"* will be issued.

All efforts will be made to contact and counsel the student. Records will be maintained on the student file.

In the event a student is absent for 5 working days in a row without approval, every effort will be made to contact the student, and a *"Intent to Report Letter – Attendance"* will be issued. Records of contact will be maintained on the student file.

### **24.3 Attendance Monitoring and Appeal Procedure**

1. Student is at risk of falling below 80% attendance
2. Trainer verbally warns the student that they are at risk of falling below the required 80% attendance
3. Student falls below 80% attendance
4. Making Education will issue the student with a *"Course Attendance-First Warning Letter"*. This notice will be sent by post and email, every effort will be made to contact the student by the Academic Manager.
5. Trainer to schedule an Intervention Strategy Meeting with the Academic Manager
6. Student and Academic Manager attends the Intervention Strategy Meeting and Academic Manager is responsible for completing the Intervention Plan Form at the meeting.
7. Student signs the Intervention Plan Form, agreeing to the plan and confirming that they will comply with the Intervention Plan
8. If the student fails to follow the Intervention Plan and attendance once again falls below 80%, the student will be in breach of the Intervention Plan
9. Making Education will issue the student with a *"Course Attendance Breach -Second Warning Letter"*. This notice will be sent by post and email, every effort will be made to contact the student by the Academic Manager.
10. In the event that Student attendance falls below 80% again, the student will be sent a Intent to *"Report Letter-Attendance"*. Student is notified in the letter that they will have 20 working days to access the *Complaints and Appeals Policy* and to submit any evidence to support their situation.
11. If the Student does access the Complaints and Appeals Policy, the students enrolment will remain until the Complaints and Appeals process has been completed.
12. An appeals meeting will be arranged to assess this evidence. The student will be advised that they must maintain their attendance whilst the appeal process is in effect and a decision is being made.
13. All records of the appeals process must be maintained on the student file.

If the percentage attendance is above 70% and within the 70%-80% bandwidth, evidence will be considered as detailed in the

14. *Compassionate and Compelling Circumstances Policy and Procedure on page 53.*
15. *If the student does not submit a Complaint and Appeal Form within 20 working days, the student will be withdrawn from their course of studies.*
16. If the student does not lodge an appeal, or the appeal is rejected, the Department of Home Affairs (DHA) will be notified through PRISMS that the student has not achieved satisfactory course progress within 10 working days following the Complaints and Appeals process.
17. DHA will then send a *Notice of Intent to Consider Cancellation (NOIC)* prior to a decision being made to cancel the student visa.

18. Record of the Attendance monitoring and appeal process will be recorded on the student file.

For the process on how to complete the Intervention Plan Form, please refer to [Intervention Plan Form](#) on page 40.

#### **24.4 Notice of Intention to Report Letter – Attendance Monitoring**

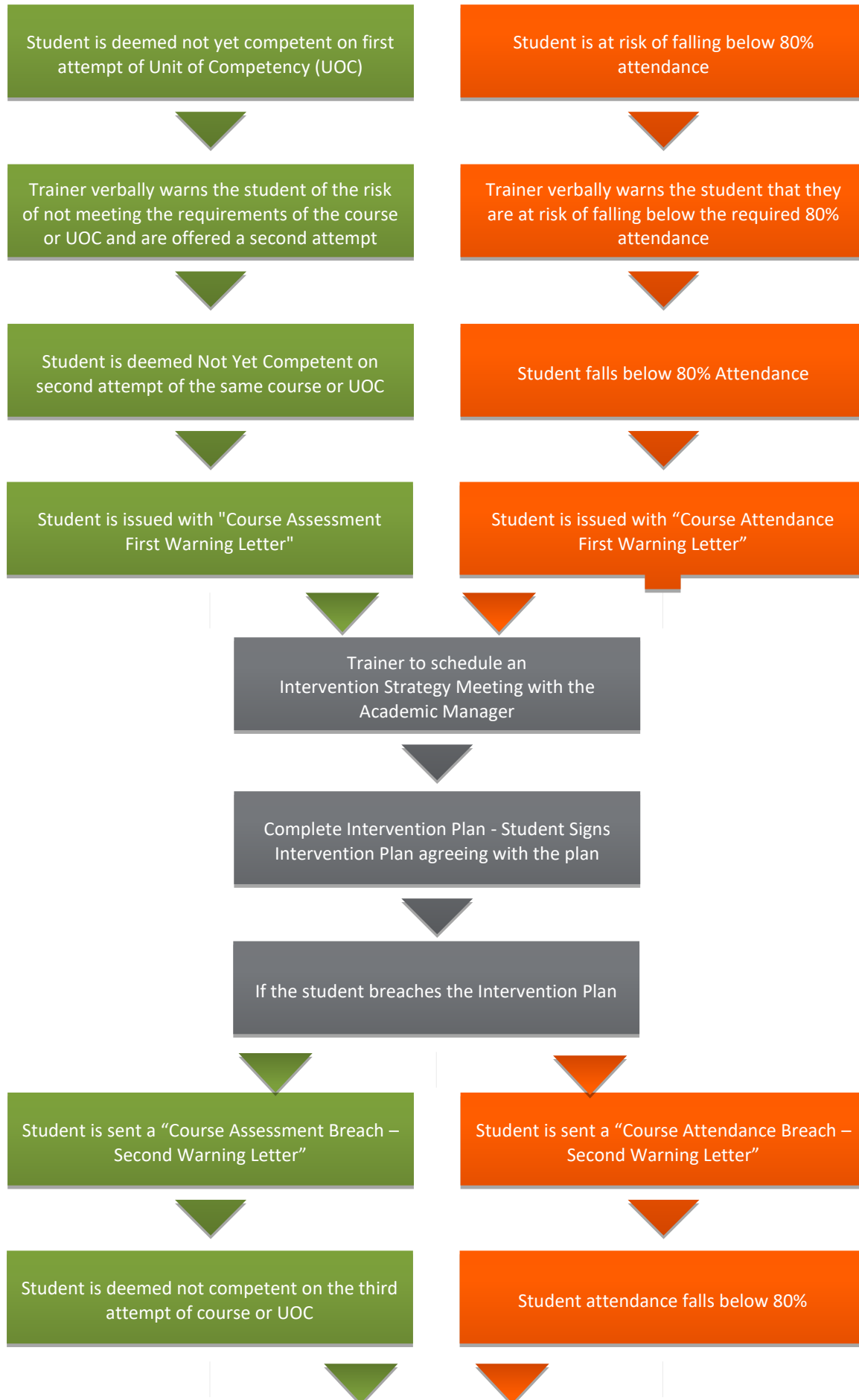
If a student fails to meet the minimum 80% Attendance requirements, the student is placed at risk of being reported to the Department of Home Affairs for being in breach of their Visa requirements.

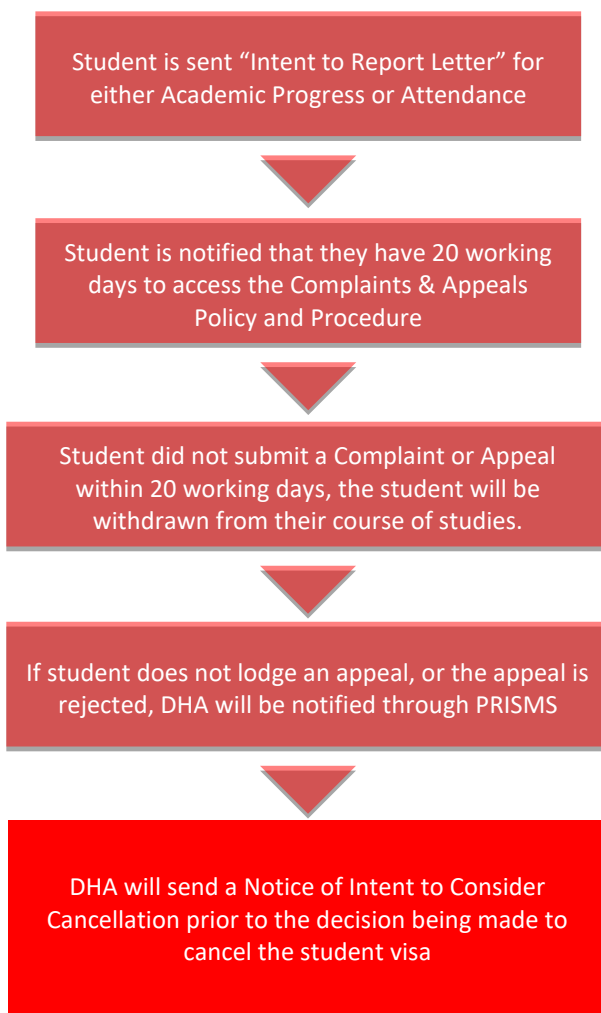
This letter outlines that the student has been provided with the following:

19. Course Attendance - First Warning Letter
20. Course Attendance Breach -Second Warning Letter
21. Intervention Plan Form

Refer to the Monitoring and Intervention Process on page 44 for more details on when the Intention to Report Letter will be sent.

## 25 MONITORING AND INTERVENTION PROCESS





## 26 CREDIT TRANSFER

AQF Certifications issued by other Registered Training Organisations (Institute) are recognised by this Institute, this enables individuals to receive national recognition of their achievements.

In order to apply for a credit transfer the student should complete the following steps:

1. Complete the “Credit Transfer Form”
2. Attach a certified copy of the authenticated VET transcript from the other Institute and highlight the units you wish to have applied to your current enrolment
3. Submit completed “Credit Transfer Form” and VET transcript to the Institute
4. The Institute in consultation with relevant trainer will review and confirm whether student is eligible for Credit Transfer (CT)
5. If the student is eligible, the result of CT should be applied to the unit within the Student Database
6. The Institute to advise the student in writing of the outcome of the credit transfer application:
  - a) Student is eligible for CT and the result has been entered into the Database
  - b) Student is not eligible for CT and the reason why

Authenticated copies are to be certified by a Justice of the peace or someone within the Institute can sight the originals and authenticate a copy.

## 27 ENGLISH LANGUAGE COURSE CREDIT

1. The Institute will recognise IELTS, TOEIC, TOEFL and PTE as proof of English proficiency for entry into courses.
2. For any proof of English language proficiency more than 2 years old, participation in the Making Education placement test is required.
3. The Institute reserves the right to verify the authenticity of such documents as required and to determine the accuracy of the proficiency level indicated on the test report.
4. The Institute is not obligated to recognise the certificates of attainment by other ELICOS Institutes.
5. The Institute may recognise courses from other ELICOS schools after sighting original evidence of the Statement of Achievements issued by other ELICOS schools.
6. Where recognition of English proficiency is granted before the issue of the visa, the net course duration will be indicated on the eCoE issued for that student to represent a full study load
7. Where recognition of English proficiency is granted after the issue of a visa, the resulting change of course duration is reported via PRISMS and the student is informed that their visa will change.

## 27.1 Process for recognising English Language Courses

STEPS	ADMISSION
1	Evidence of English language proficiency is received with the Enrolment Application Form.
2	The Institute will verify the authenticity of the document by contacting the relevant body.
3	If Credit is granted, the course duration will be adjusted accordingly.
4	If Credit is not granted, the study duration will be granted as per the result of the Institute placement test.
5	Record of Credit will be recorded on the student management system.



## 28 DEFERRING, SUSPENDING OR CANCELLING ENROLMENT POLICY

Students need written permission from Making Education to defer their course. In cases where permission is granted, DHA will be advised via PRISMS. Student enrolments will be deferred or temporarily suspended by the institute when there are compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or misbehaviour by the student.

The full policy and procedure pertaining to the circumstances in which a student may defer, suspend or cancel their enrolment is available within the International Student Handbook.

Making Education is required to advise DHA via PRISMS when a student fails to commence a course, withdraws before the course ends, or changes their course, which will affect his or her student visa.

Students who are unable to arrive on time may be given up to one week to commence. After one week, the student cannot be guaranteed a place in the course. If the student arrives after the agreed date, they may be required to return home or placed in an English language program until the next available commencement date for the course.

Evidence of assessment of applications for deferment or suspension of enrolment will be retained on student files.

Making Education will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access Making Education's internal Complaints and Appeals procedure.

### 28.1 Deferment of Commencement of Study

Making Education will only grant a deferment of commencement of studies under compassionate and compelling circumstances. These include but are not limited to:

- Illness, where a medical certificate states that a student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents, supported by a letter from a family member or a death certificate;
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or a psychologist's reports);
- Delay in student visa being granted or inability to acquire airline tickets, especially during peak season

Requests for deferment must be made in writing using the "*Change of Enrolment - Application Form*" and documentary evidence must be attached. The final decision to allow deferment will be made by the Academic Manager or delegate. Students will be informed of the decision in writing of the outcome within ten (10) working days and how the changes may affect their visa.

A new CoE will be created in the event the deferment is granted.

The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act

### 28.2 Suspension of Study

Once a student has commenced the course, the Institute will only grant a suspension of study under compassionate and compelling circumstances. These include but are not limited to:

- Illness, where a medical certificate states that a student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist's report).

### 28.3 Process for Suspension Applications

1. The period of suspension will not be included in attendance calculations.
2. The final decision for assessing and granting a suspension of studies will be the responsibility of the Academic Manager or delegate.
3. Suspensions of study must be requested in writing using the “Change of Enrolment – Application Form”. Students will be informed of the decision, in writing, of the outcome within ten (10) days and how the changes may affect their visa.
4. Assessment of any leave will take into consideration the student’s course progress, attendance and any risk indicators. The student will be counselled accordingly.
5. All decisions are recorded on the student’s file and in the database
6. Suspensions will be recorded on PRISMS and a new CoE will be created
7. CoE may not be recreated if the period of suspension will not affect the end date of study. (i.e. A course may be run for seven weeks, so 2 weeks would have a significant impact)
8. The Secretary of DHA via PRISMS will be notified under section 19 of the ESOS Act
9. When the student returns from leave, PRISMS is to be updated noting recommencement of studies.
10. An Intervention Strategy meeting may need to be implemented for re-introducing students to study, with an Intervention Plan being developed for the student to get back on track with their studies.

### 28.4 Cancellation of enrolment initiated by student

Cancellation of enrolment can occur in a range of circumstances. In the event the student wishes to cancel enrolment and to avoid being reported to the DHA, the student will be required to complete a “*Change of Enrolment - Application Form*”.

If the student's application is approved, the enrolment will be cancelled through PRISMS and all records will be maintained in the student file.

Any fees owed to the Institute will need to be paid. Any refunds will be made in accordance with the Refund Policy and Procedure.

Reasons that the student may apply for cancellation of their enrolment include:

- Student Completed Course early
- Student wishes to Transfer Providers
- Student notifies cessation of studies
- Student has passed away and a family member is requesting a refund
- Student no longer holds a student visa

### 28.5 Exclusion from Class (1-28 days)

The Institute may exclude a student from class on the grounds of misbehaviour by the student subject to the Institute’s Student Code of Conduct Policy and Procedure.

Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.

Exclusions from class will not be recorded on PRISMS. The periods of ‘exclusion from class’ will not be included in attendance calculations.

### 28.6 Institute Initiated Suspension or Cancellation of Enrolment (28 days +)

The Institute may initiate a suspension from class for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as constituting a breach of the Institute’s Student Code of Conduct Policy and Procedure.

Students will be notified of the Institutes intention to suspend the student's enrolment in writing. Students will be notified that they have 20 working days to access the Institute's internal complaints and appeals process. If the student accesses the Institutes internal complaints and appeals process, the suspension or cancelation of the student's enrolment under this standard will not take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.

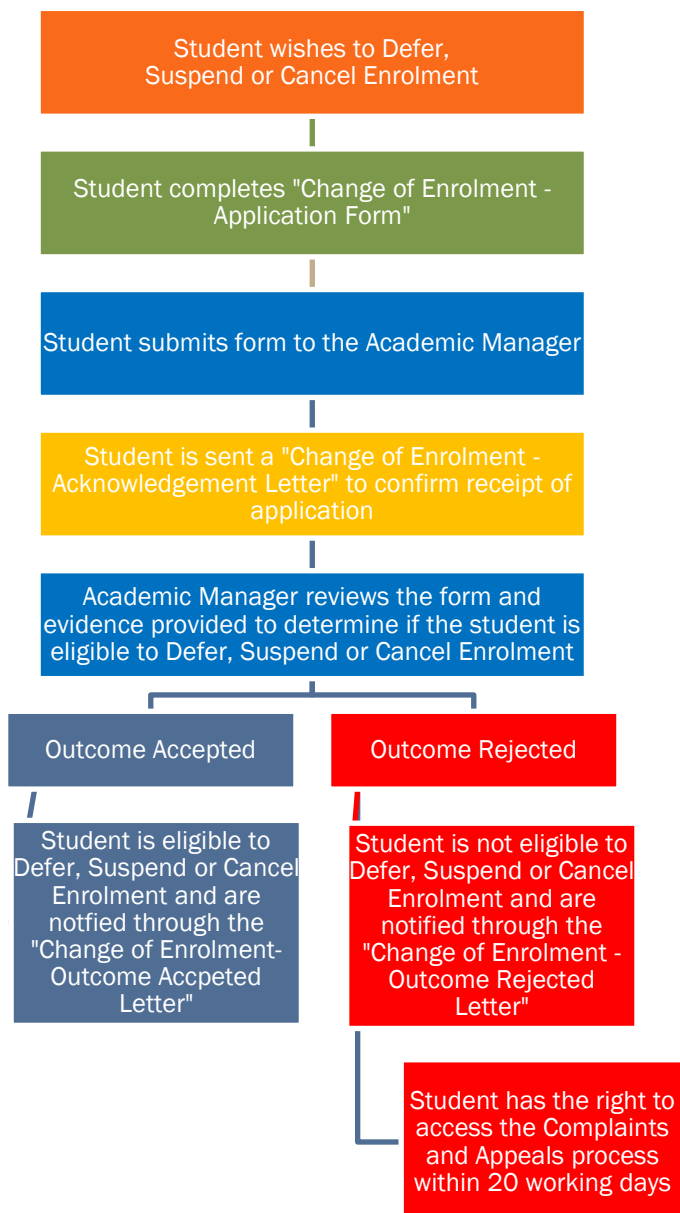
Students who have been suspended for more than 28 days are required by DHA to return to their home country unless compassionate and compelling circumstances exist (e.g. The student is medically unfit to travel).

If compassionate and compelling circumstances exist, the student must abide by the conditions of his or her suspension.

Suspensions will be recorded on PRISMS, Student files and {{Database}}.

The period of suspension will not be included in attendance calculations.

## 29 CHANGE OF ENROLMENT PROCESS



### 1. Evidence to support application

- a) Students are required to complete a *"Change of Enrolment - Application Form"* and produce documentary evidence of any compassionate and compelling circumstances.
- b) Student to submit the *"Change of Enrolment - Application Form"* to either the Academic Manager or the Student Support Officer at Making Education
- c) Evidence presented will be reviewed by the Academic Manager in terms of making appropriate decisions.
- d) The range of supporting documentation could include:
  - **Medical Certificates:** Medical certificates must be issued by a registered Medical Practitioner. The certificate must state that:
    - The student has a medical condition and is unfit to attend classes; and the length of time the student will be unfit for class
    - The Doctor's contact details (name, address, telephone number). The doctor's registration number should be evident
  - **Death Certificates:** These certificates must be certified and translated into English
  - **Evidence of a major political upheaval or natural disaster:** This must be within reasonable proximity to the student's family and must be able to be verified

- Evidence of a *traumatic experience*: Evidence may include a police report or a report from a registered psychologist, or other suitable qualified professional. All contact details must be included for verification purposes. The psychologist's registration number must be included in the report.

## 2. Outcome of Assessment

- a) The student will be advised in writing of the outcome of the review by the Academic Manager
- b) In the event the student is not satisfied with the outcome, they will be informed of their right to access the Institute's Complaints and Appeals process within 20 working days.

## 3. Unacceptable reasons: The following may not constitute compassionate and compelling reasons as support services are available to assist:

- Financial difficulties
- Difficulties with employment and clashes of work
- Travel opportunities
- Relationship breakdowns
- Difficulties adjusting to life and study in Australia
- Timetables

## 29.1 Institute initiated Cancellation of Enrolment

The Institute will cancel the enrolment of a student under the following conditions:

- Failure to pay course fees within thirty (30) calendar days
- Any behaviour identified as resulting in cancellation in the Institute's Welcome
- Thank you for choosing Making Education, we look forward to working with you to achieve your training and career goals.

Making Education is committed to providing high quality standards of vocational education and training, we aim to provide a happy, friendly atmosphere in which to learn.

Making Education will ensure that you will receive the opportunity to fulfil your personal potential during your training and every endeavour will be made by staff to accommodate the training to meet your individual needs.

It is important to keep this handbook on hand during your training, as it will provide additional guidance as you progress throughout your training. In this handbook, you will find information about Making Education's policies and procedures, together with forms and documents that you may need to refer to and/or complete.

If you have any suggestions on how we can improve our Policies and Procedures, please complete an "Opportunity for Improvement" form and submit to the RTO Manager.

We sincerely hope your time at Making Education is a memorable and productive learning experience.

If you require any assistance with understanding these Policies and Procedures, please do not hesitate to ask your trainer for assistance, who can explain the process further.

- **Student Code of Conduct** on page 4
- The Institute is required to report failure to maintain satisfactory course progress, failure to follow the terms of Intervention Plans constructed and/or failure to maintain satisfactory attendance to the DHA which may result in the cancellation of the student's visa
- If a student does not return to class after the holiday break
- Where a proposal to terminate, suspend or cancel a student's enrolment is made, the student will be advised in writing, together with their right to appeal within twenty (20) working days.
- If the student does not commence within five (5) working days of the start date without notification, the DHA will be notified through PRISMS.
- Students will be notified of the Institutes intention to cancel the student's enrolment in writing. Students will be notified that they have twenty (20) working days to access the Institute's internal complaints and appeals process. If the student accesses the Institutes internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard will not take effect until the internal process is completed unless extenuating circumstances relating to the welfare of the student apply.

## 29.2 Extenuating Circumstances

Extenuating circumstances include:

- The student is missing;
- The student has medical concerns or severe depression or psychological issues which lead the Institute to fear for the student's wellbeing;
- The student has engaged or threatened to engage in behaviour that is reasonable believed to endanger the student or others;
- The student is at risk of committing a criminal offence; or
- The student is the subject of investigations relating to criminal matters

The use of extenuating circumstances by the Institute to suspend or cancel the student's enrolment prior to the completion of any Complaints and Appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Principal Executive Officer.

### Student Advice

Deferment, suspension and cancellation of enrolment can affect a student's visa as a result of changes to enrolment status. Students will be informed in writing to obtain relevant expert advice from the DHA to determine how this will affect their student visa.

### Responsibilities

All staff are informed of the requirements of this policy at induction and through the Staff Handbook.

Students are made aware of this policy prior to enrolment, at orientation and through the International Student Handbook.

### Review

In the event of deferral, suspension or cancellation, a selection of student files will be reviewed to ensure compliance with processes and procedures and that all records are appropriately documented.

This policy is the subject of review as determined by the internal audit schedule and at any time there are changes to the ESOS Act 2000 and National Code 2018.

## 29.3 Compassionate and Compelling Circumstances

This policy provides students and staff of Making Education with a definition of what constitutes Compassionate and Compelling Circumstances, when considering an international student's:

- Ability to complete the course within the expected duration
- Failure to meet attendance requirements
- Failure to meet course progress requirements
- Assessment, approval/rejection and recording of a deferment of study or suspension of study
- Other appeals lodged through Making Education's internal appeals

**Compassionate or Compelling Circumstances** are generally deemed to be those beyond the control of an individual.

These circumstances would be considered as having an impact on the student's course progress and well-being. These circumstances could include, but are not limited to:

- A serious medical condition or injury
- A bereavement of close family members such as parents or grandparents
- A major political upheaval or natural disaster in the home country requiring immediate travel
- A traumatic event, which could include but is not limited to involvement in or witnessing of an accident: a crime committed against the student or the student has witnessed a crime, and this has impacted on the student.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:

- involvement in, or witnessing of a serious accident; or
- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or

Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.