INTERNATIONAL STUDENT HANDBOOK

Menzies College of Nursing & Health
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LOCATION

Main Office:

Level 4, 355 Spencer Street, West Melbourne VIC 3003
Website: *www.menzies.vic.edu.au*
Main office opening hours: 8.30AM – 4.30PM AEST Monday to Friday

Melbourne Campus
Level 4, 355 Spencer Street, Melbourne, VIC 3003

Perth Campus
Level 7, 251 Adelaide Terrace, Perth, Western Australia, 6000

Macaulay Road Campus (Automotive practical workshop)

234-244 Macaulay Road, North Melbourne, 3051, VIC

IMPORTANT CONTACT DETAILS

Contacts	Email address	Phone
Reception	*info@menzies.vic.edu.au*	***Phone:*** Main Office: *+61 1300 244 002, +61 3 9329 8333* ***Macaulay Road Campus:*** *03 7001 7183* ***Perth Campus:*** *0415 872 050*
Student service and Administration	*info@menzies.vic.edu.au*	
IT support	*info@menzies.vic.edu.au*	
Other information	*info@menzies.vic.edu.au*	

Emergency matters

- Contact details - 000
- Service details - Life threatening situations, such as a car crash or a fire.

Local police – non urgent matters

- Contact details - Call 131 444 (everywhere except Victoria). In Victoria you need to call your local police station (consult your local Telephone Directory)
- Service details - Police attendance for non-urgent matters.

Lifeline

- Contact details - 13 11 14
- Service details - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

For non-urgent medical or health services, students can visit the QV Medical Centre on Level 3, 292 Swanston Street, Melbourne VIC 3000 OR Main Street Medical Centre on 168 Main Street Perth, WA 6000

WELCOME

Welcome to Menzies College of Nursing & Health where you learn today for a better tomorrow. Menzies College of Nursing & Health has a strong educational presence in Victoria and Western Australia and we are committed to help all students to meet their future goals through education and learning. We are proud to be recognised as a quality provider within the industry. The latter has been achieved by ensuring all students receive the training, support and skills that they deserve for their future.

We pride ourselves on offering a supportive and flexible learning environment with highly dedicated teachers, trainers and assessors to help you reach your goals. In this modern world, you need to have the competitive edge to distinguish yourself from the competition. Our qualified teachers, trainers and assessors will not only provide you with quality education but with practical and life experiences that you can learn from and to help you reach your dreams.

Our students come from different backgrounds and this creates a unique atmosphere where you can experience other cultures and socialise. Our approachable teachers, trainers, assessors and administration staff are happy to share experiences with you and to provide stepping stones for your future ahead.

As many of our graduates already know, a great future starts with education. If you are looking for an exciting new career and future, partnering with Menzies College of Nursing & Health will provide you with the knowledge and skills to get you there.

We look forward to welcoming you to Menzies College of Nursing & Health.

STUDYING AT MENZIES COLLEGE OF NURSING & HEALTH

Menzies College of Nursing & Health is a nationally accredited training organisation that is reputed for its strong focus on education. We aim to uphold this reputation by offering quality training and assessment through a team of highly qualified and experienced trainers, and continuously building on our already impressive training facilities and resources. Menzies strives to educate students and ensure that they are fully equipped to make positive contributions in their chosen industries and workplaces.

OUR OBLIGATION AS YOUR RTO AND CRICOS EDUCATION PROVIDER

As a Registered Training Organisation (RTO: 21834) and CRICOS Education Provider (CRICOS: 02815M) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, for the issuance of the AQF [Australian Qualifications Framework] certification documentation as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners and education agents where applicable. As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

LIVING AND STUDYING IN AUSTRALIA

STUDY IN AUSTRALIA

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

GLOBAL RECOGNITION

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

QUALITY ASSURANCE

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.

YOUR LEARNING ENVIRONMENT

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

LIVE IN AUSTRALIA

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.
The first migrants were mostly from Britain and Ireland and this Anglo–Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.
In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

FUNDAMENTAL FREEDOMS

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

RESPECT FOR THE EQUAL WORTH, DIGNITY AND FREEDOM OF THE INDIVIDUAL

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.
Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

FREEDOM OF SPEECH

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others. The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

FREEDOM OF RELIGION AND SECULAR GOVERNMENT

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.
Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

SUPPORT FOR PARLIAMENTARY DEMOCRACY AND THE RULE OF LAW

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no–one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

EQUALITY UNDER THE LAW

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

EQUALITY OF MEN AND WOMEN

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

EQUALITY OF OPPORTUNITY AND A SPIRIT OF EGALITARIANISM

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.
Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

PEACEFULNESS

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.
Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.
There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

SHARED VALUES

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

AUSTRALIAN SOCIETY TODAY

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high–level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no–one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

LAWS AND SOCIAL CUSTOMS

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

LIVING IN AUSTRALIA

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, there are some of the costs associated with living and studying, in Australia. For more information, please see links below.
For more information, please visit:
http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

PUBLIC TRANSPORT

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and yellow taxis.
Buy a MYKI for flexible travel between trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day.? Plan your trip, buy tickets online and download maps and timetables from Public Transport Victoria, the one stop shop for information about travelling on public transport (phone 1800 800 007).
Visit Public Transport Victoria for maps, timetables, tickets and route information.

Plan your routes and check live updates using the Transperth Official Website.

Perth's public transport system, Transperth, is run by the Public Transport Authority of Western Australia. It includes trains, buses, and ferries

Fares and Payments
SmartRider: A reusable card that gives discounted fares across all trains, buses, and ferries.
Free Transit Zone (FTZ): Travel is free on buses and certain inner-city train sections (between City West, Elizabeth Quay, and Claisebrook), though you must tag on and off with a SmartRider card for trains.

Contactless & Cash: You can use contactless payments or buy cash tickets if you do not use a SmartRider

WEATHER

Australia is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Australians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

MEDICAL AND NURSING SERVICES NEAR MELBOURNE CITY CAMPUS

- *Medical One 23 QV Terrace, 292 Swanston Street, Melbourne*
- *Metropolitan Medical Centre Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton*
- *Lygon Court MedicalSuite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton*
- *The Royal Melbourne Hospital 300 Grattan St, Parkville VIC 3050*

MEDICAL AND NURSING SERVICES NEAR PERTH CITY CAMPUS

- *Main Street Medical Centre 168 Main Street, Perth*
- *Royal Perth Hospital Victoria Square, Perth*

DENTAL SERVICES NEAR MELBOURNE CITY CAMPUS

- *Green Apple Dental 49/300 Lonsdale Street, Melbourne 3000*

- *Metro Dental Druids House Level, 6/407 Swanston St, Melbourne VIC 3000*
- *QV Dental 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000*
- *Royal Dental Hospital (emergency care only) 720 Swanston St, Carlton VIC 3053*

For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.

DENTAL SERVICES NEAR PERTH CITY CAMPUS

- *Perth Central Dental Centre 497 Wellington Street Perth*

For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.

COURSES PROVIDED BY MENZIES COLLEGE OF NURSING & HEALTH

Please view our website for details on the current course offerings and further information www.menzies.vic.edu.au.

ADMISSIONS AND ENROLMENT

Following are the steps of the Admissions and Enrolment Process for International Students.

Step 1: Find out the course you are interested in

- Prospective learner previews information about course and the College. Information sources include but not limited to online, print, seminar/exhibition & marketing event.
- Prospective learner makes an enquiry to the College. Prospective learners may make the inquiry using online methods (website, Facebook, email), by phone or walk-in to the College.
- Discuss with Marketing and Admissions Staff about the training product.

Step 2: Complete the Pre- Training Review (PTR)

- Provide all information and documentation as required. The prospective learner is required to complete Pre-Training Review Form

- Sit for the pre-training interview to determine the suitability to the training product. Offshore students will participate to the interview via (video conferencing or teleconferencing)

Step 3: Submit Student Application Form

- Prospective leaner completes the Student Application Form and sign Privacy Notice and Student Declaration – which is the formal application endorsement.

Step 4: Issue the Letter of Offer (LOO)

- Once the applicant is accepted, the letter of offer will be issued.

Step 5: Acceptance of offer and payment

- Sign and accept the Letter of Offer (LOO) which is the final stage for the applicant to understand and agree to all terms and conditions of the LOO. Then make payment as outlined in the LOO and arrange the initial payment required to confirm enrolment.

Step 6: Confirmation of Enrolment (COE)

- Receive Confirmation of Enrolment (COE) by the student and also provide information regarding orientation day.

For Offshore student only-

- Apply for Student Visa - Apply for Student Visa with the COE. For more information please visit *https://www.homeaffairs.gov.au*
- Book Flights and Arrange Accommodation -Book your flights to Melbourne and arrange accommodation for the duration of your study. If airport pickup is required, confirm arrangements with the College.
- Departure & Arrival -Ensure you have packed all necessary belongings. Ensure your airport pickup and accommodation arrangements are finalised. Bring copies of your enrolment, and accommodation arrangements.

Step 7: Complete Language, Literacy and Numeracy (LLN) Test

- The applicant will be sent an email to complete the mandatory Language, Literacy and Numeracy (LLN) test. (This step can be completed before or after the Orientation but must be done before the commencement of training)

Step 8: Orientation

- Attend Orientation Session Compulsory session to receive all course and student orientation information, student registration, uniform sizing and student ID cards issuance.

Step 9: Course commencement

- Student to commence the training relevant to the selected course.

Information available before enrolment

The following information is available to all prospective students prior to enrolment via our website to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake:

- Information about courses, all fees and charges;
- Applicable qualifications/courses by the appropriate code and title;
- Outline the duration of training and the assessment requirements;
- Specify modes of delivery and delivery locations;
- Specify entry/admission requirements into the course;
- Provide information specific to student contributions and responsibilities;
- Student support, facilities and resource; and
- Pre-training review process.

Pre-Training Review

A pre-training review interview ensures that the training and assessment strategy is designed to meet your individual needs and identify any support required. This information will enable the College to understand your training needs, your current competencies that relate to the course, opportunity for Recognition of Prior Learning (RPL) and to ensure that your Language, Literacy and Numeracy skills suit the training and assessment strategies.

College will conduct a pre-training review interview for each individual participant. Pre-Training Review includes a documented review of:

- detailed outline of the training program;
- the sufficiency of information provided to the prospective student to ensure s/he can make an informed decision about future enrolment (prior to enrolment);
- the appropriateness of the course and AQF level for the individual student (prior to enrolment);
- the student's prior learning, skills and experience that may result in Recognition of Prior Learning (RPL) or Credit Transfer (CT) in their chosen course (prior to enrolment); and
- a Language, Literacy and Numeracy (LLN) assessment to identify student's language, literacy and numeracy skills for determining future support needs (before or after enrolment but before training commencement); to ensure that participants are provided with high quality training that meets their needs.

College will use this review to provide you with the support you require in areas such as language, literacy and learning and assessment, while ensuring you will get the maximum outcomes and benefits from the course you are enrolling in, according to your learning objectives, career aspirations and skill level. Pre-training reviews will also ensure that all participants are enrolled in an appropriate training program and identify any special needs with their individual learning requirements. Participants who do require assistance or support with any special need, including LLN, can speak confidentially with their Trainer and Assessor. College's experienced staff can discuss options for participation in training programs to assist participants in achieving competence.

UNIQUE STUDENT IDENTIFIER (USI)

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, the College cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit https://www.usi.gov.au/students/get-a-usi for more information, and instructions on how to apply.

Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study with a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them. For example, for a new employer or when you enrol to study at a new training organisation. Your USI can be accessed online from your computer, tablet or smart phone and gives you access to your training records and results at your fingertips. For further information about the USI can be found at:
https://www.usi.gov.au/

Should a USI exemption apply, the student is made aware prior to enrolment or training that their training results will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar

USI Exemptions apply according to the following criteria:

Exemption categories are:

- International students who complete all requirements for their VET qualification or VET statement of attainment outside Australia.
- An individual who has completed all the requirements for the VET qualification or VET statement of attainment before 1 January 2015.

Students who demonstrate a genuine personal objection to being assigned a USI. This exemption can only be granted by the Student Identifiers Registrar.

For information about exemptions for individuals please review this webpage: https://www.usi.gov.au/providers/exemptions-reporting-usi

If you are providing us with permission to access or create your USI we will need a valid form of identification.
The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit: *https://www.usi.gov.au/students*

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

CREDITS TRANSFER

A credit transfer is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

The College can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

To apply, fill in the Credit Transfer Form and submit it as part of your application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach/provide certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Transfer From may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing. You will be advised in writing of the outcome of your Credit Application.

Reduction of Course Duration as a result of Credit or RPL

If Credit transfer or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, Menzies College of Nursing & Health will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

The College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a RPL Evidence Portfolio Pack that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in the RPL Evidence Portfolio Pack and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact our office.

VISAS

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

https://www.homeaffairs.gov.au/trav/stud

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at the College and including assistance with visas. Contact us for details of the education agents that we use. This list is also published in our website.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

https://www.homeaffairs.gov.au/trav/stud

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in. The nearest International Airport is the Melbourne International Airport.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by the College at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit https://www.agriculture.gov.au/biosecurity-trade/travelling

ARRIVING IN AUSTRALIA

Getting from Location airport to your accommodation

Arriving at a new country can be a daunting experience for the first time. Menzies is happy to arrange an airport meeting service and take you to your accommodation in Melbourne. Please indicate on the Application Form if you wish to utilise this service. Note that there will be an Airport Pickup Service fee that will apply. Also, you can take a taxi from the airport. There is a bus service (Sky Bus) that will bring you to the heart of Melbourne CBD and walking distance to the College.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian Dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting https://www.studyaustralia.gov.au/english/australian-education

ACCOMMODATION

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel.

If a student requires assistance in finding accommodation during his/her studies, the College will provide necessary information and direction depending on the situation of the student. The student will be provided with information such as:

- Comparisons of costs among different types of accommodation
- Advice on which type of accommodation will be suitable for the student
- Contact details for home stay agencies or networks
- Contact details for real estate agents
- Contact details of relevant websites, newspapers, noticeboards

Following are some of the accommodation options and costs:

- Hostels and Guesthouses
  Hostel's are usually run by organisations such as Youth Hostels Australia (YHA) and Young Men's Christian Association (YMCA) where students share kitchen and bathroom facilities. Usually the cost per week is between $90 to $150 (may vary)

- Shared Rental

Highly popular among international students where students share between fellow students. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually the cost per week is between $85 to $215.

- Homestay
  Student will live with a local family or resident. This option is a great way for students to learn and experience the Australian lifestyle. Students will be provided with guidance on settling in to their new community and introduced to the Australian culture. They will also be provided with information on how to use public transport internet banking and personal safety tips. Students will also be provided with clean furnished private single room and meals. Usually the cost per week is between $300 to $500 (may vary)

- Rental
  You may rent a house, an apartment or a unit as accommodation. You may need to provide your own furniture and will require to pay a security bond equal to one month's rent. Usually the cost per week is between $165 to $440 (may vary)

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants rights. Please read the Consumer Affairs Victoria's page for international students at: https://www.consumer.vic.gov.au/internationalstudents for renting in Victoria.

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit *https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study*

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare AUD$70 to AUD$192 per day (may vary)
- Family day care AUD$7.50 to AUD$16.80 per hour (may vary)
- Nannies AUD$17 to AUD$35 per hour (may vary)
- Au pairs (living in your home)AUD$200 toAUD$300 per week (may vary)

More information available on *https://www.studyaustralia.gov.au/english/live/living-and-education-costs/living-costs-in-australia*

It is compulsory for school age children to be attending schools in Australia. Children that are 5 years old or over, up until age of 17, are defined as school age children. If you have school age children on a dependent visa for more than 3 months, you MUST ensure that they are enrolled in school at all times. You should arrange for your school age children's enrolment before bringing them into Australia.

Tuition fees are the same for all Victorian government schools. There are discounts for students who have a parent studying at a Victorian tertiary institute. You should be responsible for your children's school fees and other expenses such as text books, stationery, uniforms and excursions. If you want to enrol your children to non-government schools, you can visit Independent Schools Victoria for school listing. You should also be aware that the above costs for childcare and schooling are in addition to living costs as outlined in the section on living costs.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

https://www.studyaustralia.gov.au/english/live/insurance

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to https://www.studyaustralia.gov.au/english/live/insurance

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at https://www.privatehealth.gov.au/

Living Costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The following web site includes information about average living costs in Australia:

https://www.studyaustralia.gov.au/english/live/living-and-education-costs/living-costs-in-australia

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

Costs associated with living in Australia are included at:

https://www.studyaustralia.gov.au/english/live/living-and-education-costs/living-costs-in-australia

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at https://moneysmart.gov.au/

WORKING IN AUSTRALIA

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work you need to make sure your visa allows you to work. Find out more at the https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

https://www.studyaustralia.gov.au/english/live/work

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at *https://www.fairwork.gov.au/*

YOUR SAFETY

Australia is a safe country. However, its always best to take precautions. Read the information at the following web site about personal safety tips:
https://www.studyaustralia.gov.au/english/live/health-and-safety/transport-and-personal/transport-personal-safety

You should also review the section in this Handbook about health and safety and remember to listen carefully to all of the information provided to you at your orientation.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and psychological.

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

https://www.studyaustralia.gov.au/english/live/living-costs

COURSE ORIENTATION AND STUDY IN AUSTRALIA

At the start of your course will be provided with an orientation. The orientation will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

As an international student you will also be provided with information on:

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services
- safety and awareness relevant to life in Australia
- information on how to see assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

The orientation will also provide you with important information about health and safety requirements including emergency evacuation procedures, critical incidents and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The orientation also provides an opportunity for you to ask any questions you might have about studying with us. During this orientation, we also make sure that we have all the required forms and paperwork filled in.

At your orientation you will receive your first set of learning materials so that you can start on your learning journey. General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CODE OF CONDUCT

Training and Assessment Conduct

All students must:

- Read all official policies, procedures forms of correspondence from the College.
- Act ethically and honestly in the preparation, conduct and submission of all forms of assessment, including work placements including rules around plagiarism, collusion and cheating.
- Avoid any behaviour or activity that would unfairly advantage or disadvantage another student.
- Behave professionally, ethically and respectfully in all dealings with training and assessment partners of the College where applicable.
- Use College resources including information and communication technology resources and library information resources in a lawful and ethical manner and only for College purposes.

Personal Conduct

- All students must:
    - Act honestly, ethically and treat all employees, consultants, contractors, volunteers, any members of the public and other students with respect , dignity, impartiality, courtesy, sensitivity and respect their privacy;
    - Maintain a cooperative and collaborative approach to inter-personal relationships.

- All students must not engage in conduct that:
    - Impairs the reasonable freedom of other persons to pursue their studies, training, duties or lawful activities within the College;
    - Is harmful to the College or causes damage to the College property;
    - Is unlawful under the federal, state or local law;
    - Is otherwise deemed to be improper or inappropriate.

- Improper or inappropriate behaviour or misbehaviour includes but is not restricted to:

    - Being on any of the College's premises and consuming alcohol;
    - Persistent disruptive behaviour caused :by having consumed alcohol; by arriving late for classes and/or persistently using mobile phones or moving in and out of classes during normal class times;
    - Verbally abusive or hostile behaviour affecting fellow students and employees, and other members of the College community ;
    - Smoking or the use of prohibited or illegal substances at any of the College's premises;
    - Deliberate misuse of the College's property and equipment;
    - Any behaviour that is in any way discriminatory;
    - Theft from staff or students at the College;
    - Slander, bullying, discrimination or harassment, (whether verbal, sexual or otherwise) of staff or other students or any member of the College community.
    - Misuse of College IT resources

Serious misconduct

Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated, including:

- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article while on the College's premises;
- Physical assault on any member of the College community or members of the public or behaviour which is perceived to be threatening;
- Arson of the College's property
- Theft and/or wilful or malicious damage to the College's property and equipment.

Breaches of training and assessment conduct as well as personal conduct may result in disciplinary action. Serious misconduct behaviour can result in immediate suspension pending investigation and may lead to cancellation of enrolment. Evidence of alleged misconduct of a criminal nature will be reported to the relevant regulatory authorities.

COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by the College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace. Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses are delivered face to face, workplace component, private study and online learning.

Assessment methods vary from course to course but usually include written examination, projects, written assignments, practical observations and work placements (if it is mandatory for the qualification)

ATTENDANCE REQUIREMENTS

The College systematically monitors its students' compliance with student visa conditions relating to attendance. The College will be proactive in notifying and counselling vocational students who are at risk of failing to meet attendance requirements. The College will report vocational students, under the relevant legislation, who have breached the attendance requirements. International students must meet requirements for achieving satisfactory attendance, which at a minimum, requires international students to attend at least 80 per cent of the scheduled course contact hours.

ASSESSMENT ARRANGEMENTS

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

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

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

Submitting your assessments

. Assessments can be submitted directly to the trainer/assessor in physical copy or uploaded using the learning management system (if the qualification's assessment structure allows for this). You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file.

Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not

Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have another attempt to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

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

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

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

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action as per the relevant College policy.

SUPPORT SERVICES

The College identifies any reasonable adjustments required by candidates during the Pre-Training Review that includes LLN test prior to commencement of training.

During the course of a learner's study, any additional needs of learners are identified and addressed, where possible.

In responding to the learner's needs, the RTO provides reasonable adjustment and support to learners in a number of ways as follows, but not limited to:

- Taking into account language, literacy and numeracy requirements.
- Support to adjust your study and life in Australia
- Making adjustments to the physical environment or venue.
- Considering age, gender; cultural beliefs and background, traditional practices, religious observances.
- Considering learners with disability(ies).
- Deferment of study.
- Help with a Special Consideration application.
- Assistance with study skills through practical advice.
- Monitoring course progress

In addition, support on assessment arrangements are provided as follows, but not limited to:

- Scheduling flexible assessment sessions.
- Providing assessment materials in a variety of formats (large fonts, electronic, symbols).
- Providing LLN support.

- Arranging for or allowing a member of their community to be present at the assessment, if required.
- Revising planned assessment methods and tools including assessment process or context that meet the individual needs of the person with a disability, but do not change or compromise competency outcomes.
- Provision of additional support, coaching or tutoring and the opportunity to re-submit the work where a learner's work is assessed to be 'not satisfactory' on a given assessment task or may have been deemed 'Not Yet Competent' on a unit of competency.
- Learners are given adequate time to work on assessments and projects.
- Additional training and tutorials, if required.

Trainer/Assessors are mindful of any ongoing requirements to make reasonable adjustments based on individual learner circumstances as they arise.

Reasonable Adjustment requirements will be recorded on the assessments and/or learner's file.

The reasonable adjustments provided must not compromise the quality of training and the requirements of the unit of competency or the qualification.

Staff available to learners to provide support services are trainers/assessors, RTO administration staff and management.

Assistance is available to learners via telephone, email and/or face-to-face.

The RTO reserves the right to not provide reasonable adjustments if the costs to be incurred will cause financial hardship to the RTO.

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

Contact us at 1300 244 002 or email to info@menzies.vic.edu.au to discuss your support needs.

Staff available to students with learning needs

- Student Support Officer
- Trainers and assessors
- College administration and management

WELFARE SERVICES

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The College does not charge for such referrals to the provider

Contact us at 1300 244 002 or email to info@menzies.vic.edu.au for details about welfare services we can offer.

EXTERNAL SUPPORT SERVICES

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

The Study Melbourne Student Centre (SMSC)
Phone: 1800 056 449 E-mail: info@studymelbourne.vic.gov.au

SMSC offers professional support and referrals to local services and community resources, crisis intervention, case work assessment and support in emergency situations. SMSC can assist international students through personal difficulties by providing emotional and practical support that is sensitive to their particular circumstances.

StudyPerth International Student Hub

555 Wellington Street, Perth https://www.studyperth.com.au/student-support/student-hub/

Find us at 555 Wellington Street in the heart of the city to experience a safe, fun and friendly space. Spend time with other international students, access a range of services or simply relax and connect.

Healing Minds Psychology
Phone: 1300 732 725 Web: www.healingmindspsychology.com.au

For counselling, assessment and treatment for individuals who may be experiencing strain in their everyday functioning and mental wellbeing.

Reading and Writing Hotline

Telephone: 1300 655 506 Website: http://www.literacyline.edu.au/index.html

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Legal Aid Victoria and Western Australia

For Melbourne: Telephone: 1800 677 402 Website: http://www.legalaid.vic.gov.au

For Perth: Telephone: 1300 650 579 Website: https://www.legalaid.wa.gov.au/

Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged people. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria and Western Australia

For Melbourne: Telephone: 1800 462 480

For Perth: Telephone: (08) 6243 6948

Disability Rights is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

The College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. The College uses a range of methods to monitor course progress including review of participation in training activities and assessment tasks. During the specified Study Period (as outlined in your Timetable – generally between 10 to 12 weeks – also commonly known as a Term), where we consider you are at risk not meeting course progress requirements, we will send you an email to meet our Student Support Officer (SSO) and discuss the intervention or support required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an intervention strategy form that you will sign.

End of the Study Period, if your progress is still unsatisfactory, you will be sent a first warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal the College's decision to report you to DHA. However, an appeal will only be considered if the College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances 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
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where the College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Refer Vocational Course Progress Recording Monitoring and Reporting Policy and Procedure on Menzies website - https://menzies.vic.edu.au/students/terms-and-conditions/

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing.

Refer Vocational Attendance Recording, Monitoring and Reporting Policy and Procedure on Menzies website - https://menzies.vic.edu.au/students/terms-and-conditions/

CRITICAL INCIDENT

Menzies College of Nursing & Health recognises that an incident critical or of lesser impact, may take place on operational campuses and may occur at any time, day or night.

The College is committed to protecting staff and students in the event of a critical incident and will take appropriate actions timetable to maximise the safety of all staff and students and any other persons involved in the critical incident.

The College ensures that as far as possible risk reduction measures are in place to reduce the likelihood of a critical incident. This is specified in the College MITP20 Health and Safety Policy and Procedure.https://menzies.vic.edu.au/students/terms-and-conditions/

A designated officer and/or critical incident team will manage critical incidents.

All staff will receive induction into their role which will include information about health and safety, as well as critical incidents. Training and updates to information will be provided to staff on a regular basis.

Students will receive information about health and safety, including critical incidents, in the Student Handbook, as well during their orientation. This will include information on safety and awareness relevant to life in Australia and how to see assistance for and report an incident that significantly impacts on their well-being, including critical incidents. Updates to information will be provided to students as required.

The College will ensure that appropriate post-incident support is provided as required.

The College response to critical incidents will always be evaluated and improvements identified and implemented as required.

Please refer critical incident policy and procedure available on Menzies website for further information. https://menzies.vic.edu.au/students/terms-and-conditions/

COURSE TRANSFER

Transferring from another registered provider

The College will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the 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 student from continuing his or her principal 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 student considers the change to be in the student's best interest and has provided written support for that change.

Transferring to another registered provider

- For the College students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:
    - the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the College's intervention strategy to assist the overseas student.
    - there is evidence of compassionate or compelling circumstances.

- the College fails to deliver the course as outlined in the student agreement.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by the College or an education or migration agent regarding the College or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

- A transfer to another course will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before deciding whether to apply for a transfer to another registered provider during which time the full range of support services will be provided to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
  - There are no legitimate compassionate or compelling circumstances.
  - In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.
  - The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
  - Where a student's application is refused, the reasons for this will communicated plus the right to access the complaints and appeals process as outlined below.
  - There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid will be in accordance with College's refund policy.

Transferring to another course offered by the College

- Students may transfer to another course offered by the College in the following circumstances:
  - Where it is considered that the course that the student wishes to transfer to;
    - better meets the study capabilities of the student; and/or
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
    - Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

- A transfer to another course within the College will not be granted where:
  - The transfer may jeopardise the student's progression through a package of courses.
  - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
  - The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an *Internal Course Transfer Application Form*. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course in unspent fees will be in accordance with the College's refund policy.

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

DEFERRAL, SUSPENSION AND CANCELLATION

Deferral and Suspension of Studies

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. When determining whether compassionate or compelling circumstances exist, the College considers documentary evidence provided to support the claim.

Where a student initiated deferral or suspension of enrolment is granted, the College will suspend an enrolment for an agreed period of time - to a maximum of 6 months. If the deferral is required for longer than 6 months, the student's application will be re-assessed on its individual merits. Verification and authentication processes must be followed to clarify that the circumstances are genuine. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.

Provider Initiated Suspension or Cancellation

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

- misbehaviour by the student (including plagiarism, collusion and cheating)
- student's failure to pay an amount he or she was required to pay the College
- a breach of course progress or attendance requirements by the overseas student

Where the College suspends or cancels a student's enrolment, before imposing a suspension or cancellation the College will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, within 20 working days. Under no circumstances will the suspension or cancellation of the overseas student's enrolment will take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Student Initiated Cancellation of Studies

Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Course Transfer Policy and Procedure.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, The College will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Student's are to refer to the DHA web site at *https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study* or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by the College the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and trainers and assessors to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that the College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Student Services Officer using the Request to Access Student Records Form outlining which records you wish to access. There is no charge to access your records however there is a cost for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file

Amendment to records

If a student considers the information that the College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

NOTIFYING CHANGES

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

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

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

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

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

You can let us know of any changes to your details by using the Change of Student Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring,

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

EDUCATION SERVICES FOR OVERSEAS STUDENTS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

https://www.education.gov.au/esos-framework

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

WORKPLACE HEALTH AND SAFETY

Under the Workplace Health and Safety Act 2011, the College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the College's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

HARASSMENT, VICTIMISATION OR BULLYING

The College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. The College will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the College's Complaints and Appeals procedure and detailed in this Handbook.

EQUAL OPPORTUNITY

The principles and practices adopted by the College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with the College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

The College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

ACCESS AND EQUITY

Menzies College of Nursing & Health is committed to ensuring its training and courses are responsive to the diverse needs of all clients. Menzies College of Nursing & Health will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

NATIONAL VET REGULATOR ACT 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

STUDENT IDENTIFIERS ACT 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to *https://www.usi.gov.au/about-us*

PRIVACY POLICY

Information concerning students, including information submitted at enrolment, will be used by Menzies College of Nursing & Health, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

Menzies College of Nursing & Health is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer.
- We will collect information in a fair and lawful way.
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate.
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure.
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy.
- If there are mistakes in the information, we hold about you, we will correct them.
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference.
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement.
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Menzies College of Nursing & Health, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Menzies College of Nursing & Health is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Menzies College of Nursing & Health for statistical, administrative, regulatory and research purposes. Menzies College of Nursing & Health may disclose your personal information for these purposes to:

- *Commonwealth and State or Territory government departments and authorised agencies; and*
- *NCVER.*

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- *Populating authenticated VET transcripts.*
- *Facilitating statistics and research relating to education, including surveys and data linkage;*
- *Pre-populating RTO student enrolment forms;*
- *Understanding how the VET market operates, for policy, workforce planning and consumer information; and*
- *Administering VET, including program administration, regulation, monitoring and evaluation.*

FEES, CHARGES AND REFUNDS

Student Fees and Payments

Student fees and other information relating to fees and charges will be made available to students, on the College's website, course brochures and other official printed materials. The information published on the website will be current and up to date and accurate. Students are required to visit the College's website regularly for important information and updates relating to fees. All prospective learners and current students must pay their fees on or before the due date. Late payment penalties may apply for students paying fees pass the due date.

Payment of Fees

Students will be able to pay their fees using a variety of methods. The College will accept payments in person of cash, personal cheques, money orders, and credit cards (except DINERS). Students are able to send or deposit money into the College's bank account: Details are as below:

Account Name: Menzies College of Nursing & Health
Bank Name: National Australia Bank
BSB No: 083 166
Account No: 847 927 557
SWIFT code: NATAAU3303M
Branch Address: 500 Bourke Street, Melbourne, VIC, 3000, Australia.

Students must notify the College immediately, once they have made a payment to the College's bank account.

Any student who has an overdue debt to the College and does not fully settle this debt shall cease to be entitled to any privileges of the College. The College may at its discretion cancel enrolment (automatically withdrawing access to the College services including classes, email, LMS, insurance, etc.), and refuse access to official documentation (assessment results, graduation, etc.). The College will take appropriate legal debt recovery action where students default on their payments.

Additional Fees and Charges

Refer Menzies College website for additional fees and charges - *https://menzies.vic.edu.au/students/fees/*

Fee Refunds and Consumer Rights

International students applying for a refund must complete and provide a refund application and relevant supporting documentation. Relevant forms and documentation should be submitted in hard copy to College or by email to info@menzies.vic.edu.au. Requests for refunds should normally be made within 14 calendar days of an event which qualifies the student for a refund.

Please refer to the Refund Policy outlined in Menzies website - https://menzies.vic.edu.au/students/policies-and-forms/

For any queries related to refund, please contact Menzies on 1300244002 or by email to info@menzies.vic.edu.au

The College's Policies and Procedures, does not remove the right of a student to take action under Australia's consumer protection laws.

Tuition Protection

In the unlikely event that the College is unable to deliver a course in full, international students enrolled in that course will be offered a refund of their unspent tuition fees which were received by the College. This refund will be paid within 14 days of the day on which the course ceased being provided. Alternatively, within 14 days, students may be offered enrolment in an alternative course at no extra cost. Students have the right to choose whether they would prefer a refund of their unspent tuition fees or to accept a place in another course. If a student chooses to be placed into another course, the student will be issued a new offer letter and enrolment agreement with their new provider, in place of their enrolment documentation issued by the College.

If the College is unable to provide a refund or place a student into an alternative course in accordance with the Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018, then the Tuition Protection Service (TPS) will assist students in finding an alternative course or to obtain refunds if a suitable alternative course if not found. For further information on the Australian Government's Tuition Protection Service (TPS) for overseas students, use the following link: *https://www.education.gov.au/tps*

COMPLAINTS AND APPEALS

The College provide the opportunity to students enrolled in a College program to register a complaint against another party. This could include:

- Student-student complaints
- Student-staff member complaints
- Student-College complaints
- Student- trainer/Assessor complaints
- Student-third party complaints including complaints against education agents

A complaint may be filed for any grievance or expressed dissatisfaction of the complainant. Complaints may include, but are not limited to:

- Application or misapplication of the College policy — especially if the policy or the result of the policy is seen to interfere or undermine the rights of the complainant
- Discrimination or perceived discrimination
- Harassment or perceived harassment
- Sexual harassment or perceived sexual harassment
- Assault or threat of assault — including sexual assault
- Intimidation or threats against a student
- Conditions not conducive to the College's establishment of a safe learning environment
- Training delivery, assessment and quality of training
- Student services and administration
- Marketing information and other information
- Fees and finance related matters
- Student welfare and related activities
- Education agent activities
- Work placement issues
- Reasonable adjustment
- Special consideration

An appeal is a request for a decision made by the College to be reviewed. Decisions may have been about:

- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by the College

The complaints and appeals process is made up of four stages:

- Stage 1 - Informal Complaint
- Stage 2 - Formal Complaint
- Stage 3 - Internal Appeal
- Stage 4 - External Appeal

The College is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. The College ensures that complaints and appeals:

- Are acknowledged in writing
- Are responded to in a professional, consistent and transparent manner.
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Nothing in College's policies inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
Students, if after following internal appeal process, still believe that the College is breaching or have breached its legal requirements or are not satisfied with the decision reached; they may seek assistance from a formal external authority including:

National Training Complaints Hotline

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by: Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally
https://www.dewr.gov.au/national-training-complaints-hotline/national-training-and-complaints-hotline-complaints-form

Australian Skills Quality Authority (ASQA)

Complainants may also complain to the College's registering body, Australian Skills Quality Authority (ASQA). ASQA can investigate complaints about the College in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above. If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below. Please refer to the relevant webpage below before making a complaint to ASQA: https://www.asqa.gov.au/students/complaints

The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to the College:

- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with the College.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above. Please refer to the following website if you are considering making a complaint: https://www.ombudsman.gov.au/complaints

Refer Complaints and Appeals Policy and Procedure on the College website for further information - https://menzies.vic.edu.au/students/terms-and-conditions/

ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

The College reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where the College is not permitted to do so by law.

The College must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees section on the College website https://menzies.vic.edu.au/students/fees/

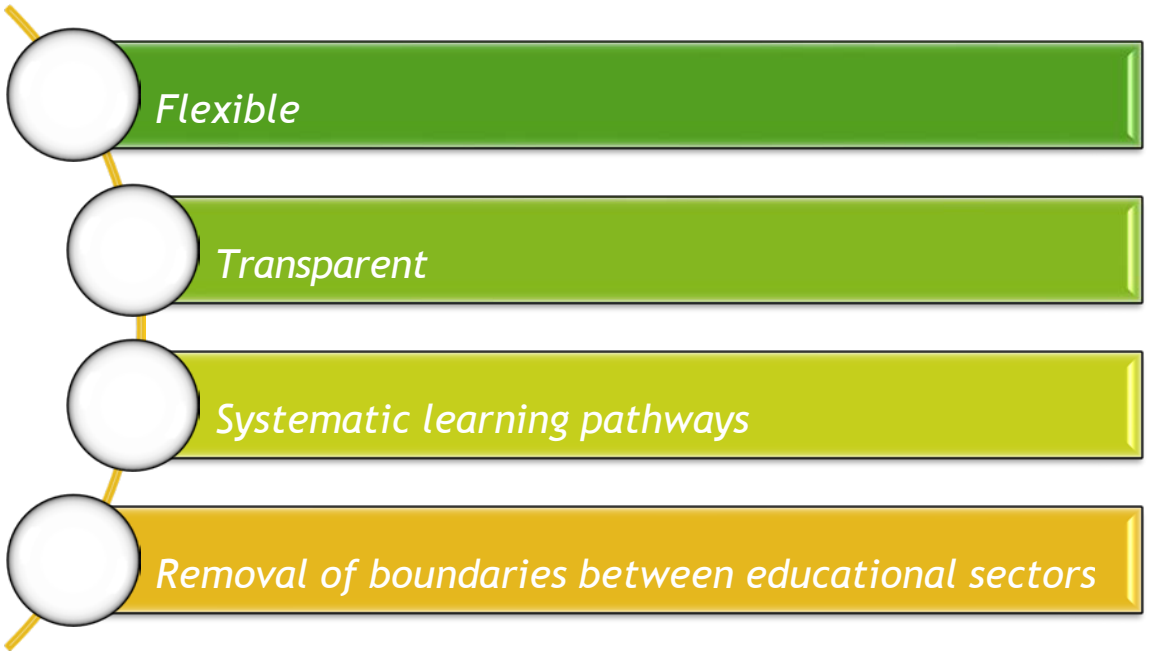
STUDENT FORMS

Relevant student forms can be accessed here or contact Menzies College directly for other forms
https://menzies.vic.edu.au/students/policies-and-forms/

GENERAL INFORMATION - THE AUSTRALIAN QUALIFICATIONS FRAMEWORK AND LIFELONG LEARNING

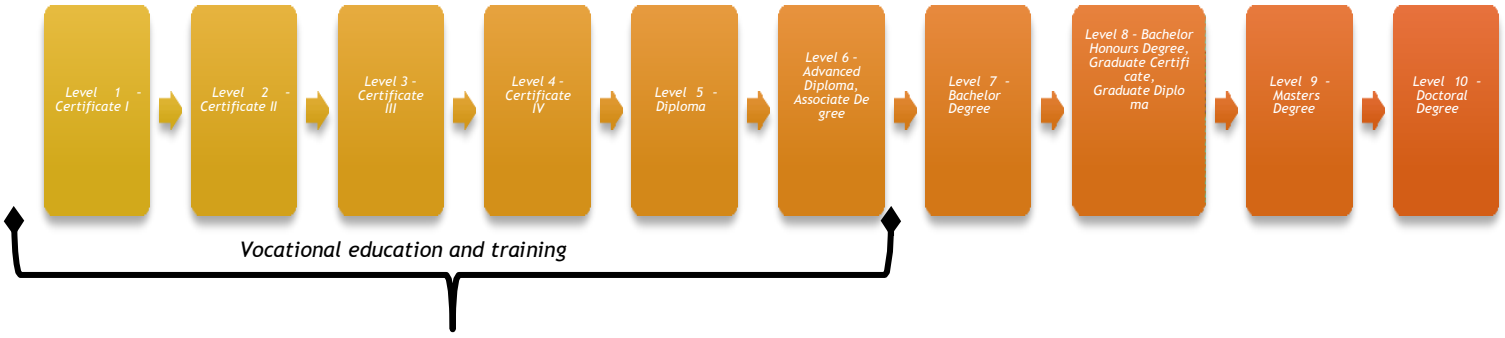
The purpose of Australian Qualifications Framework (AQF) is to provide a comprehensive, consistent framework for all qualifications offered on a national basis in post compulsory education and training. The framework aims to encourage lifelong learning.

The Australian Qualifications Framework (AQF) attempts to do so by providing individuals with better scope to progress through the levels of education and training by improving access to qualifications, by more clearly defining avenues for achievement and by promoting national and international recognition of qualifications offered in Australia.



AQF COMMITMENT

The AQF makes a specific commitment to flexible, transparent and systematic learning pathways and to the removal of boundaries between educational sectors. This diagram shows the interlinking and pathways that relate to the various qualification levels.



Lifelong learning implies a dynamic view of education and training, building strong linkages between learning at different stages of life and in a wide range of settings and partnerships rather than just looking at various forms of education and training provision in isolation from each other. The departures from existing views of education and learning are substantial. They involve recognition of a wide range of learning modes, strengthening the motivation to learn (wide range of learning opportunities, opportunity to combine classroom learning with learning in work settings etc.), and providing a wide variety of pathways not constrained by rigid notions of formal education and training.

Many of the goals of the AQF support such an alternative view of education and learning needed to promote lifelong learning. These goals include:

- bringing together the qualifications issued by the schools, VET and higher education sectors into a single comprehensive system of titles and standards
- supporting flexible education and training pathways between sectors and lifelong learning
- encouraging parity of esteem between academic and vocational qualifications
- offering flexibility to suit the diversity of purposes of education and training and provide for the differences in the constitution of the sectors
- encouraging cross-sectoral partnerships
- Underpinning national policies, in particular on quality assurance and articulation and credit transfer.

Graduating from the College or another Australian Qualification Framework (AQF) provider can qualify you for entry to University, therefore many Students who did not successfully complete the year 12 use it as a stepping stone to a University qualification.

AQF Framework – Comparison between all levels			
AQF Level	**Description summaries**	**Qualifications**	**Time**
Level 10	Graduates at this level will have systematic and critical understanding of a complex field of learning and specialised research skills for the advancement of learning and/or for professional practice.	• Doctoral degree	• 3 to 4 years
Level 9	Graduates at this level will have specialised knowledge and skills for research, and/or professional practice and/or further learning.	• Masters degree (extended) • Masters degree (coursework) • Masters degree (research)	• 3 to 4 years • 1 to 2 years • 1 to 2 years
Level 8	Graduates at this level will have advanced knowledge and skills for professional/highly skilled work and/or further learning.	• Graduate Diploma • Graduate Certificate • Bachelor Honours degree	• 1 to 2 years • 6 months to 1 year • 1 year
Level 7	Graduates at this level will have broad and coherent knowledge and skills for professional work and/or further learning.	• Bachelor Degree	• 3 to 4 years
Level 6	Graduates at this level will have broad knowledge and skills for	• Associate Degree • Advanced Diploma	• 1.5 to 2 years • 1.5 to 2 years

	paraprofessional/highly skilled work and/or further learning.		
Level 5	Graduates at this level will have specialised knowledge and skills for skilled/paraprofessional work and/or further learning.	• Diploma	• 1 to 2 years
Level 4	Graduates at this level will have theoretical and practical knowledge and skills for specialised and/or skilled work and/or further learning.	• Certificate IV	• 0.5 to 2 years
Level 3	Graduates at this level will have theoretical and practical knowledge and skills for work and/or further learning.	• Certificate III	• 1 to 2 years
Level 2	Graduates at this level will have knowledge and skills for work in a defined context and/or further learning.	• Certificate II	• 0.5 to 1 year
Level 1	Graduates at this level will have knowledge and skills for initial work, community involvement and/or further learning.	• Certificate I	• 0.5 to 1 year

BENEFITS OF OBTAINING AN AQF NATIONALLY ACCREDITED TRAINING QUALIFICATION

- Obtaining a qualification is the first step to a rewarding career or to advancement in your existing career or workplace;
- Students receive a nationally recognised industry qualification;
- Students are provided with knowledge and skills enabling them to develop a career path;
- Each training program is tailored to your training and personal development requirements;