

**Mint Training Pty Ltd T/A
Mint International College**

(RTO 21524 CRICOS 03700C)

Student Handbook



Table of Contents

WELCOME	3
Who is Mint International College (MIC)?	3
Mint’s Legislation Policy	3
Training Definitions	4
Student Enrolment	5
Student Selection	5
Recognition of prior learning (RPL)	6
Credit Transfer	6
Guarantee of service	7
Code of Conduct	7
Consequences of Misconduct	8
Work Based Training Overview	8
Training Delivery	9
Accredited Programs	9
Attendance and Course Progress Monitoring	10
Assessment Requirements	12
Assessment Extension & Re-submission	12
Certificates and Statements of Attainment	12
Unique Student Identifier (USI)	13
Access to Files	13
Language, Literacy and Numeracy (LLN) Assistance	14
Student Welfare and Guidance	14
Student Support Policy	15
Plagiarism	15
Appealing a plagiarism decision	16
Grievance Policy	16
Informal Grievance Policy	16
Formal Grievance Policy	16
Fairness, Access and Equity	17
Fees and Refund Policy	17
Contact Us	23

WELCOME

Mint International College (MIC) welcomes you to your training program. This handbook is designed to acquaint you with MIC and provide you with information to assist you to achieve your desired Vocational Education and Training (VET) outcomes.

The information contained in this handbook applies to all students of MIC. Our objective is to provide you with a training environment that is constructive to both personal and professional growth.

Please take the time to read your student handbook as it contains important information.

Who is Mint International College (MIC)?

MIC is a trading name of Mint Training Pty Ltd, a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) to deliver training and assessment services for nationally accredited qualifications in a variety of industries under the provision of the *Standards for RTOs 2015*. MIC's scope of registration can be viewed at <https://training.gov.au/Organisation//details/21524>.

MIC is an established national learning and development organisation with an emphasis on integrity and high quality training solutions.

Our trainers and assessors are highly qualified and experienced in the areas in which they train. They look forward to providing the best and bringing out the best in each learner, for the workplace and the industry sector. To find out more about our services, our vision, our people, our approach, and our course offers, please visit our website at www.mintraining.edu.au.

Mint's Legislation Policy

There are some legislation that govern our obligations as a Registered Training Organisation (RTO), our obligations to you as our clients, and relates to the industry that we are conducting training for.

The legislation that particularly affects Vocational Education and Training includes:

- State & Commonwealth Legislation
- Education and Training Reform Act 2006
- Vocational Education and Training Act 1990
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006
- Working with Children Act 2005
- Work Health and Safety Act 2011
- Racial And Religious Tolerance Act 2001
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Privacy Act 2014
- Standards for RTO 2015
- National Code 2018

MIC is responsible to:

- Identify relevant legislation
- Obtain and maintain a copy of the legislation and links to legislation and regulations
- Provide staff with a list of appropriate legislation and the availability of the legislation.
- Ensure that staff acknowledges that they are aware of the legislation.
- Conduct professional development sessions for staff on relevant legislation and regulation and how it impacts on their work.
- Include information about relevant legislation in staff and student induction material

Training Definitions

Our training programs are predominantly based on the principles of Competency Based Training. Some of the common training terms you will discover are described below:

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance the Australian Skills Quality Authority (ASQA) to deliver, assess, and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Task skills (performing individual tasks)
- Task management skills (managing a number of different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

MIC applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas required.

Flexible Learning means an approach to training which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment which is required under a traineeship training contract. The traineeship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

Workplace Training, this is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

Student Enrolment

To enrol in a training program at MIC, you will need to contact our head office in Melbourne. MIC will arrange for a representative to contact you to:

- Discuss your training requirements
- Discuss undertaking a training program including information of work-placement (if applicable)
- Confirm of course fees and any Administration/Resources costs
- Conduct a Pre training Review and Language, Literacy & Numeracy (LLN) assessment to determine your learning needs
- The date of the mandatory orientation/induction session
- Organise course commencement

MIC is committed to the enrolment of student when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- meets the selection requirements for the relevant course
- provide all required information/documentation
- understand and agreed to the organisation's policies, procedures and code of conduct
- paid the prescribed fees

At enrolment, MIC will collect your personal information such as your contact number, email ID, address etc. Under Privacy Act 2014, MIC cannot disclose the information to third parties without your written consent. However your personal information may be required to be made available by MIC to ASQA, Commonwealth and State Government and other related authorities. By signing the MIC enrolment form, you agree for MIC to disclose your personal information to these authorities upon request.

Student Selection

MIC will NOT pay, provide or offer, either directly or indirectly, incentives to individuals and/or entities to induce them to undertake training (either Government subsidised or Fee for Service).

MIC is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- meeting appropriate funding body entry criteria if the applicant is applying for a state funded program
- meeting any other entry requirements / pre-requisite qualifications and/or work experience requirements; and
- meeting any age requirements that may be in place for a particular course

If any applicant does not meet entry requirement, MIC may advise of any appropriate pre-entry training they can undertake to meet eligibility criteria.

Recognition of prior learning (RPL)

RPL is the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

In order for MIC to grant RPL, your assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients, and work samples.

You may apply for RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency. Our assessor will ensure that the evidence is authentic, valid, reliable, current and sufficient.

Each unit of competency is addressed individually and there are several stages in the RPL process:

- Self-assessment
- Submission of relevant evidence
- Assessment of evidence
- Interview and/or Demonstration and/or Observation tasks
- Gap training (if required)

Although MIC may finalise the RPL process within 4-8 weeks of receipt of the application and associated supporting evidence, it may take longer depending on the unit(s) of competency applied for and/or applicant providing required evidence on time.

RPL fees are determined at the time of application and depend on level of qualification and assessments required by the applicant.

Credit Transfer

MIC will accept and mutually recognise the qualifications and Statements of Attainment awarded by another RTO.

Credit transfer allows learner to count relevant, successfully completed unit(s) of competency at another RTO, and universities – towards their current course or qualifications. It works in two ways:

- Students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load
- Students may be exempt from certain introductory units but are still required to complete the total credit points or hours for the course

To receive a Credit Transfer for a unit of competency, a student must complete and sign a Credit Transfer Application Form and submit it along with the certified copies of relevant Certificates, Transcripts and Statements of Attainment.

If approved, the student's training plan and the Student Management System will be updated accordingly.

There's no fee charged for Credit Transfers.

Guarantee of service

MIC guarantees to deliver the agreed training and assessment services to students upon commencement of their course. In the event that MIC withdraws the qualification due to extenuating circumstances, we will ensure that students are transferred to another Registered Training Organisation to enable them to complete the studies at no additional cost or alternatively MIC will issue a refund of course fees that relate to training not yet delivered to the student.

MIC will issue students with a Statement of Attainment for any units completed within their course of study.

MIC incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. MIC encourages you to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Speak with your trainer or workplace supervisor regarding any problems or issues you may experience during your course
- Participate in evaluation activities and offer constructive feedback regarding your course
- Expect that MIC trainers will treat you with politeness and respect and reciprocally treat trainers in the same manner

Use formal complaints procedures if you experience any difficulties with MIC staff once all informal avenues have been exhausted.

NOTE: MIC does NOT guarantee that a learner will successfully complete the training product on its scope of registration. And does NOT guarantee that a learner will obtain particular employment where this is outside the control of the RTO.

Code of Conduct

The code outlines students' rights and responsibilities in regard to their participation at MIC programs. All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package.
- Be issued with qualifications and/or statements of attainment when a program of study has been successfully completed
- Access the information MIC holds about them by providing reasonable time-frame.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Provide feedback to MIC on the student services, training, assessment and support services they receive.

All students, throughout their training and involvement with MIC, have the responsibility and are expected to:

Mint Training Pty Ltd T/A Mint International College (RTO 21524 CRICOS 03700C)

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- Treat all staff and other students and their property with respect and value their cultural diversity
- Respect the opinions and backgrounds of others.
- Not harass, victimise, discriminate against or disrupt others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Respect school's facilities and resources and follow relevant policies and procedures
- Not to bring any articles or items that may threaten the safety of self or others.
- Notify RTO's administration staff as soon as possible in writing if any of their personal or contact details change.
- Refrain from using mobile phones or other technology devices when advised by the trainer/assessor during class and/or during assessment/exam activities.
- Attend all training/placement on time and ensure that behaviour meets both the expectations of MIC and the requirements of the particular workplace facility.
- Follow Training Plan and complete all assessment tasks, learning activities and assignments honestly and without plagiarism and cheating.
- Make regular contact with their Trainer/Assessor and submit all assessment tasks, assignments and other evidence of their work in original and on time (*please make a copy of your assessments before submitting originals*).
- Notify the trainer if they are unable to attend the training session for any reason at least 24 hours prior to the commencement of the activity.
- Refrain from smoking at training/placement venues and on the premises of MIC.
- Provide up-to-date, accurate and timely information when required.

Consequences of Misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but are not limited to:

- Informal notice by a trainer, assessor or other staff member of the need to comply with the required standards of behaviour
- Re-assessment or re-submission of assessment activities
- Formal meeting with MIC's Management Staff to discuss the misconduct.
- Formal written warning.
- Request to provide a show cause as to why they should be allowed to continue in the course.
- Suspension of an enrolment when no response received from student by the given time-frame
- Suspension of an enrolment until the misconduct is resolved.
- Full Cancellation of enrolment without a refund of fee.

Work Based Training Overview

The combination of work and training provides the opportunity to develop practical skills and improve workplace knowledge.

A WBT placement involves a MOU which is an agreement between you and your employer detailing the training conditions and the type of training program you will undertake.

Your WBT MOU is an agreement between you, your employer and MIC, which sets out the training conditions and the type of training program you will undertake. It is an important document to retain and refer to as your

training is being delivered. The MOU must be signed by yourself, your employer and MIC's representative and may be revised periodically to ensure it is still relevant to you and your employer.

Training Delivery

Your training program is delivered through the utilisation of a number of training strategies. The flexibility in training delivery incorporates options that best suit your needs. Learning may take place in (but not limited to):

- Classroom
- Workplace
- Simulated environment
- Self-paced
- Any combination of above.

Training for international student will only be schedule at registered CRICOS delivery campus of MIC. Regardless of where the training takes place, student is governed by MIC's policies and procedures as well as:

- Codes of conduct and behaviour for a specific workplace facility.
- Emergency and evacuation procedures for that location.
- Any lawful directive from any MIC authorised employee

Accredited Programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

It is important to note that the rules and requirements of a Unit of Competency and a Qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following (but not limited to):

- Specific tasks set by your Trainer/Assessor
- Observation/Demonstration
- Written assessments and exams

- Workbook activities
- Examples of work completed or special projects
- Group discussions
- Role plays
- Third party reports
- Oral and/or Written presentations
- Case Studies
- Research tasks
- Work-placement assessment
- Any combination of above

MIC works towards facilitating students to achieve success through a number of strategies:

- Provision of user friendly learning resources
- Training services that are focused on assisting the student
- Availability of additional support when required
- Learning, Language and Numeracy guidance
- Provision of information relating to the requirements of the training program, including the assessment details
- Developing assessment tools that are closely linked to both the training program and workplace requirements

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competency
- To demonstrate that you are competent to the agreed industry standard

MIC recognises that, not all participants learn in the same manner. MIC will make any reasonable and necessary adjustment to meet the needs of a variety of participants. *Reasonable adjustment* may mean:

- making training resources and methods accessible;
- adapting physical facilities, environment and/or equipment;
- making reasonable changes to the training and assessment strategies; and
- making reasonable changes to the way evidence for assessment is gathered

Attendance and Course Progress Monitoring

MIC ensures that scheduled training and assessment sessions do not exceed 8 hours in one day for all delivery modes.

If you are unable to attend, please notify your trainer or telephone our office as soon as possible.

All participants are required to maintain a high level of attendance. The trainer/assessor will record your attendance on an Attendance Sheet for each training and assessment session. If any participant leaves a class early or arrives late, this will be recorded as well. The attendance sheet allows us to ensure that students are safe if there is any need for emergency evacuation of the building, etc.

If a student is more than 30 minutes late for a session the trainer has the right to refuse entry to the classroom. This may result in the student failing to progress with their training. Entry to the classroom or session will be influenced by:

- A risk assessment of any assessment activities being undertaken at that time.
- The potential of disruption to other students.
- Whether this is an ad-hoc or regular occurrence.

Students who have access to online resources must complete all units/assessments on or before the due dates. Regular contacts are made and course progress is monitored by trainers and assessors.

Students who are identified as being at risk of failing to maintain satisfactory course progress are invited to engage in a review of course progress process. MIC defines students who are at risk of failing to maintain satisfactory course progress as those who:

- do not attend classes regularly (especially without notification);
- do not participate actively and regularly;
- do not submit assessments on or before the due date without formally applying for an extension;
- fail two or more units within a study period or the same unit more than once.

All students are appointed a trainer/assessor who is responsible for the delivery and monitoring of training and assessment activities. If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should first discuss this with your trainer.

Review and evaluation processes may occur over the duration of your course. You are encouraged to provide feedback to assist us for our Continuous Improvement. This will be conducted at least once throughout the duration of your training and/or at the completion of your course of study.

Course Disciplinary Procedures

MIC is committed to ensuring that fairness and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity.

If your behaviour impacts on the performance of others within your group, the trainer will discuss the situation directly with you, and will try to sort out the problem. If there is no improvement, a written notification will be issued to yourself/your employer detailing the issues.

If there is still no improvement, then, in conjunction with your employer (if applicable) the following may occur:

- You may be taken out of group training for one-on-one session
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program

Making the most of the Training Program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the training sessions and complete all required learning and assessment activities
- Prepare well in advance of each training session
- Be a willing participant
- Work with fellow students
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language

- Make copies of assessments for yourself before submitting original
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Assessment Requirements

Students are required to submit all assessment by the due date set by your trainer/assessor. An Assessment may not be accepted if the following information is missing or incorrect:

- Student's Full name and the Group he/she belongs to (*where applicable*).
- Unit of Competency Code and Title.
- Assessment type.
- Trainer/Assessor name.
- Student's signature and Date submitted.

Students must keep a copy of their assessment before submitting an original.

Students will be provided with a feedback on their assessment and the determination of them being "*Competent*" or "*Not Yet Competent*" in a Unit of Competency.

All required assessments/exams within a unit of competency are assessed as **Satisfactory** or **Not Satisfactory**. And the final result for a Unit is marked as *Competent* or *Not Yet Competent*.

Competent — a student is deemed 'Competent' in a Unit of Competency only when all the required assessments / exams etc. are satisfactorily completed.

Not Yet Competent — a student is deemed 'Not Yet Competent' in a Unit of Competency when he/she did not satisfactorily attempt one (1) or more required assessments.

Withdrawn — a student is considered 'Withdrawn' from a Unit of Competency when he/she did not attempt at all and/or submit by the due date, one (1) or more required assessments.

Assessment Extension & Re-submission

Students may apply for an extension for submitting an assessment by completing an Assessment Extension Form no later than 5 working days before the due date. **Verbal extensions are not accepted.** An extension of up to 1 week may be granted, considering the nature of the request. Students who consistently apply for extensions will be referred to the Training Coordinator/Manager.

A student is given maximum of 2 attempts for each assessment in a unit of competency. If a student's work is *Not Satisfactory* in a 2nd attempt, he/she may repeat the entire unit of competency.

Where a student fails to submit an assessment or does not attend a scheduled activity/examination without previously arranging an extension, it is deemed to be a first attempt. The student is permitted to submit an assessment (or attend an examination) on/by a subsequent date and this is deemed to be their second attempt.

Certificates and Statements of Attainment

PLEASE NOTE: A Certificate or a Statement of Attainment cannot be issued without a verified Unique Student Identifier (USI). Please read the next (USI) section for more information.

Upon successful completion of all the requirements of your training program you will receive a Nationally Recognised Certificate. In cases where you do not complete the full requirements of the course, a Statement of Attainment for the individual Units of Competency successfully completed will be issued.

MIC will issue AQF Qualifications or Statements of Attainment within 30 days of course completion / withdrawal, provided there are NO outstanding fees.

MIC will only issue AQF Qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses in accordance with MIC's policy for issuing certificates and statement of attainment.

MIC will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a Registered Training Organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

It is free and easy to create your own USI online. Follow simple steps by visiting www.usi.gov.au or give your written consent to MIC to create your USI on your behalf.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Access to Files

Students have access to their personal records. You may request information on your student file through MIC's administration staff.

In line with Privacy Act 2014, information about a student, (except as required by law and/or as required under the Standards for RTOs), is not disclosed to a third party without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student consents to disclosure of information, this consent is kept on the student's file.

To maintain confidentiality of student records only authorised staff will have access. Student records may only be accessed by trainers, administrators and MIC's management. Some records are required by Commonwealth/State government bodies for reporting and compliance purposes.

Language, Literacy and Numeracy (LLN) Assistance

At MIC, all courses are delivered in the English language with a number of written assessments and research assignments. MIC makes every effort to ensure that all students have equal understanding of the assessment requirements. In regards to LLN, MIC will ensure that:

- Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
- Existing LLN skills are taken into account
- In cases where you may need further assistance with LLN, your trainer will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

Student Welfare and Guidance

Your trainer should be your first point of contact for assistance for any information you require relevant to the course. If in the case where your trainer cannot assist you they will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

We take into account the relevant statutory and procedural requirements including but not limited to:

- Workplace Health and Safety;
- The review of payment schedules when requested;
- Learning/articulation pathways and RPL & RCC opportunities;
- Provision for special learning needs inclusive of language, literacy and numeracy;
- Provision for special cultural and religious needs;
- Reviewing/inspection of all training sites prior to utilising the location;
- Ensuring students are able to get to and from scheduled sessions;

MIC Office is located within the Melbourne CBD location allowing the students ample time to get to and from scheduled sessions within Public Transport periods.

In cases of welfare guidance and assistance, information and support can be found at your local Centrelink office. To contact Centrelink to discuss any of their services with a Centrelink staff member it is best to call 131021 and arrange an appointment.

For issues not related to the delivery of training and assessment services please refer to your direct workplace supervisor. Further support and information may be obtained via the handy links provided.

Here you will find legislation and information including:

- Privacy: www.privacy.gov.au/
- Human Rights & Equal Opportunity: <http://www.hreoc.gov.au/>
- Occupational Health and Safety: <http://safeworkaustralia.gov.au/>
- Literacy: <http://www.deewr.gov.au/Skills/Programs/LitandNum/LiteracyNet/Pages/default.aspx>
- Bullying & Harassment: www.bulliesdownunder.com/website.htm
- Welfare Guidance and Assistance: www.centrelink.gov.au
- Apprenticeship and Traineeships: www.australianapprenticeships.gov.au
- Australian Apprenticeship Training Information Service: www.nacinfo.com.au

Student Support Policy

This policy ensures that all students are given support while studying with MIC. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

At the beginning of a course of study the students are given a short orientation and it includes the following:

- A tour of the RTO identifying classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within MIC

Nominated Student Support Officer

Whilst all staff employed by MIC has the responsibility to provide support to all students, MIC shall nominate a 'Student Support Officer' who shall be available to all students, on an appointment basis, through the standard RTO hours of business.

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Where it is identified that students are having learning difficulties, MIC will provide additional support to the students in the form of additional learning time, additional reading material, and more support from their trainer.

If further assistance is required, learners will be referred to specialist external support agencies.

If students are having emotional or psychological issues during the course, MIC will provide referrals to appropriate agencies.

There are no costs associated with internal student support and for referring students to external service.

Plagiarism

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of someone else as though it is your own work. Plagiarism includes any of the following, without full and appropriate acknowledgment to the original source(s):

- the use, in essays or other assessable work, of the whole or part of written work from any source including but not limited to a book, journal, newspaper article, set of lecture notes, current or past student's work, any other person's work, a website or database;
- the paraphrasing of another's work;
- Plagiarism, either intentional or unintentional is a practice which runs counter to MIC's values of quality, excellence and integrity. There is an expectation that students will prepare and submit work which is their own and which acknowledges the work of others.

If a student is found to have deliberately plagiarised the work of another - including copying the work of other students – Consequences will apply. It is a key responsibility of an assessor to distinguish original from plagiarised work.

Consequences of plagiarism can include any of the following at the RTO Manager's direction:

- The assessments to be re-submitted
- An unsuccessful result for the unit or cluster
- A counselling session if appropriate
- Suspension of enrolment unless the issue is resolved

Appealing a plagiarism decision

Where a student disagrees with a decision regarding plagiarism made by the assessor, the MIC complaints form must be completed and must be made in writing and forwarded to the Academic Manager. The information provided in the complaints form will be reviewed by a board consisting of an external assessor, General Manager and CEO. Findings and actions will be forwarded to all parties.

Grievance Policy

MIC is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. Complainants are entitled to access this grievance procedure regardless of the location at which the grievance has arisen, the Complainant's place of residence or mode of study. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters come from decisions made by MIC and may include issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities.

Mint has both informal and formal grievance procedures.

Informal Grievance Policy

In the first instance, MIC welcomes the opportunity to informally address any grievance or concern an individual may have with us. The matter can be raised directly with any member of staff, including the Academic Manager however this is not a mandatory requirement for either Academic or Non-Academic complaints.

Formal Grievance Policy

For initial processing of Academic and or Non-Academic complaints, formal grievances should be submitted in writing to:

General Manager - 99 Queensbridge Street, SOUTHBANK, VIC, 3006.

The responsible officer within MIC will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within the most efficient and timely manner.

Once the grievance has been received, a suitable person will be assigned to investigate the grievance. MIC will aim to have the investigation concluded and written summary of the outcome provided to the complainant within fifteen (15) working days of receipt of the submission.

For more detail on MIC's Grievance policy, please visit www.mintraining.edu.au or ask an Administration staff or trainer for a copy of the Mint grievance policy.

The Assessments Appeal process will be completed in accordance with the Grievance Policy.

Fairness, Access and Equity

MIC recognises different student's value and provides inclusive environment for all students regardless of their background. We aim to provide open, fair, clear and transparent policies and procedure for use by MIC students. All students should be treated courteously, with speed and efficiency throughout the process of enquiry, selection, enrolment and participation.

All students have access to assessment, which does not discriminate on any basis. MIC provides additional support to candidates and students who have special needs.

At MIC, no person is discriminated against harassed or treated unfairly. Any employee, trainer/assessors, student or visitor found to be discriminating against; harassing or victimising others will be subject to serious disciplinary action

All participants have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into our courses. Where our courses have a limited number of available places, these will be filled on the *first come first serve* basis. Any issues or questions regarding access and equity can be directed to our RTO Manager.

Fees and Refund Policy

General fee and charges

Please visit www.mintraining.edu.au to view current fees and charges for all courses on scope.

MIC will inform the student in writing of fees prior to commencement of studies.

At MIC we understand that as a provider we are required to list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).

MIC will provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.

MIC will set out its course fees, including government subsidised training to eligible students, in the *Schedule of Fees*, which will be reviewed annually and published in the relevant marketing materials or other publications including college's website. <http://www.mintraining.edu.au> .

The tuition fees are set for a complete course and cannot be charged, calculated or broken up on a unit basis.

MIC will honour its advertised fees, except where fees are altered and disclosed in documentation supplied prior to enrolment.

Where applicable, we maintain a financial agreement only with student and not with any third party paying fees on behalf of student.

The tuition fees will be charged according to college's study periods. Study periods will be clearly defined in student's *Letter of Offer* and *Student Agreement*.

MIC will list and provide complete information on the total amount of all fees including course fees, administration fees, materials fees and any other charges to all the prospective students prior to enrolment and include them in the Student Agreement.

MIC will articulate and provide information on payment terms, including the timing and amount of fees to be paid, any non-refundable deposit/administration fee, security of pre-paid fees, and the fees and charges for additional services to all the prospective students prior to enrolment and include them in the Student Agreement.

MIC will provide all the prospective students with a copy of its *Fee Refund Policy* as part of enrolment process and make a copy of the policy available on its website at all times.

Pre-paid Tuition Fee & Upon Commencement Fee

A maximum of 50% of the course tuition fee will be collected as a pre-paid fee for course longer than 25 weeks in duration.

For packaged courses, up to 50% of the fee of the first course of study will be collected as a pre-paid fee.

Under the ESOS legislation providers cannot require students to pay more than 50 per cent of their tuition fees before they start the course. However, if students, or the person responsible for paying the tuition fees, choose to pay more than 50 per cent of their tuition fees before they start their course then MIC will maintain evidence to demonstrate that the students have exercised choice in how much of their tuition fees are paid up front.

Short courses with a duration of 25 weeks or less are not subject to the 50 per cent limit. There are no restrictions on collecting tuition fees after a student has started their course.

MIC will keep initial prepaid tuition fees in a designated bank account within 5 business days of receiving them. This account will only be drawn down when the student commences the course.

Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review, MIC will contribute annually to TPS and meet the new regulatory requirements. The Commonwealth Government's Tuition Protection Scheme (TPS) protects fees paid in advance by international students. Further details on the TPS are available at: www.tps.gov.au.

Fee invoices and payment reminders will be sent out to the students at least eight (8) weeks prior to start of a new study period/term with an appropriate due date according to this policy. If a student voluntarily pays fees earlier than due date, it will be treated according to pre-paid fee provisions set out in this policy to enable college to refund any unused tuition fees according to its *Fee Refund Policy*.

Other Fees

- Late Payment Fee: \$50
- Re-enrolment Fee (Non-refundable): \$250
- Repeat of a Unit: \$300
- Re-assessment Fee: \$125 Per Assessment
- RPL Fee: \$300 per unit
- Administration Fee: \$100
- Overseas Student Health Cover OSHC: Refer to <https://www.nib.com.au/overseas-students>
- Airport Pickup Fee: \$200 on request
- Accommodation assistance Fee : \$200 on request
- Replacement / Re-issue of Certificate / Statement of Attainment - \$100 plus postage charges if applicable

Refunds

Please refer to International Student Prospectus (available at www.mintraining.edu.au) to see Refund policy for International Students.

The only refundable fees are the tuition fees. Fee refunds will be based on unexpended (unused) tuition fees.

Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control and which prevent the student from completing studies in that study period, any refund of tuition fees is contingent upon approval of the refund by the CEO.

The fees and charges required to be paid to MIC by a student will be as specified in a signed written agreement between the student and MIC that is entered into prior to the student commencing in the course(s) to which the agreement pertains.

Fees and charges may be consolidated under a "package" if the student is enrolled in more than one course at MIC.

The types of fees and charges payable to MIC by an student may include, without being limited to, the following:

- Tuition fees (including fees referred to as course or program fees)
- Materials fee
- Application fee
- Reassessment or unit re-sit fee
- Late payment fee or charges

MIC does not allow its education agents to collect any tuition fees on its behalf. In exceptional circumstances where payments to an agent are approved and made under specific written instructions of MIC, MIC will treat these payments as payments made to MIC. The following refund conditions and procedures will apply to all the fees whether paid directly to MIC or through an approved agent of MIC.

Full Refund of Tuition Fees

All unexpended (unused) tuition fees will be refunded in full where:

- The course does not start on the agreed starting date which is notified in the Letter of Offer;
- The course stops being provided after it starts and before it is completed;
- The Course is not provided fully to the student because MIC has a sanction imposed by a government regulator; or
- An offer of a place is withdrawn by MIC and no incorrect or incomplete information has been provided by the student
- In the circumstance where an offer for admission was made to a student by MIC less than four weeks before the scheduled term or study period start date as per MIC's academic calendar, the student will be entitled to a full refund of tuition fees if formally withdrawn **before the start** of the term or study period.

And in compassionate and compelling circumstances (supporting documents/evidences must be provided where possible) at any time where;

- A student is unable to obtain a student visa; resulting in either not being able to come to or stay in Australia
- Illness or disability prevents a student from taking up the course;
- There is a serious health issue/death of a close family member of the student; or
- Other special or extenuating circumstances preventing a student from taking up or continuing the course, including political, civil or natural events, and personal well-being, will be considered on a case-to-case basis on review of the supporting evidences at the discretion of the CEO.

On-shore students transferring to another provider or changing their visa status to any other visa (other than a Protection Visa) will not be eligible for a full refund. Partial refund to be considered as per below.

The Student will have the right to choose whether to seek a full refund of the fees, or to accept a place in another course. If the student chooses placement in another course, MIC will ask the student to sign a new student agreement to confirm acceptance of the placement.

Partial Refund of Fees

Partial refunds of the amounts specified below will be provided in the following circumstances:

- Where a student formally withdraws from a course **more than 28 days prior to** the CoE start date, **60%** of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.
- Where a student formally withdraws from a course **less than 28 days** before the CoE start date but more than 14 days prior to COE start date, **50%** of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.

- Where a student formally withdraws from a course **less than 14 days prior to the** agreed CoE start date, **0%** of the tuition fees paid for that term or study period and any other unexpended (unused) tuition fees will be refunded.

No Refund of Fees

In certain circumstances, students will not be entitled for a refund of tuition fees. These circumstances include;

- Where a student formally withdraws from;
 - 1) a single course within MIC; or
 - 2) the first course within a packaged program comprised of two or more courses within one or more MIC schools/institutions

after the CoE start date, the student will not be entitled for a refund and will still be liable for the tuition fee for that/current term or study period.
- Leave of absence, deferral, and suspension of studies do not entitle a student for a refund of tuition fees for the duration for which such absence, deferment or suspension were affected;
- A student whose enrolment is either suspended or cancelled by MIC for whatsoever reason during an enrolment period, including but not limited to misbehaviour or non-payment of fees to MIC, shall not be eligible for a refund for that term;
- A Student whose visa is cancelled by DHA during an enrolment period while in Australia for any reason (other than issuance of a Protection Visa) shall not be eligible for a refund;
- A student, who supplies incorrect or fraudulent information or document to obtain a place at MIC, shall not be eligible for a refund.

Penalties for Non-payment or Late Payment of Fees

A late payment charge of \$50 may apply where a student (or their agent in case of an international student) has not paid tuition fees by the fee due date notified to the student.

A student who has outstanding fees owing to MIC will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full.

A student who has not paid tuition fees by the fee due date may have their enrolment cancelled at MIC.

A student whose enrolment has been cancelled due to non-payment of fees may apply for reinstatement of the enrolment within twenty (20) days of the notice of cancellation, provided the student pays in full any outstanding amount owing to MIC.

Paying by Instalments

In the case of withdrawal after the commencement of the unit of competency student will be required to pay any remaining monies for that term by an agreed date.

In cases where the instalment agreement is broken (i.e. fees are not paid by the due date) the following may occur:

- Reminder notices may be forwarded, requesting immediate payment of overdue fees.

- If a satisfactory response is not forthcoming, debt recovery action may be taken in order to recover the fees. Any debt collection costs will be student's responsibility.
- No documentary or verbal evidence of enrolment or results will be given.
- Student will not be accepted into any other course/unit of study with us whilst fees remain outstanding.
- The enrolment may be suspended or cancelled at the discretion of the RTO Manager.

1. Procedure for Claiming Refunds

All refund claims must be submitted in writing via college's *Refund Request Form* accompanied by appropriate supporting documents as specified to MIC.

All refund applications must be made and signed in person by the student. Where it is not possible for a student to be present in person (e.g. students residing overseas or international students) to claim a refund, the student must send a scanned copy of their signed forms to the Student support officer by email. On receipts of email, the Student support officer will verify student's signatures on records and may also telephone the student to verify student's identity. No refunds will be made on email applications until the time when student's identity has been verified.

All applications for the refund will be authorised by the General Manager or CEO at MIC.

When an amount is refunded to an international student, MIC will provide the student with a statement explaining how the refund amount has been calculated.

A refund of fees in relation to an international student will be made in the same currency in which the fees were paid and be made to the party who entered into the written agreement with MIC, unless that person directs MIC otherwise in writing.

In normal circumstance, MIC will refund the amount within four (4) weeks after receipt of the completed and signed *Refund Request Form* together with appropriate supporting documents.

Payments will be made to students either by electronic transfer in their nominated bank accounts.

For any refund to be paid to any other person than the students, a written authorisation from the student will be required.

2. Grievances and Appeals

A student may appeal against a decision made with respect to fees, including refunds, and the appeal must be lodged in writing according to the processes for appeals as detailed in the *Student Complaints and Appeals Policy and Procedure*.

Availability of MIC's complaints and appeals processes does not remove the right of a student or an intending student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body or to take other legal action.

Contact Us

If you have any questions, queries, or require further information pertaining to your training and/or our services, you may contact us via phone or email;

Office	Address	Call
Melbourne (head office)	99 Queensbridge St, Southbank, VIC 3006	+61 3 8320 7600
Office Hours	9am to 5pm	
Web Address	www.mintraining.edu.au	
Email	contact@mintraining.edu.au	
Student Support Officer	Vanessa Huacache	
RTO Manager	Julie Clarke	