



METRO INSTITUTE

***RTO Policies and Procedures
(CRICOS Supplement)***

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Legislative Requirements

Metro Institute are subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation, our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated and all Metro Institute representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our services includes:

Commonwealth legislation:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*
- *Student Identifiers Act 2014*
- *Work Health and Safety Act. 2011*
- *Trade Practices Amendment (Australian Consumer Law) Act (No. 1 and 2) 2010*
- *Competition and Consumer Act 2010*
- *Age Discrimination Act 2004 (Cwth)*
- *Disability Discrimination Act 1992*
- *Disability Standards for Education 2005*
- *Racial Discrimination Act 1975*
- *Sex Discrimination Act 1984*
- *Privacy Act 1988 and Australian Privacy Principles (2014)*
- *Fair Work Act 2009*
- *Copyright Act 1968*

NSW legislation:

- *Work Health and Safety Act 2011*
- *Anti-Discrimination Act 1977*
- *Workplace Injury Management and Workers Compensation Act 1998*
- *Children and Young Persons (Care and Protection) Act 1998*
- *Disability Services Act 1993 & Disability Services Regulation 2003*
- *Privacy and Personal Information Protection Act 1998*
- *Fair Trading Act 1987*

Western Australia legislation:

- *Vocational Education and Training Act 1996*
- *Education Service Providers (Full Fee Overseas Students) Registration Act 1991*
- *Equal Opportunity Act 1984*
- *Fair Trading Act 1987*
- *Occupational Safety and Health Act 1984*
- *Working with Children (Criminal Record Checking) Act 2004*

South Australia legislation:

- *Training and Skills Development Act 2008*
- *Work Health and Safety Act 2012*
- *Workers Rehabilitation and Compensation Act 1986*
- *Fair Trading Act 1987*

Victoria legislation:

- *Education and Training Reform Act 2006*

- *Occupational Health and Safety Act 2004*
- *Accident Compensation (Workcover Insurance) Act 1993*
- *Disability Act 2006*
- *Fair Trading Act 1999*
- *Working with Children Act 2005*

Queensland

- *Vocational Education, Training and Employment Act 2000*
- *Vocational Education, Training and Employment Regulation 2000*
- *Work Health and Safety Act 2011*
- *Workers' Compensation and Rehabilitation Act 2003*
- *Child Employment Act 2006*
- *Child Protection Act 1999*
- *Fair Trading Act 1989*

Australian Capital Territory

- *Training and Tertiary Education Act 2003*
- *Work Health and Safety Act 2012*
- *Workers Compensation Act 1951*
- *Discrimination Act 1991*
- *Fair Trading Act 1992*

Tasmania

- *Work Health and Safety Act 2012*
- *Industrial Relations Act 1984 (certain functions)*
- *Industrial Relations (Commonwealth Powers) Act 2009*
- *Workers Rehabilitation and Compensation Act 1988*

- *Fair Trading Act 1990*

Northern Territory

- *Work Health and Safety (National Uniform Legislation) Act 2011*
- *Child Protection (Offender Reporting and Registration) Act 2013*
- *Consumer Affairs and Fair Trading Act 2013*

Identifying legislative requirements

Metro Institute will apply a risk management approach to meeting legislative requirements and record the assessed risks and treatment measures within the Compliance Risk Register within aXcelerate. This analysis of risks and treatment strategies is to be detailed to allow all staff to understand Metro Institute strategy to meeting specific legislative responsibilities.

To support our compliance with identified legislation, Metro Institute has established the following arrangements:

Legislation	Our arrangements
National Vocational Education and Training Regulator Act 2011	<ul style="list-style-type: none"> – Organisation Structure Diagram and Duty Statements – Management Policy – Legislative Requirements Policy – Financial Management Policy – Insurance Policy – Fees and Refund Policy – Issuing Certificates and Outcomes Policy – Advertising and Marketing Policy – National Recognition Policy – Interaction with the National VET Regulator Policy – Continuous Improvement Policy – Records Retention and Management Policy

Legislation	Our arrangements
	<ul style="list-style-type: none"> – National Reporting Policy – Training Package Transition Policy – Industry Engagement Policy – Assessment Validation and Moderation Policy – Student Enrolment Policy – Complaints Policy – Appeals Policy – Student Access to Records Policy – Trainer Competency Requirements Policy – Assessment Policy
Student Identifiers Act 2014	<ul style="list-style-type: none"> – Issuing Certificates and Outcomes Policy - details the requirements relating to the restrictions in the use of the USI on qualification certificates and statements of attainment issued by Metro Institute. – Records Retention and Management Policy - details the requirements to verify the USI including identifying the common errors that students can make in providing their details required for verification. – Student Enrolment Policy - details the requirement to create or verified USI and provides links to additional resources in relation to the student's options for establishing proof of ID.
<p>Education Services for Overseas Students (ESOS) Act 2000</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p>	<ul style="list-style-type: none"> – Student Support Services Policy – International Student Enrolment and Induction Policy – Staff Induction Policy – Agent Management Policy – Plagiarism Policy

Legislation	Our arrangements
	<ul style="list-style-type: none"> – Behaviour Misconduct Policy – Student Transfers Policy – Deferral, Suspension and Cancellation Policy – Monitoring Course Progress Policy – Monitoring Attendance Policy – Completion within Expected Duration Policy – Critical Incidents Policy
<p>Work Health and Safety Act. 2011 (NSW, QLD, NT)</p> <p>Work Health and Safety Act 2012 (ACT, SA, TAS)</p> <p>Occupational Safety and Health Act 1984 (WA)</p> <p>Occupational Health and Safety Act 2004 (VIC)</p>	<p>Training Safety Policy - Provides the basis for hazard identification and control.</p> <p>Staff Induction Policy – Ensures that all staff are informed of all legislative and policy arrangements on the commencement of their duties</p> <p>Student Enrolment Policy - applies delivery arrangements to inform students of their rights and obligations with regards to maintaining a safe work and training environment.</p> <p>Management Policy - the management meeting agenda includes a standing item relating to maintaining a safe work environment.</p> <p>Duty Statements - all duty statements include specific responsibilities relating to the maintenance of a safe working environment.</p> <p>Insurance Policy - Public liability insurance provides protection for the public who may be injured whilst participating in training</p> <p>aXcelerate - includes a safety management register where workplace incidences and identified hazards can be recorded.</p>
<p>Competition and Consumer Act 2010</p>	<p>Student Enrolment Policy – This policy specifies that the RTO will provide accurate and ethical marketing and pre-enrolment information to enable a person to make an informed decision about a training programme. Further, an enrolment interview is conducted to individually assess the person’s needs and</p>

Legislation	Our arrangements
	<p>circumstances and provide them information about their rights and obligations.</p> <p>Fees and Refund Policy – This policy specifies that where a cooling off period applies, a full refund will be provided to the client in the event that a training agreement is cancelled within the cooling off period.</p>
<p>Age Discrimination Act 2004 (Cwth)</p> <p>Anti-Discrimination Act 1977 (NSW only)</p> <p>Disability Discrimination Act 1992</p> <p>Disability Standards for Education 2005</p> <p>Racial Discrimination Act 1975</p> <p>Sex Discrimination Act 1984</p> <p>Disability Services Act 1993 & Disability Services Regulation 2003</p>	<p>Discrimination and Harassment Policy - This policy provides the basis for ensuring that the workplace is free from discrimination and harassment.</p> <p>Duty Statements – All duty statements include specific responsibilities for staff to treat others equitably and with respect.</p> <p>Advertising and Marketing Policy – This policy includes the requirements to ensure any advertising undertaken is accurate and ethical.</p> <p>Student Enrolment Policy – This policy includes specific provisions to ensure enrolment procedures are non-discriminatory.</p> <p>Staff Induction Policy – This policy specifies the arrangements to inform staff of their legislative obligations on the commencement into employment. This includes obligations relating to discrimination and harassment policy.</p> <p>Complaints Policy and Appeals Policy – These policies provide students the mechanism to make a complaint about their treatment.</p>
<p>Privacy Act 1988 and Australian Privacy Principles (2014)</p>	<p>Duty Statements - Duty statements include specific responsibilities for staff to protect the privacy of students and to not disclose personal information without authorisation.</p> <p>Privacy Policy – The policies has been updated to align with the Australian Privacy Principles which came into effect on 12th March 2014.</p> <p>Staff Induction Policy – This policy outlines the arrangements to inform staff of their legislative responsibilities during their employment induction.</p>

Legislation	Our arrangements
	<p>Student Enrolment Policy – This policy outlines the arrangements to supply information to prospective students prior to their enrolment that informs them of their rights and obligations. This includes specific information about privacy protection based on the requirements of the Australian Privacy Principles.</p> <p>Records Retention and Management Policy – This policy specifies the arrangements to collect and store information with accuracy and integrity. This includes hard copy records and electronic data and specifies the access and security arrangements relating to these.</p>
Fair Work Act 2009	<p>All employees engaged by Metro Institute have a written Employment Agreement in accordance with the advised condition from Fair Work Australia</p> <p>All contract staff have a written service agreement that outlines the conditions of their engagement and specifies their relationship as a contractor.</p>
<p>Fair Trading Act 1987 (NSW, WA, SA)</p> <p>Fair Trading Act 1999 (VIC)</p> <p>Fair Trading Act 1989 (QLD)</p> <p>Fair Trading Act 1992 (ACT)</p> <p>Fair Trading Act 1990 (TAS)</p> <p>Consumer Affairs and Fair Trading Act 2013 (NT)</p>	<p>Management Policy – This policy specifies the management arrangements that ensure a coordinated approach to the delivery of services specified in the student’s agreement.</p> <p>Fees and Refund Policy – This policy specifies the arrangements for disclosure of the information in accordance with Standards for Registered Training Organisations. It also specifies the circumstances for a refund of student fees.</p> <p>Schedule of Fees and Charges - this document specifies the fees for courses. It also outlines the fees for other services.</p> <p>Advertising and Marketing Policy – This policy provides the basis for accurate and ethical marketing to ensure students are provided accurate information about the services to be provided.</p> <p>Course Brochures - Course brochures provide specific information about the services to be provided to students. This includes an outline of the delivery model, units of competency, assessment methods, entry requirements, et cetera. Course</p>

Legislation	Our arrangements
	<p>brochures are a key tool in ensuring that students as consumers are informed about the services to be provided.</p> <p>Student Enrolment Policy – This policy specifies the process for student enrolment and includes specific steps to ensure students are provided sufficient information about their rights and obligations, fees and payments obligations and services to be provided prior to their enrolment.</p> <p>Complaints and Appeals Policy – This policy outlines the arrangements for students to make a complaint about services being provided or appeal a decision made by Metro Institute.</p> <p>Student Access to Records Policy – This policy specifies the arrangements to provide students access to their records in order to monitor their participation and progress. This policy also supports their rights as a consumer.</p>
Copyright Act 1968	<p>Duty Statements - duty statements specify staff responsibilities to respect the rights of copyright owners and to not copy any material without authorisation.</p> <p>Version Control Policy – This policy provides the framework for consistent version control of documents used by Metro Institute.</p> <p>aXcelerate – Document Register – This capability enables the storage of key documents and their periodic review.</p>

Informing staff of their responsibilities

Metro Institute acknowledges that it has a responsibility to inform and educate staff about the legislative requirements that apply to its day to day operations. This will be achieved primarily through careful and diligent staff induction and through annual refresher training.

By taking a coordinated approach to inform staff of these requirements, we will build a culture of acceptance and positive compliance. It is the responsibility of the Chief Executive Officer to ensure Metro Institute staff is fully informed of applicable legislative requirements.

Advertising and Marketing

Metro Institute will ensure that marketing and advertising of Australian Nationally Recognised qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

This complies with:

- Standard 4 of the Standards for Registered Training Organisations 2015 which requires that accurate and accessible information about an RTO, its services and performance is available to inform prospective and current students and clients;
- The conditions of use for the Nationally Recognised Training (NRT) Logo;
- Standard 1: Marketing information and practices, National Code of Practice for Providers of Education and Training to Overseas Students 2018

All staff with responsibility to prepare advertising and marketing materials are to be fully conversant with the requirements detailed in this document.

Authorisation

All advertisements and marketing material must be approved by the Chief Executive Officer before it is released. No staff member of Metro Institute is authorised to approve the use of any advertisements or marketing material.

Advertisements and promotional information

Advertisements and promotional material used by Metro Institute must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of courses and services is not false or misleading. This is applicable for marketing that is used both domestically and internationally. The following guidelines are to be followed when preparing advertisements and promotional information.

Metro Institute must:

- include a direct reference to Australian Consumer Law;
- only advertise those qualifications or units of competency that are listed as current on the Metro Institute scope of registration;
- identify qualifications in advertising by their full code and title as they appear in the training package and not to represent these qualifications or units of competency in any other way;

- provide accurate information about the courses being advertised and the outcomes associated with those courses;
- provide accurate information about any work-based training a student is required to undertake as part of the course;
- provide accurate information about any prerequisites for entry to the course (including English language requirements applicable to overseas students);
- maintain a clear distinction between nationally endorsed training being offered and other training being offered by Metro Institute;
- use the NRT logo only in accordance with the Standards for Registered Training Organisations, Schedule 4;
- identify Metro Institute in any marketing material by its full RTO code (including CRICOS provider number) and legal name;
- clearly distinguish where training and assessment is being delivered on behalf of Metro Institute by any third-party organisation;
- include details about any government funded subsidy or other financial support arrangements associated with the provision of training and assessment;
- monitor closely the advertising and marketing being provided by any third-party organisation on behalf of Metro Institute.

Metro Institute must not:

- provide false or misleading information in relation to course requirements when seeking to enter into a written agreement;
- provide any guarantees to students about the successful completion of training or any employment outcome that is outside of the control of Metro Institute;
- integrate or confuse in any way training that is nationally endorsed with training that is not accredited;
- refer to another person or organisation in any marketing material without obtaining prior consent and approval;

- recruit students if it conflicts with its obligations under Standard 7 (Overseas Student Transfer) of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- provide approval for any third-party organisation to advertise on behalf of Metro Institute unless it is appropriately specified with limitations within a written and signed agreement with the third party organisation;
- commit to securing migration or education assessment outcomes for overseas students

Marketing non-accredited training

When Metro Institute is promoting the non-accredited training, it must clearly distinguish between nationally recognised training and that which is not nationally recognised. The NRT logo must not be used in association with non-accredited training. Practices where nationally endorsed and non-accredited training are combined within a brochure or a website are to be avoided. Ideally it is best to separate these course offerings into different areas of our website in order to make a clear distinction.

Stationery, business cards, building signage, training resources

The NRT logo is not to be used on Metro Institute products such as corporate stationery, business cards, building signage, mouse pads, pens, satchels, coffee cups, USB sticks and packaging around products. The NRT logo must also not be incorporated into or on the cover of learning and assessment resources supplied by Metro Institute. This includes PowerPoint presentations.

NRT Logo Colours

Where the NRT logo is reproduced in one colour, it should preferably be in GREEN PMS 343 or, where this is not suitable, it may be reproduced in black. In some situations, the background colour may clash or the logo may not be prominent. In those situations, the black logo may be reversed out to display in white.

Delivery of standalone units of competency

Where Metro Institute has qualifications on its scope of registration, the core units of competency and the listed (named) elective units of competency may be offered and delivered as standalone units of competency. This means that whilst these units of competency are not individually listed on the Metro Institute scope of registration, they are approved by ASQA for delivery as standalone units and Metro Institute does not need to seek approval for the delivery of these units of competency. Metro Institute is entitled to publish advertising that promotes these standalone units of competency as individual courses.

Informing students of their rights and obligations

It is a mandated requirement within the Standards for Registered Training Organisations for Metro Institute to inform students prior to their enrolment about their rights and obligations, about the services to be provided and about the payment of fees, other charges and refund arrangements. Whilst this requirement relates to the marketing and advertising of training, it is addressed in policy arrangements detail within the Enrolment Policy provided within this policy manual.

Fees and Refund Policy

In accordance with applicable legislation, Metro Institute is entitled to charge fees for services provided to students undertaking a course of study. These charges are generally for items such as tuition fees and student services.

Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Metro Institute. Fees must be paid in full within ten (10) days of receiving an invoice from Metro Institute. Metro Institute may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

Students are required to pay 25% of total tuition fees on successful admission to a program and any applicable application/ enrolment fee. A further 50% of the fees are payable for the course at least 14 days prior to the commencement of the course unless the student has requested to make a larger payment and confirmed in writing or an alternate arrangement is outlined in the Written Student Agreement. It should be noted that an RTO cannot require students to pay more than 50 per cent of their tuition fees before they start the course. A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course. If the student requests this, Metro Institute must be able to show evidence that the student has exercised choice in how much of their tuition fees are paid up front.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the Metro Institute Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, any enrolment application fees, learning resources fees, training consumable fees and any other charges for enrolling in a training program;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;

- the nature of the guarantee given by Metro Institute to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the Metro Institute Fees and Refund Policy.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from Metro Institute Reception or from www.metroinstitute.edu.au. The form must be signed by the student and the cancellation fee will be calculated as shown in the table:

NOTIFICATION PERIOD	CANCELLATION FEE/ REFUND
Visa refusal (Proof of refusal necessary)	<i>Full refund</i>
Before Course Commencement Date <ul style="list-style-type: none"> ▪ If the student cancels 28 or more days before the course starts ▪ Applies if student cancels within 28 days 	<i>80% refund of paid tuition fees</i> <i>50% refund of paid tuition fees</i>
Application/ enrolment fees (if applicable)	<i>Non refundable</i>
Withdrawal notified in writing and received by Metro Institute less within 28 days prior to semester commencement, or the student does not commence on the agreed date or withdraws from the course once it has commenced.	<i>No refund of current semester tuition fees.</i>
After Course Commencement Date	<i>No refund provided</i>

In the case where a student enrolls through a registered Metro Institute agent a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. Metro Institute requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

If a student defers their course start date, then the refund policy will apply from the

student's original course start date and not the deferred start date.

Metro Institute refunds are not transferable to another person. No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

Metro Institute reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that Metro Institute is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by Metro Institute.

In the unlikely event that Metro Institute is unable to provide a refund or place to a student in an alternative course, (provider default) Metro Institute will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

Metro Institute reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes of tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable, they have the right to access Metro Institute's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

Metro Institute reserves the right to deny a student access to Metro Institute's premises and to withdraw its other services if their conduct disrupts the normal operation of the college. Metro Institute's grievance resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by Metro Institute will be made within four weeks of receiving Metro Institute Student Request for a Refund Form.

Refunds – Refused student visa

A student who is refused a student visa to study in Australia will be entitled to a 100% refund of fees paid less any applicable enrolment application fee. Evidence from the relevant Australian Government Department that the Visa was refused will need to be provided to Metro Institute.

Refunds – Misconduct

No refund will be granted to a student whose enrolment is terminated for failure to comply with Metro Institute's policies and procedures and the requirements of their visa by Dept. of Home Affairs (DHA)

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. Please refer to the Behaviour Misconduct Policy for further guidance.

Discretion may be exercised by the Chief Executive Officer in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to the request. The Chief Executive Officer may also authorise a refund of tuition fees if the circumstances warrant it.

Where refunds are approved, eligible refunds will be made within 4 weeks after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Refunds - Cancellation of a course by Metro Institute (Provider default)

If Metro Institute defaults, that is, if the course does not start on the agreed starting date or the course ceases to be provided before it is completed, Metro Institute will make every effort to transfer the students' enrolment to another college. If this is unsuitable the college will pay a refund of the unused portion of the course money received from the student. This refund will be paid to students within 2 weeks of the default day with a statement explaining how the refund amount has been calculated.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

Where a student is enrolled in a course which is offering units of competence or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the payment of some miscellaneous charges where these charges are in addition to and outside the normal services offered in a course.

Miscellaneous Charges

Metro Institute will levy some miscellaneous charges for services. These may include:

- Re-issuing a certificate after it has been initially issued to a student.
- Replacing issued learning materials which the student has lost or damaged
- Re-assessment services

These miscellaneous charges are to be clearly specified in Metro Institute Schedule of Fees and Charges. It is to be made clear if these services will include GST. All miscellaneous charges are based on a cost recovery basis and are not intended to be a source of profit.

The Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

Provider default

In the unlikely event Metro Institute is unable to deliver a course where fees have been paid in advance and it does not meet its obligations to either offer the student an alternative course that is accepted or pay the student a refund of the unspent prepaid tuition fees, the TPS will assist the student in finding an alternative course or offer a refund if a suitable alternative is not found.

In the case of provider default there is no requirement for a student to lodge a Refund Request Form.

Fees being paid in advance

Metro Institute acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet its responsibilities under the ESOS Act, Metro Institute requests payment of no more than 50% of the total tuition fees for the course before the student commences the course. It is acknowledged that students may choose to pay more than 50% in advance up to 100% of all fees due. Following course commencement, no further pre- paid tuition fees are taken before the beginning of the second study period.

Metro Institute maintains a separate bank account in order to keep pre-paid tuition fees separate from day-to-day operating expense accounts. If a refund is payable before the

student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the Tuition Protection Service.

Keeping students informed

To ensure that students are well informed of the financial considerations of their enrolment, Metro Institute undertakes to provide the following fee information to each student prior to enrolment;

- the total amount of all fees including tuition fees, enrolment application fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;
- the nature of the guarantee given by Metro Institute to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed 'not competent' on completion of training and assessment;
- the amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider) and
- the Metro Institute refund policy.

Student complaints about fees or refunds

Students who are unhappy with the Metro Institute arrangements for the collection and refunding of tuition fees are entitled to lodge a complaint or appeal the decision taken by the Chief Executive Officer. This should occur in accordance with the Metro Institute Complaints and Appeals Policy and procedure.

This refund policy, and the availability of our complaints and appeals processes, does not remove student rights to take further action under the Australian Consumer Protection laws where Australian Consumer Protection laws apply.

Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside

Australia) Email: ombudsman@ombudsman.gov.au Web:

www.oso.gov.au

Fees payable

Fees are payable when the student has signed the student agreement to signify their acceptance of enrolment offer made by Metro Institute. Fees and related arrangements are contained in the Fee Schedule available on the website. Metro Institute may withdraw an offer of enrolment or discontinue training if fees are not paid as required.

It should be noted that an RTO cannot require students to pay more than 50 per cent of their tuition fees before they start the course. A student or the person responsible for paying the tuition fees, may choose to pay greater than 50 per cent of their tuition fees before they start their course. If the student requests this, Metro Institute must be able to show evidence that the student has exercised choice in how much of their tuition fees are paid up front.

Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.

Schedule of Fees and Charges

The Chief Executive Officer is responsible for approving the Metro Institute Schedule of Fees and Charges. As a minimum the schedule of fees and charges is to include:

- the total amount of all fees including tuition fees, enrolment application fees, any learning resources fees, training consumable fees and any other charges for enrolling in a training programme;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/enrolment application fee;
- the nature of the guarantee given by Metro Institute to honour its commitment to deliver services and complete the training and/or assessment once the student has commenced study;
- any discounts, fee reductions or exemptions available for multiple enrolments, concession card holders, continuing students, group bookings etc.;
- the Metro Institute Fees and Refund Policy.

Replacement of text and training workbooks

Metro Institute provides textbooks/learning materials at no additional charge to the student.

Student Support Services

During the enrolment process Metro Institute personnel (including its appointed Education Agents) will engage with a prospective student in a number of ways in order to understand their individual needs and how we can best provide services to each student in order to maximise their chances of successfully completing the selected training program. We engage with students in the following ways:

- **First Point of Contact.** During the first point of contact, the student will be engaged either over the phone or in person to determine their training requirements and their vocational goal. This information will be used to align the student with a program that we offer or to refer the student to a different training organisation. Following the first point of contact, the student is provided an enrolment application form, which gathers personal information about the student. It is usual for the first point of contact to be one of Metro Institute's agents.
- **Enrolment Application form.** The enrolment application form includes specific questions for the student in regard to their cultural and educational background. The enrolment application form also requests their IELTS or equivalent score. There is also a specific question which asks the student if they have any individual needs that may prevent their full participation in the training program. This information is gathered and taken into account during the enrolment interview.
- **Enrolment interview.** Once the enrolment application form is received, Metro Institute personnel, or an agent representative, will review the information and arrange to engage with the student to undertake the enrolment interview. For off-shore overseas students, this enrolment interview will be conducted over the phone/skype. For on-shore students the enrolment interview may be undertaken over the phone or in person and is supported by the enrolment interview form which provides specific points for discussion during the interview relating to individual needs, LLN, rights and obligations, recognition opportunity, pre-requisite requirements, et cetera.

This multipoint approach ensures that students entering a training program with Metro Institute will have their individual needs identified which enables the allocation and arrangement for the applicable support services which may be supplied internally or by an external provider.

Metro Institute must ensure that it has a designated staff member to be the official point of contact for overseas students. The student contact officer must have access to up-to-date details of Metro Institute's support services. Metro Institute must also ensure that all staff members who interact directly with overseas students are aware of the obligations under

the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations, particularly as they relate to student visa conditions.

If support services are identified, the following is a guide to support that can be provided:

Individual need	Support Service
For overseas students everyday living support services	<p>Close student liaison is to be maintained by the Administration Manager who will act as a central point of contact. The Administration Manager will provide advice and assist students with:</p> <ul style="list-style-type: none"> – Transition to life in Australia support; – English language and study assistance support <p>The Student Handbook contains <i>'Useful Contacts and Information'</i> and <i>What to do in Sydney'</i></p>
Have a complaint or seek to appeal a decision	<p>Students should be referred to the Complaints and Appeals Handling policy and the student handbook which are available from the Metro Institute website. The student is to be guided to these resources and shown where to access a complaint or appeal form.</p>
Requires assistance to their employment rights and conditions, and how to resolve workplace issues	<p>The student should be guided to the websites of the:</p> <ul style="list-style-type: none"> – Fair Work Commission https://www.fwc.gov.au/ – Fair Work Ombudsman <p>https://www.fairwork.gov.au/</p> <p>The student should be supported in finding the information from these agencies relevant to the employment issue.</p>
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.</p>

Individual need	Support Service
Significant LLN need that would prevent participation and completion of the course	Students will be referred to an ELICOS provider for tuition. This will involve fees for the student
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognised difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct the student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of student life. www.studygs.net</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. www.ucc.vt.edu/stdysk/stdyhlp.html</p>

Individual need	Support Service
Student required counselling support and advice about their personal situation	Student may be referred to: <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – CatholicCare, Family Support Service
Students with a disability or medical condition	All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.
Students with visual impairment	Students with visual impairment can be supported by supplying internal learning resources with a larger printed font. Students can also be supplied with audio recordings of learning sessions where appropriate.
Students who are Aboriginal and Torres Strait Islander	Refer to ATSI Cultural Awareness Policy

Other individual needs can be considered on a case-by-case basis in consultation with the Chief Executive Officer.

International Student Enrolment

Metro Institute will ensure that international students are provided with a pathway to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goal. In doing this, Metro Institute has legislative responsibilities to comply with that govern the process for the enrolment and induction of students from overseas.

Critical with this requirement, is compliance with:

- Standard 5 of the Standards for Registered Training Organisations 2015 which requires that each student is properly informed and protected;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

All staff with responsibility during the student enrolment pathway are to be fully conversant with the requirements detailed in this document.

Provision of pre-enrolment information to students

The Standards require that each student is properly informed and protected either prior to enrolment or the commencement of training and assessment. At Metro Institute we achieve this by providing prospective students with the following three pre-enrolment information sources:

- **Student Handbook.** The student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. Ideally, the student handbook is supplied electronically as a PDF document. It is important that this document is professionally presented as it reflects the quality of the organisation. The student handbook is effectively the policy manual for the student's participation in training and engagement with Metro Institute. It should act as a valuable information source for the student who can reference the handbook when the student has questions about their rights and obligations. The student handbook should contain information on the following topics for the student:
 - Introduction to Metro Institute;
 - Our Services
 - Our expectation of students
 - The Campus
 - Introduction to Australian Vocational Education and Training

- Introduction to the Education Services for Overseas Student (ESOS) framework
- Unique Student Identifier
- Legislative and Regulatory Responsibilities
- Protection for Overseas Students
- Conditions of student visa
- Working in Australia
- Accommodation options
- Living in Australia Costs
- Notifying change of address
- Satisfactory Academic Performance
- Schooling for dependants
- Overseas Student Health Cover
- Course entry requirements
- International English Language Testing System (IELTS) requirements
- Enrolment procedure
- Electronic Confirmation of Enrolment
- Student Orientation
- Student support services
- Monitoring student progress
- Student enrolment deferral, suspension or cancellation
- Change of education provider
- Student amenities
- Student resources
- Student counselling

- Continuous improvement
 - Language, literacy and numeracy skills
 - Student safety
 - Fairness and equity
 - Access to student file and record
 - Privacy
 - Course Fees
 - Tuition Fee Protection
 - Student cancellation
 - Refunds
 - Statutory cooling off period
 - Changes to terms and conditions
 - Making a complaint or appeal
 - Assessment arrangements
 - Training arrangements
 - Recognition of existing skills and knowledge
 - National recognition
 - Issuing Qualifications and Statements of Attainment
 - Academic Misconduct
- **Course Brochure.** The course brochure is the primary means of informing prospective students about the services to be provided in relation to a specific course leading to a qualification or units of competency. Course information can be displayed on the website and be available in a downloadable PDF for the student to print and review. A course brochure will also be sent to the student via email as pre-enrolment information. The course brochure should contain the following minimum information:
- the nationally recognised training product by code and title;

- the CRICOS course code and course content;
- the expected course duration and holiday breaks;
- the entry requirements or prerequisites, including the minimum level of English language proficiency;
- the mode of delivery of training and assessment;
- the units of competency that comprise the course;
- the assessment requirements to successfully complete the course;
- campus locations and facilities, equipment;
- accommodation options and indicative costs of living in Australia
- learning resources available to students and what resources the student must provide;
- identify clearly any third-party providers / services (if applicable);
- indicative tuition fee and schedule of payments, including advice on potential for changes to fees over the duration of the course;
- the grounds on which an international student's enrolment may be deferred, suspended or cancelled;
- the ESOS framework, including official Australian Government material or links;
- application process including issuing an eCoE;
- identify any work-based training, placements or other community-based learning (if applicable);
- the expected occupational outcomes;
- protection under Australian Consumer Law;
- contact details for Metro Institute; and
- identify the RTO by its national RTO number / CRICOS provider number and legal name.

- **Student Letter of Offer.** The student letter of offer is provided to the student to inform them about the services to be provided and the costs associated with that service delivery. The student letter of offer will contain the following information:
 - The code and title of the nationally recognised training product
 - Start and end dates
 - The total tuition fee and schedule of payments
 - Summary of other fees and charges
 - The planned study periods
 - The study location

Informing students of changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, Metro Institute must advise current students prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of Metro Institute.

Course entry requirements

All international students applying to enter a training programme being offered by Metro Institute must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant – [Click Here](#)
 - Meet English language test score requirements – [Click Here](#)
 - Demonstrate financial capacity – [Click Here](#)
 - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
 - Meet the health requirements – [Click Here](#)

- Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student's visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to Metro Institute as a provider on the CRICOS register. The most direct way to determine the evidence required to satisfy the visa requirements is for the prospective international student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

It is important that the student visa applicant submits all required documents as without these there may be an automatic visa refusal.

All students, regardless of their financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirements and health and character criteria.

Notification of entry requirements

Students must be informed about course entry requirements during the initial stages of their expression of interest. Course entry requirements information will be provided via the Metro Institute website, student handbook and course brochure. In addition to this, Agents will be advised of student entry requirements on a regular basis by way of emails and other written notification.

Assessing Student's Qualifications, Experience and English Proficiency Procedure

Metro Institute has a procedure to assess whether the student's qualifications, experience and English language proficiency is appropriate for the course in which they wish to enrol, so as to ensure the student has the ability to complete the qualification.

The steps in the process are as follows:

- the agent or a representative from Metro Institute must interview the student either face-to-face or via telephone/video conference. During this interview a check is made of the student's qualifications, experience and English proficiency. This interview is to be recorded on the Metro Institute Student Enrolment Interview Form
 - All enrolment applications are received and assessed by Student Administration.
 - Enrolment applications are only accepted with appropriate supporting documentation. All international students are required to submit the following with their application form:
 - an authorised copy of their visa

- evidence of English proficiency evidenced by a recognised English Language testing score (IELTS - 5.5) or equivalent.
- any other supporting information such as previously attained qualifications.
- A copy of the above English Proficiency Test score and other supporting documents are to be kept on student files if this is required.

Where the student's qualifications, experience and English proficiency do not meet the minimum requirements for course commencement, the student will be advised in writing.

Enrolment / Induction Procedure

Step 1 (Enquiry / Application). Student will make an enquiry via an Agent, website, email, phone, etc. The student is to be provided with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about offered training programmes. It is important that the student is provided with information about their rights and obligations and a copy of Metro Institute International Student Handbook, which contains important information for the student about the course and visa eligibility requirements, living in Australia information, etc. During this initial engagement, the agent or a representative from Metro Institute must interview the student either face-to-face or via telephone/video conference. This interview is designed to capture important information about the applicant and to personally inform them about their rights and obligations. This interview is to be recorded on the Metro Institute Student Enrolment Interview Form. Once the student has had the opportunity to access information, they may complete and submit the course Application/Enrolment Form available on the website and forward to the Administration Manager at sydney@metroinstitute.edu.au

Step 2 (Student Offer). Metro Institute will respond to the application for enrolment and if found suitable, the applicant will be sent an invoice for the initial administration fee set out in the fee schedule as confirmation that a position on a scheduled course is available.

Step 3 (Metro Institute Confirmation of payment)

Once Metro Institute has received the payment, a Letter of Offer will be forwarded, this offer is valid for 14 days only. After this date, the position will be offered to another applicant. The student is also provided with a Student Written Agreement that specifies the terms of the service agreement the student is entering into. The student is to be issued with an invoice for payment of the tuition fees as set out in the fee schedule. It is important to note that the offer made by Metro Institute is conditional based on the student meeting the minimum requirements for the course.

Step 4 (Student Acceptance). To accept the offer, the student must complete the Student Written Agreement and return it to the Metro Institute with evidence of IELTS proficiency

(General Score of 5.5) and evidence of a High School Certificate or equivalent secondary schooling outcome. The signed agreement must be received before the student offer expires. The student is also required to provide payment of the tuition fee as set out in the fee schedule on successful admission to a programme. If the student is applying from within Australia, they are also required to supply a copy of their personal details and student visa page(s) from their passport and a copy of their OSHC card.

Student Agreement and supporting documents are to be submitted to: Administration Manager at sydney@metroinstitute.edu.au

Step 5 (Confirmation of Enrolment). Once all required documentation and payment has been received, Metro Institute will send the student the following items:

- a Confirmation of Enrolment form (eCOE)
- confirmation of course commencement details
- a tax invoice for the payment of tuition fees
- Overseas Student Health Cover (OSHC) information Form
- Student Visa / Travel / Accommodation Confirmation Form

These documents are to be sent to the student's nominated postal address. The student may also nominate to have these document sent to the agent.

Step 6 (Visa / Travel / Accommodation). Once the student is in receipt of the Confirmation of Enrolment, they may apply for a Student Visa (subclass 500). The student applies for the visa at the Australian local Embassy or diplomatic mission within their country of origin. If the student is not successful in securing a visa, they must notify the Metro Institute as soon as possible to access a full refund of their paid tuition fees.

The student is also required to arrange their travel and temporary accommodation for their initial period in Australia (until permanent accommodation can be established). Once these arrangements have been made, the student is requested to notify the Metro Institute of the following:

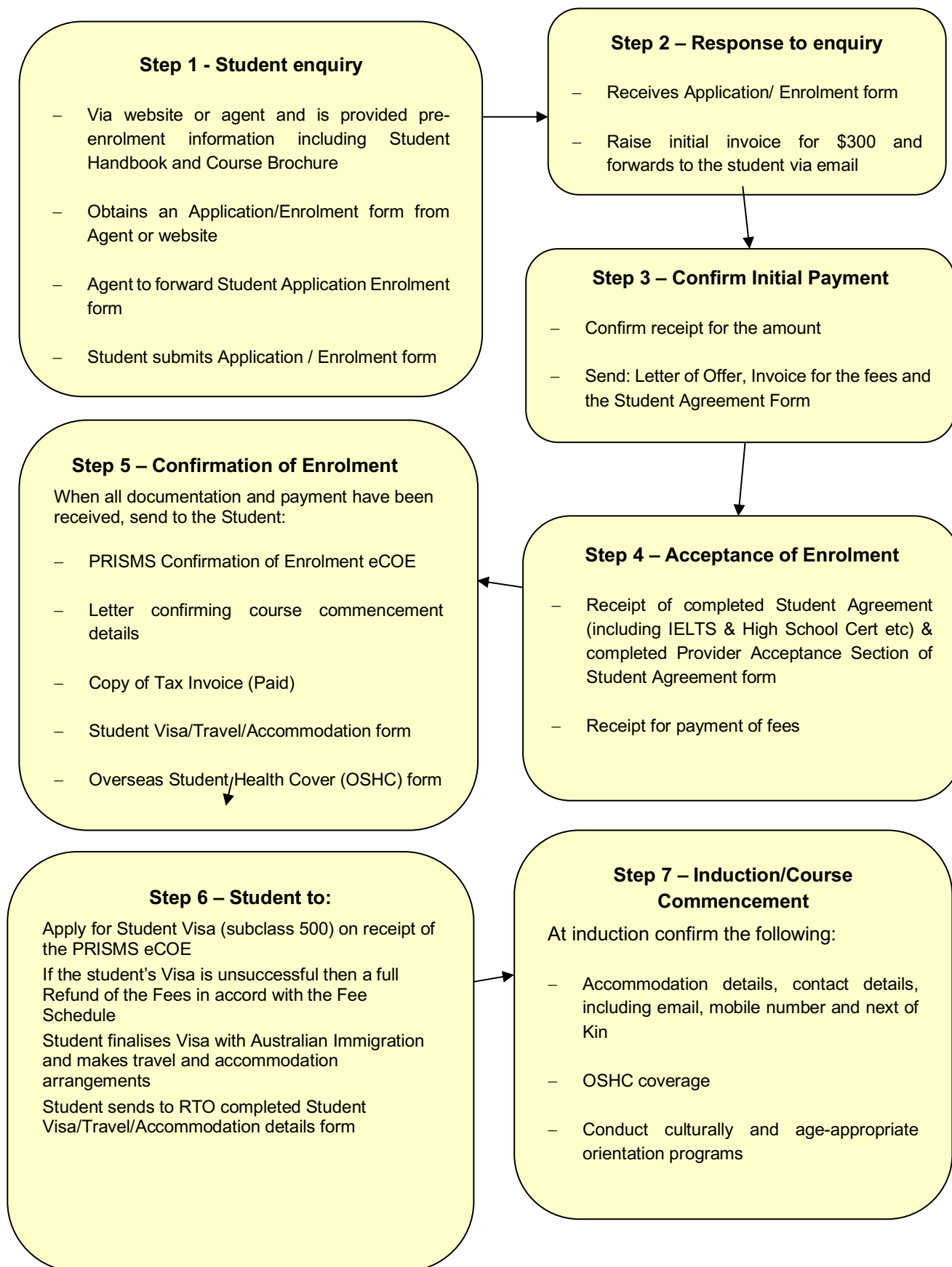
- Confirmation of Student Visa (subclass 500)
- Confirmation of travel booking and the planned arrival time, carrier, airport, etc.
- Confirmation of temporary accommodation including address, phone number
- Contact details on arrival in Australia (must include a mobile phone where possible)

This information is to be provided in the Metro Institute Student Visa/ Travel/ Accommodation Confirmation Form and submitted by mail, email or fax to: Administration Manager at sydney@metroinstitute.edu.au

Step 7 (Induction / Course Commencement). The student is notified of the course commencement details at the point of confirmation of enrolment. On arrival at Metro Institute (usually 8:30am on the first day of the course), the student will participate in a culturally and age-appropriate orientation programme. It is critical that the student's personal details are confirmed including the following:

- Accommodation details
- Contact details – mobile phone number and email address
- Next of kin details
- Overseas Student Health Cover (OSHC)
- Individual needs

Student Enrolment Induction Process



Induction / Orientation Programmes

Metro Institute is committed to ensuring that our international students are provided with age and culturally appropriate orientation. Orientation is a final step of the enrolment process and is aimed at welcoming our international students to Metro Institute and ensuring that their stay in Australia is safe and successful.

Who participates in orientation?

Metro Institute will deliver an orientation programme to every international student commencing with our courses. There are no exceptions to this requirement. Orientation is desirably delivered to a group of international students but may also be undertaken for a single student only. Students who are transferring to Metro Institute from another CRICOS provider are still required to undergo orientation.

The CEO will appoint people within Metro Institute to organise and facilitate international student orientation.

What is delivered during orientation?

The orientation programme may be adapted for a specific target audience. For instance, if the target audience is from a specific country or region, gender or age, the programme may be adapted to ensure that the information is not only culturally and age appropriate, but includes content that best reflects the needs of the audience.

The standard orientation programme is defined by the suggested programme which is attached to this policy. The major themes in the programme include:

- Introductions to staff and students
- Issue and sign for learning resources
- Introduction to Metro Institute
- Facility Tour
- Introduction to the local area
- Safety and security brief
- Visa conditions and responsibilities
- Overseas Student Health Cover
- Home Stay Briefing

- Emergency and health services
- Complaints and appeals
- Australian Culture
- Australian Climate / Environment
- Welfare and support services

Students are to be provided with an orientation information package. This may be provided in hard copy or via a digital set of files such as on a USB, if the student will need to refer to this information.

Where is orientation delivered?

The orientation programme is ideally delivered in a classroom setting with access to audio visual presentation equipment. This will allow the content to be delivered using visual aids which are key to communicating to a linguistically diverse audience. The programme may be delivered in an alternative setting if approved by the CEO. An alternative setting may include an outdoor area. A programme which is delivered without the use of audio visual equipment must be supported by appropriate printed material. Where the group is very small, the venue may be changed to suit, such as a conference room or an office used to engage with an individual student.

In all instances, the orientation is to be delivered on the premises of Metro Institute.

When is orientation delivered?

The orientation programme is ideally delivered on the first day of a student's attendance with Metro Institute. Variation to this must be approved by the CEO. The time required to deliver the orientation programme is one (1) day.

It may be appropriate to deliver the programme in a shorter duration for very small groups or individuals.

Why is orientation delivered?

Metro Institute recognise that a culturally and age appropriate orientation programme will assist students to adjust to study and life in Australia. The programme presents information to students that will inform their decisions whilst staying in Australia in regard to living arrangements, staying safe and generally getting the most out of their time here in Australia. A sound orientation lays the foundation for successful study with Metro Institute.

It also must be recognised that the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard, 6 requires that the registered provider must assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme.

How is orientation delivered?

The content of the orientation program is delivered in a facilitator led format using presentation aids.

Orientation of younger students will also need to include the allocation and introduction of the student's Welfare Officer who is responsible for the young person's care and accommodation arrangements. Orientation for young people may also include:

- specifying welfare dates for holiday periods and travel arrangements
- accommodation options / permission
- special attendance requirements
- reporting progress to parents
- specifying laws applicable to young people (consuming alcohol)
- permission to participate in sport or other social activities outside of scheduled study periods

Please note, that Metro Institute does not currently accept enrolments from students who are below the age of 18; however, the above considerations are outlined in the event that this policy changes and approval is sought for under 18 delivery.

Orientation programmes must also be delivered in a culturally appropriate manner. This means that the delivery must occur in an environment where students and staff recognise and appreciate diversity during the learning experience. A culturally inclusive environment encourages all persons regardless of age, gender, ethnicity, religious affiliation, socioeconomic status, sexual orientation or political beliefs to engage in the orientation effectively. To promote a culturally appropriate environment in the orientation, the following strategies should be applied:

- use positive non-verbal behaviours
- take time to interact personally with students before the session and during any breaks
- reinforce the importance the organisation places on celebrating the differences in our cultures whilst promoting the establishment of common interests

- provide each student the opportunity to introduce themselves
- ensure correct pronunciation of student names
- establish ground rules for communicating with each other
- avoid using language with ethnic, cultural or religious connotations
- avoid using any references to ethnic or cultural stereotypes
- respond promptly to any behaviour which may be considered discriminatory
- encourage open and respectful group discussion

Given the high level of ethnic diversity in our local communities, engaging with students from culturally diverse backgrounds is not a consideration that is unique to international student enrolments. It is important; however, that we recognise that international students require special consideration to ensure their study commences with a positive tone and they feel welcome and comfortable during their study.

Standard - International Student Orientation

Time:	Topic
0830-1000	Introductions to staff and students
	Safety Brief
	Cultural acceptance and inclusivity
	Outline of orientation programme
	Issue and sign for: <ul style="list-style-type: none"> – personal equipment – text books – orientation pack
	Introduction to Metro Institute: <ul style="list-style-type: none"> – uniform requirements, standards and availability – stationery requirements – ID Card and photo – Student amenities – Training Plan / Timetable – Institute routines and expectations (eg behaviour, mobile phones, Bullying/harassment etc) – Internet access
	Facility Tour
1000-1030	Morning Tea
1030-1300	Introduction to Sydney: <ul style="list-style-type: none"> – Orientate students with a map – Outline the general layout of the city – Use the map to identify places of interest – Transport arrangements – Shopping / Sports / Culture
	Safety and security: <ul style="list-style-type: none"> – street safety – road safety / basic traffic rules – public transport safety – swimming safety / beach safety arrangements – mobile phone safety – cyber safety – safety in your accommodation – what to do in an emergency – critical incident procedure – the role of emergency services (Police / Fire / Ambulance / SES) – contacting emergency services for assistance (000)

Time:	Topic
	Your Visa responsibilities: <ul style="list-style-type: none"> – Attendance – Course Progress – Behaviour – Changing Education Providers – Changing Accommodation Provider – Keeping us informed of your contact details – Working in Australia (up to 20 hours per week)
	Laws in Australia <ul style="list-style-type: none"> – Australian Consumer Law – Work Health and Safety Laws – Privacy Laws – Fair Work Laws – Discrimination Laws
	Overseas Student Health Cover: <ul style="list-style-type: none"> – How to access services – Local health centres – Local hospitals – Emergency services (included in cover)
1300-1330	Lunch
1330-1430	Home Stay Briefing: <ul style="list-style-type: none"> – Outline home stay policies – Duty of care for international students – Using simple Australian manners, greetings, please and thankyou – Family routines eg meal times, bed times – Homestay house rules, eg hygiene, bathroom use, internet use – Electricity and water are expensive. Students should avoid excessively long showers or leaving heating/cooling on when they are not in the room – In Australia, it is common for all household members to share in tasks like doing the dishes, setting the table, taking out the rubbish etc. – Most homestays are happy for students to have friends visit, this should be arranged in advance. – Outline considerations for phone and internet use
1430-1450	Afternoon Tea
1450-1600	Australian Culture: <ul style="list-style-type: none"> – composition of society – family structure

Time:	Topic
	<ul style="list-style-type: none"> - family life - customs - manners
	<p>Australian Climate / Environment:</p> <ul style="list-style-type: none"> - rainfall - temperature range - humidity - clothing considerations - keeping hydrated - personal hygiene
	<p>Welfare and support:</p> <ul style="list-style-type: none"> - transition to life and study in a new environment - legal services (how to access / cost) - Fair Work Ombudsman - facilities and resources - locating Churches, Temples & Mosques - complaints and appeals processes - counselling support - mentor programme - how to access support
	Counselling support provider briefing
	Conclusion

Complaints Handling

Metro Institute is committed to providing a fair and transparent complaint handling process.

This policy and procedure addresses the requirements of Standard 6 of the Standards for RTOs 2015 and Standard 10 of the National Code 2018

What is a complaint?

A complaint is generally negative feedback about services or people which has not been resolved locally.

Who does this policy apply to?

This policy applies to and may involve issues concerning the conduct of:

- Metro Institute as an organisation, its trainers, assessors or other staff;
- Third party's services provided on the behalf of Metro Institute, including education agents, or any related party Metro Institute has an arrangement with to deliver the overseas student's course or related services
- its trainers, assessors or other staff; or
- a student of Metro Institute.

This is an important point to note in understanding that this policy has a broad application and is not simply relevant to complaints that may be made by students. A complaint may be made by an employer about Metro Institute or by the trainer about the conduct of the student. Throughout this policy we refer to the person making a complaint as simply the complainant.

Early resolution of complaints

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It is often the case that complaints can be avoided by proper communication and respect between persons involved.

Relationship to continuous improvement

Frequently, the complaints handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of complaints handling is very positive and should be actively applied by all persons involved. It is for this reason that complaints

received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making a complaint

A complaint may be received by Metro Institute in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person.

To make a complaint, the person is recommended to complete the Metro Institute - Complaint Form. This form is available via our website or can be obtained from the Metro Institute office.

The completed complaint form is to be submitted to the Administration Manager electronically via the following contact details: sydney@metroinstitute.edu.au

Complaint handling procedure

Metro Institute will apply the following procedure to its complaints handling:

- A complaint may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form which is available to them on the website. There is no time limitation on a person who is seeking to make a complaint. A person who makes a complaint must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint is received. This acknowledgement is intended to provide the complainant assurance that Metro Institute had received the complaint and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the complainant that they will receive a written response within 14 days and explain the complaint handling process and the person's rights and obligations.
- A written record of all complaints is to be kept by Metro Institute including all details of lodgement, response and resolution. The complaints register within aXcelerate is to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling must be stored securely to prevent access to unauthorised personnel.
- A complainant is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.
- Metro Institute will conduct the assessment of the complaint or appeal in a professional, fair and transparent manner

- Where a complaint is made about or involves allegations about another person, Metro Institute is obliged to inform this person about this complaint or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. Metro Institute must maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- Where a complaint is received by Metro Institute which involve allegations about alleged criminal conduct, Metro Institute are to recommend the person making the complaint refer the matter to the relevant State or Territory Police Service.
- The complaints policy must be publicly available. This means that the complaints policy and procedure must be published on the Metro Institute website.
- The handling of a complaint is to commence within **ten (10) working days** of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant is to be provided a written response to the complaint, including details of the reasons for the outcome. A written response must be provided to the complainant within **fourteen (14) working days** of the lodgement of the complaint.
- Complaints must be resolved to a final outcome within **sixty (60) calendar days** of the complaint being initially received. Where Metro Institute Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Metro Institute should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of Metro Institute and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of **two (2) weekly intervals**.
- Metro Institute shall maintain the enrolment of the complainant during the complaint handling process.
- Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.
- Complaints are to be handled in the strictest of confidence. No Metro Institute representative is to disclose information to any person without the permission of Metro

Institute Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur. This permission should be given using the Information Release Form.

- Complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the complainant is entitled to be heard with access to all relevant information and with the right of reply. The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations. Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)
- Complaint handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for Metro Institute to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by Metro Institute as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

Metro Institute also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by Metro Institute.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of Metro Institute to investigate the matter, then in these circumstances Metro Institute reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Third Party Review

Where the person making a complaint is not satisfied with the handling of the matter by Metro Institute, they have the opportunity for a body or person that is independent of Metro Institute to review his or her complaint following the internal completion of complaint handling process. Before a person seeks a review by an independent third party, they are requested to first allow Metro Institute to fully consider the nature of the complaint and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they have the right then seek a review by an independent third party. To request a review by an independent third party, the complainant should inform the Administration Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Metro Institute Chief Executive Officer will advise of an appropriate party independent of Metro Institute to review the complaint outcome (and its subsequent handling) and provide advice to Metro Institute in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within **fourteen (14) working days** of their review being requested. This advice is to be accepted by Metro Institute as final, advised to the person making a complaint in writing and implemented without prejudice.

Where the Metro Institute appoints or engages an appropriate independent person to review a complaint, the Metro Institute will meet the full cost to facilitate the independent review.

Where a complaint is received by Metro Institute and the Chief Executive Officer feels that they may have bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints

Once the complaint handling process has concluded; where the person making a complaint remains not satisfied with the outcome of the complaint handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint.

Please note that for international students there is additional information about unresolved matters following this section.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This guidance is also communicated to students within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Metro Institute for information. External agencies will typically request a copy of any record of how the complaint was handled from the person. Metro Institute is to ensure that the person is provided with a written response that they may use for this purpose.

Unresolved International Student Complaints

Where an international student complaint is unable to be resolved, the international student may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

- refusing admission to a 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.

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman.

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

The Metro Institute is to co-operate fully with agencies such as the National Training Complaints Service, Overseas Students Ombudsman, the Office of Fair Trading or ASQA that may investigate the handling of a complaint. Metro Institute considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Metro Institute internal arrangements.

Record Management of Complaint Records

Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the complainant or generated by Metro Institute. There is also a record of the complaint maintained within the Metro Institute student management system aXcelerate. This includes the details about the complaint and a diary log which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

All records regardless of their format (excluding aXcelerate) will be saved in a digital format into a secure folder located on the Metro Institute file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on aXcelerate are to be accessible only to aXcelerate administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of complainants.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

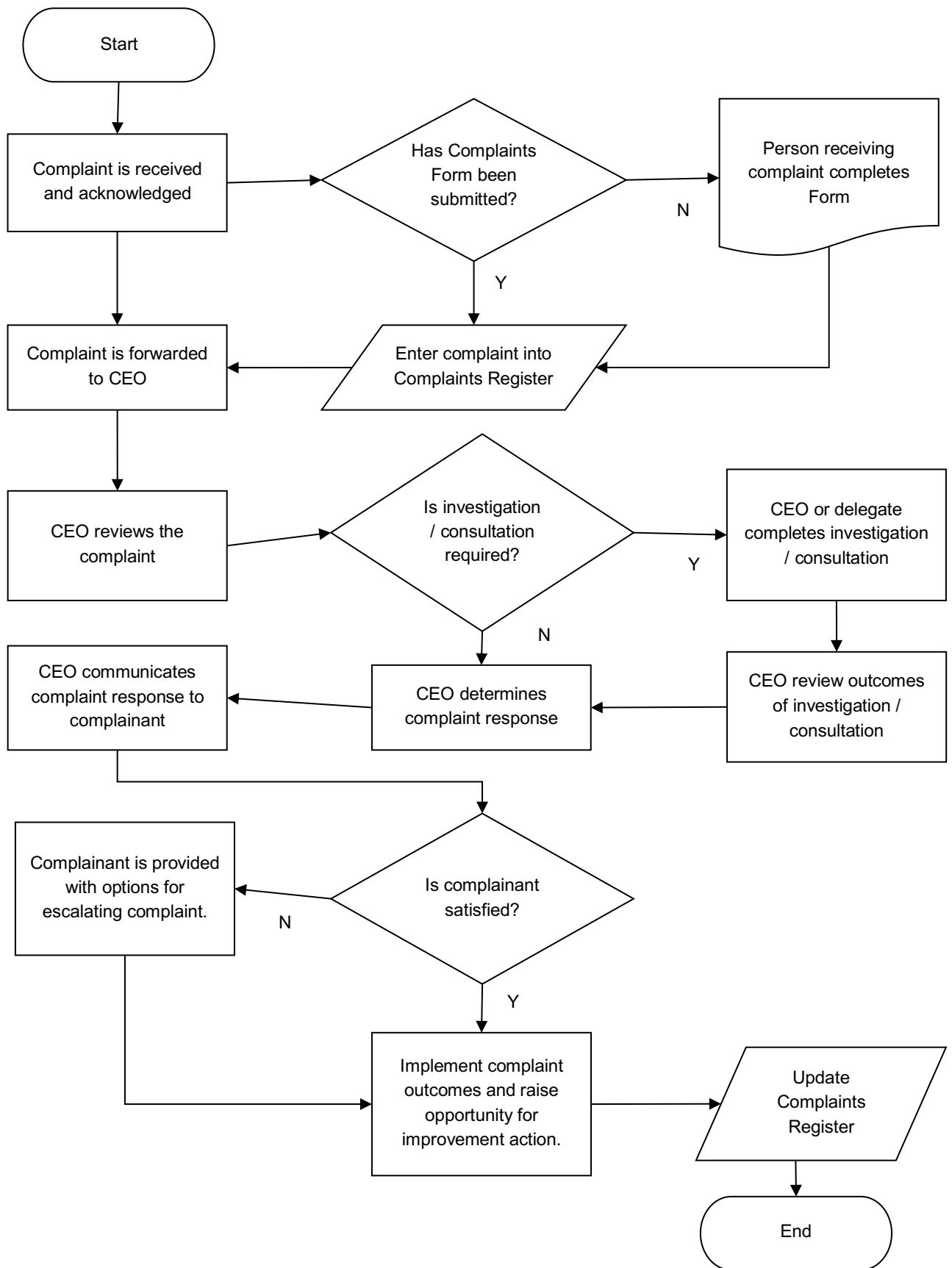
Period of retention of Complaints Records

Metro Institute is to retain records relating to complaints handling for a minimum of two (2) years after the student ceases to be an accepted student.

Destruction of Complaints Records

Metro Institute CEO is the only person who can authorise (in writing) the destruction of complaint handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Complaints Handling Process



Appeals Handling

Metro Institute is committed to providing a fair and transparent appeals handling process.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during their time with Metro Institute. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the student.

It is important to note that a student may appeal any decision made by Metro Institute or a third party providing services on Metro Institute behalf. Contrary to the popular belief that appeal relates only to assessment decisions, appeals can relate to administrative decisions that Metro Institute may make. Examples of this include an appeal of a decision to deny a refund or to deny an application for credit transfer. As the process for handling and assessment appeal compared with an appeal of an administrative decision is slightly different, this difference has been catered for within this policy with adjusted processes for both situations.

Early resolution of appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved. It can often be the case that a student's decision to make an appeal can be avoided by proper communication and consultation with students at the time a decision is made.

Relationship to continuous improvement

Frequently, the appeals handling process will expose weaknesses in the training and assessment or administrative system that can flow into the continuous improvement system as opportunities for improvement. This outcome of appeals handling is very positive and should be actively applied by all persons involved. It is for this reason that appeals received from stakeholders should be seen in a positive light and as opportunities for improvement.

Making an appeal

An appeal must be received by Metro Institute in writing using the specified form within **twenty-eight (28) working days** of the decision or finding being informed to the person.

To appeal a decision, the person is required to complete the Metro Institute - Request for Appeal of a Decision. This form is available via our website. The completed Request for Appeal form is to be submitted to the Administration Manager electronically via the following contact details: sydney@metroinstitute.edu.au

If a person seeking an appeal has any difficulty accessing the required form or submitting the appeal to Metro Institute, they are advised to contact Metro Institute immediately at the following phone number: +61 2 9281 0600

Appeal handling procedure

Metro Institute will apply the following procedure to its appeals handling:

- Appeals must be lodged within **twenty-eight (28) working days** of the decision or finding being informed to the person. An appeal must be submitted using the Metro Institute - Request for Appeal of a Decision.
- A person who submits an appeal must be **provided a written acknowledgement** as soon as possible and **not later than twenty-four (24) hours** from the time the appeal is received. This acknowledgement is intended to provide the person making an appeal assurance that Metro Institute had received the appeal and will review the relevant issues and provide a response as soon as practicable. The acknowledgement must inform the person making an appeal that they will receive a written response within 14 days and explain the appeal handling process and the persons rights and obligations.
- A written record of all appeals is to be kept by Metro Institute including all details of lodgement, response and resolution. The appeals register within aXcelerate is to be used to record the details of the appeal and to maintain a chronological journal of events during the appeal handling process. Records relating to appeal handling must be stored securely to prevent access to unauthorised personnel.
- An appellant is to be provided an opportunity to formally present his or her case at no cost.
- Each appellant may be accompanied and/or assisted by a support person at any relevant meeting.
- The appeals policy must be publicly available. This means that the appeals policy and procedure must be published on the Metro Institute website.
- The handling of an appeal is to commence within **ten (10) working days** of the lodgement of the appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The appellant is to be provided a written response to the appeal, including details of the reasons for the outcome. A written response must be provided to the appellant within **fourteen (14) working days** of the lodgement of the appeal.
- Appeals must be resolved to a final outcome within **sixty (60) calendar days** of the appeal being initially received. Where Metro Institute Chief Executive Officer considers

that more than 60 calendar days are required to process and finalise the appeal, the CEO must inform the appellant in writing, including reasons why more than 60 calendar days are required. As a benchmark, Metro Institute should attempt to resolve appeals as soon as possible. A timeframe to resolve an appeal within thirty (30) calendar days is considered acceptable and in the best interest of Metro Institute and the appellant. An appellant should also be provided with regular updates to inform them of the progress of the appeal handling. Updates should be provided to the appellant at a minimum of **two (2) weekly intervals**.

- Metro Institute shall maintain the enrolment of the appellant during the appeal handling process.
- Decisions or outcomes of the appeal handling process that find in the favour of the appellant shall be implemented immediately.
- Appeals are to be handled in the strictest of confidence. No Metro Institute representative is to disclose information to any person without the permission of Metro Institute Chief Executive Officer. A decision to release information to third parties can only be made after the appellant has given permission for this release to occur. This permission should be given using the Information Release Form.
- Appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the appeal handling process. This means that the appellant is entitled to be heard with access to all relevant information and with the right of reply. The appellant is entitled to have their appeal heard by a person that is without bias and may not be affected by the decision. Finally the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Appeals handling procedures should conclude with an analysis of the circumstances to identify any opportunities for improvement.

Third Party Review

Where the appellant is not satisfied with the handling of the matter by Metro Institute, they have the opportunity for a body or person that is independent of Metro Institute to review his or her appeal following the internal completion of appeals handling process. Before a person seeks a review by an independent person, they are requested to first allow Metro Institute to fully consider the nature of the appeal and to respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the person making an appeal should inform the Administration Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the Metro Institute Chief Executive Officer will advise of an appropriate party independent of Metro Institute to review the appeal outcome (and its subsequent handling) and provide advice to Metro Institute in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations **within fourteen (14) working days** of their review being requested. This advice is to be accepted by Metro Institute as final, advised to the appellant in writing and implemented without prejudice.

Where the Metro Institute appoints or engages an appropriate independent person to review an appeal, the Metro Institute will meet the full cost to facilitate the independent review.

Where an appeal is received by Metro Institute and the Chief Executive Officer feels that they may have bias or there is a perception of bias, then the appeal is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Appeals

Once the appeals handling process has concluded; where the person seeking an appeal of a decision remains not satisfied with the outcome of the appeals handling procedure, the person is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their appeal.

Please note that for international students there is additional information about unresolved matters following this section.

The following external agencies are nominated in the first instance as relevant points of referral the person may consider:

- In relation to consumer related issues, the person may refer their matter to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, the person may refer their matter to the **National Training Complaints Service** via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their matter to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992

This guidance is also communicated to students within the Student Handbook. It is expected that the above agencies will investigate the persons concerns and contact the Metro Institute for information. External agencies will typically request a copy of any record of how the

appeal was handled from the person. Metro Institute is to ensure that the person is provided with a written response that they may use for this purpose.

The Metro Institute is to cooperate fully with agencies such as the Office of Fair Trading, National Training Complaints Service, Overseas Students Ombudsman or ASQA that may investigate the handling of an appeal. Metro Institute considers that it would be extremely unlikely that appeals are not able to be resolved quickly within Metro Institute internal arrangements.

Unresolved International Student Appeals

Where an international student appeal is unable to be resolved, the international student may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman can consider matters relating to:

- refusing admission to a 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.

The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. The following website provides more information about accessing the services of the Overseas Students Ombudsman.

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

The Metro Institute is to cooperate fully with agencies such as the National Training Complaints Service, the Office of Fair Trading, Overseas Students Ombudsman or ASQA that may investigate the handling of a complaint. Metro Institute considers that it would be extremely unlikely that a complaint is not able to be resolved quickly within Metro Institute internal arrangements.

Record Management of Appeals Records

Records relating to appeals will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are submitted by the appellant or generated by Metro Institute. There is also a record of the appeal maintained within the Metro Institute student management system aXcelerate. This includes the details about the appeal and a diary log, which records the progress of the appeal handling and closure. This record also records identified opportunities for improvement that result from appeals handling.

All records regardless of their format (excluding aXcelerate) will be saved in a digital format into a secure folder located on the Metro Institute file storage. Each file is to be clearly labelled with the document title or subject and the date of which the document was received or generated. This folder must only be accessible to persons authorised by the Chief Executive Officer. Records stored on aXcelerate are to be accessible only to aXcelerate administrators and managers.

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorised personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of the appellant.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site.

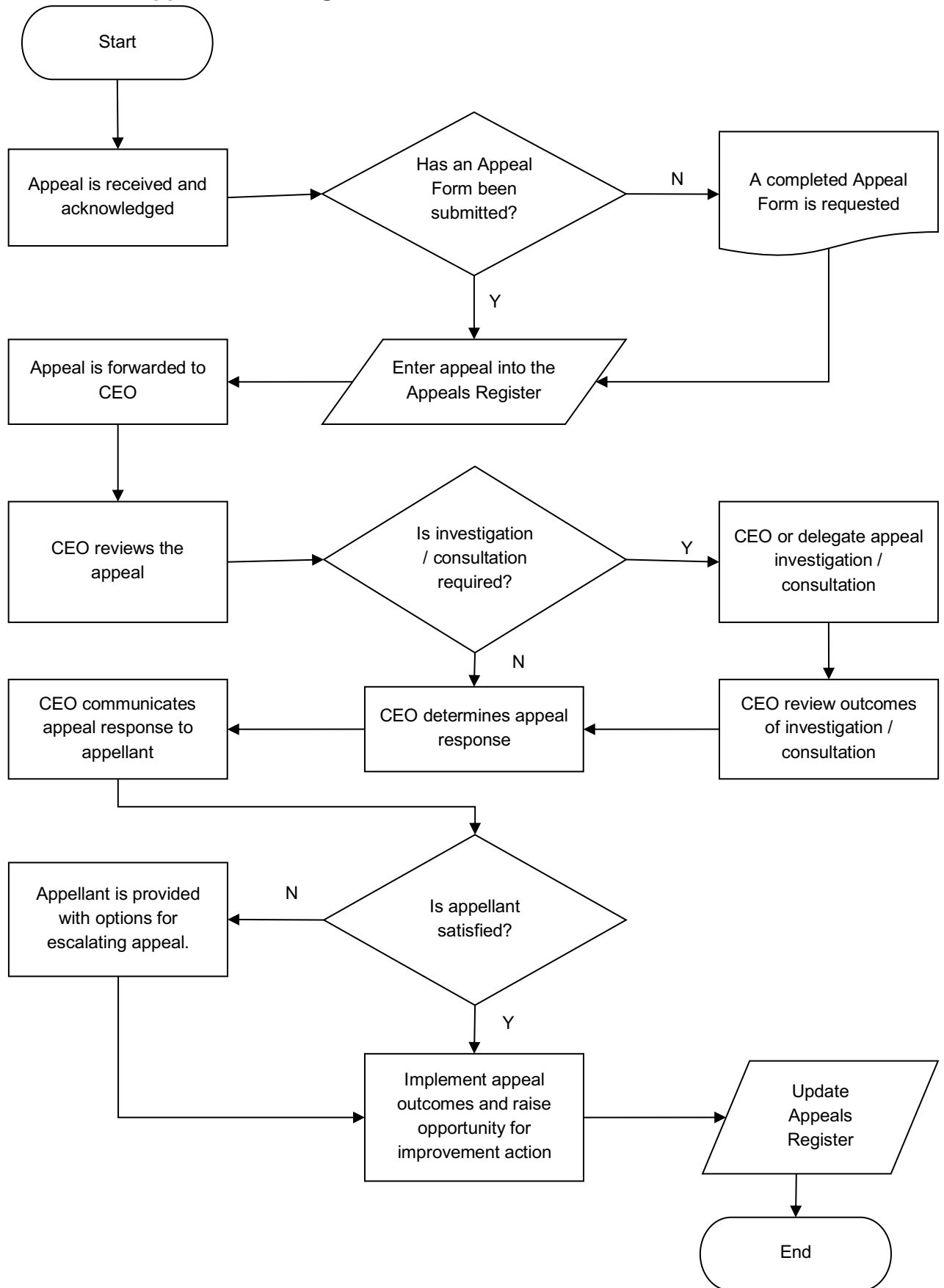
Period of retention of Appeals Records

Metro Institute is to retain records relating to appeals handling for a minimum of two (2) years.

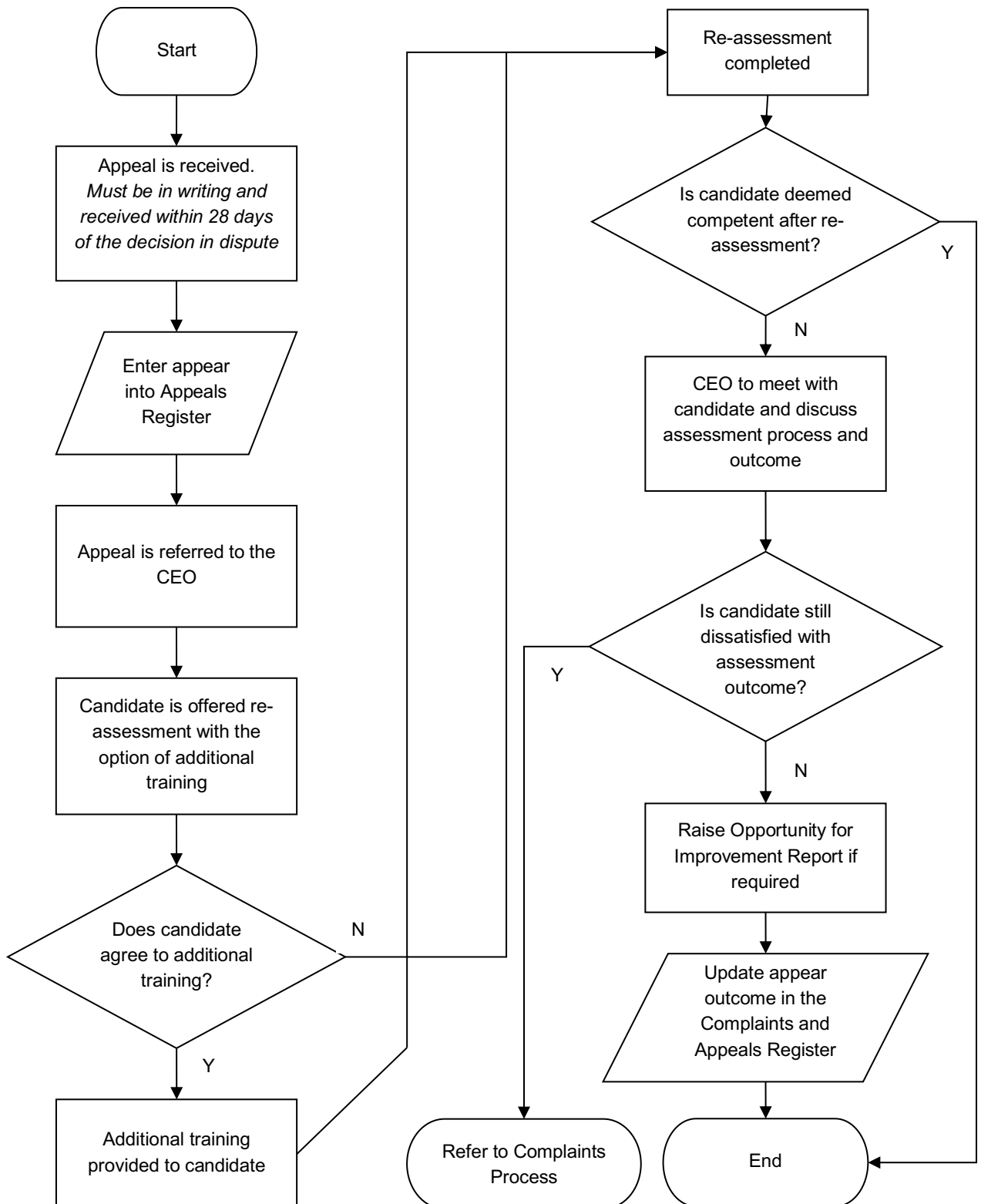
Destruction of Appeals Records

Metro Institute CEO is the only person who can authorise (in writing) the destruction of appeals handling records. Records are only to be authorised for destruction after the retention period has lapsed. Documents identified for destruction are to be shredded before being recycled.

Administrative Appeals Handling Process



Assessment Appeals Handling Process



Agent Management

Metro Institute will appoint Agents to be non-exclusive representatives and to perform the services for the terms set out in an agreement referred to as an Agent Agreement. Each Agreement will be a non-exclusive Agreement and the Agent acknowledges that Metro Institute may appoint other representatives as it so chooses.

Metro Institute will make each Agent aware of the requirements of the Migration Act 1958, ESOS Act (2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Agent will undertake to comply with all regulatory and statutory requirements under any Agreement reached. The specific requirements of Metro Institute and the Agent will be contained in a written agreement signed by both parties.

Agents Obligations

The Agreement will set out the following obligations of the Agent:

- Under the Agreement the Agent must:
 - Promote Metro Institute and its courses in the countries/regions specified in the agent agreement;
 - Recruit and assist in the recruitment of prospective students to undertake courses at Metro Institute in accordance with the policies of Metro Institute;
 - Provide prospective students with any necessary information required under the ESOS Act including information about the courses, facilities and services of Metro Institute;
 - Assist in completing and submitting application forms to Metro Institute.
- In performing the Agent's services, the Agent must:
 - Act honestly and in good faith, and in the best interests of the student;
 - Declare any real or perceived conflicts of interest. Examples of conflict of interest include, but are not limited to:
 - when the agent charges service fees to both overseas students and registered providers for the same service;
 - where an education agent has a financial interest in a private education provider;or

- where an employee of an education agent has a personal relationship with an employee of the education provider.
 - Promote Metro Institute with integrity and accuracy and recruit prospective students in an honest and ethical manner;
 - Inform prospective students accurately about the requirements of Metro Institute using only material provided or approved by the institute;
 - Have appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics ([Click](#));
 - Take reasonable steps to confirm the accuracy of information provided by prospective students in the application;
 - Ensure that only signed and completed applications are submitted to Metro Institute;
 - Ensure that relevant fees, charges and supporting documentation accompany each application and acceptance of offer documents;
 - Provide any offer documents received from Metro Institute to the prospective student within 48 hours of receiving the offer documents; and
 - Only undertake promotional and marketing activities involving Metro Institute that have been approved by Metro Institute.
- As per the requirements of the ESOS Act, the Agent must not engage in dishonest practices, including:
- Recruiting or attempting to recruit a student currently studying with another Australian education provider;
 - Suggesting that a student come to Australia on a student visa for any reason other than for full time study;
 - Facilitate the enrolment of students who the Agent believes will not comply with the conditions of their student visa;
 - Use PRISMS to create eCoE's for other than bona fide students; or
 - Provide prospective students with immigration advice unless the agent is a separately registered migration agent (Migration Act 1958).
- In addition to the above requirements, the Agent must not:

- Engage in false or misleading advertising or recruitment practices including misleading comparisons with any other education providers, their courses or inaccurate claims regarding any association between Metro Institute and any other education providers;
- Facilitate applications to students who do not meet the visa criteria or make any guarantees about the likelihood of obtaining a student visa;
- Give false or misleading information relating to course fees payable or acceptance into a course;
- Receive or bank course fees payable to Metro Institute by a prospective student or deduct any fees from the amount payable by the student to Metro Institute;
- Commit Metro Institute to accept any prospective student into a course;
- Use or access PRISMS without the prior written consent of Metro Institute;
- Sign or encourage others to sign official documents, such as the application form, on behalf of the prospective student; and
- Submit an application to Metro Institute on behalf of a student if the Agent is aware the prospective student has applied to another education provider.

Maintaining a record of Education Agents

Metro Institute is to maintain a register of its current and past Education Agents. This must record the details of the agreement with the agent and serve as a point of reference to determine the status of an Education Agent. Also, Metro Institute must include the details of its appointed Education Agents on its website to provide a point of reference for prospective students to verify that the agent is duly appointed by Metro Institute.

Metro Institute must also enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS). The following 'how to' guide is helpful to working in PRISMS to achieve this: [Click](#).

Assignment and Sub-contracting

The Agent must not assign their agreement or any right under the Agreement without the prior consent of Metro Institute. Apart from sub-contractors which are approved under the Agreement, the Agent must not sub-contract to any person the performance of any of its obligations under the Agreement without the prior consent of Metro Institute. Despite any sub-contract, the Agent remains liable for performing its obligations under the agreement.

Monitoring Education Agents

The Administration Manager is to no less than every 4 months undertake a teleconference or video conference with each appointed education agent. The purpose of this engagement is to monitor the activities of the education agent and ensure their practices are aligned with the obligations outlined above. Specifically, this regular engagement is to address the following points:

- review of the agent’s recent activity and initiatives to promote the services of Metro Institute with integrity and accuracy;
- review any changes to administrative processes internal to Metro Institute;
- review any changes to marketing material or course information that impacts on the activities of the agent; and
- discuss future course schedules and student capacity.

The Administration Manager is also to undertake spot checks on the agent’s premises and promotional events on an annual basis.

At the commencement of each student’s enrolment, the student will be invited to provide feedback about their recruitment experience with the agent using a Recruitment Experience Questionnaire. The interview will be conducted by a suitable staff member.

Disclosing information about Education Agents

Metro Institute may disclose information about the education agent to Commonwealth or state or territory agencies under the following circumstances:

- Metro Institute believes or reasonably suspects that the Agent is negligent, careless or incompetent or is engaged in false misleading or unethical advertising or recruitment practices;
- Metro Institute has received a written request for information from Commonwealth or state or territory agencies;
- During the conduct of audits and / or monitoring of Metro Institute operations by the National VET Regulator; and
- Where there is a statutory obligation to do so such as Section 4.1 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Corrective Action

If at any point during the term of the Agreement, Metro Institute believes or reasonably suspects that the Agent is negligent, careless or incompetent or is engaged in false misleading or unethical advertising or recruitment practices, the Agreement may be terminated under the terms set out in the termination clause of the agreement.

Where behaviour of the Agent is of a less serious nature and does not involve negligent, careless or incompetent behaviour or false misleading or unethical advertising or recruitment practices, Metro Institute may decide at its discretion to engage in alternative corrective action with the Agent. These alternative corrective actions may include but are not limited to:

- Remote performance counselling;
- On-shore training for the Agent; and/ or
- Requiring the Agent to complete the AEI on-line Agent Training Course.

Terminating the Agreement

Either party may terminate the agent agreement at any time by giving the other party 30 days' notice in writing. If the Agent breaches any part of this Agreement, Metro Institute may terminate the Agreement at any time and with immediate effect by giving written notice to the agent.

If the Agent is believed to have acted with negligent, careless or incompetent behaviour or is engaged in false misleading or unethical advertising or recruitment practices, Metro Institute will immediately terminate the Agreement with immediate effect by giving written notice to the agent except where the behaviour was on the part of an individual employee or sub-contractor of the Agent and the Agent has terminated that relationship.

On termination of the Agreement, the Agent must:

- Submit all applications and fees from prospective students received up to the termination date; and
- Immediately cease using any advertising, promotional or other material supplied by Metro Institute and return all materials to Metro Institute within 30 days.

Dispute Resolution/Mediation

In the event of any grievance or disputed decision the Agent can access Metro Institute's Complaints and Appeals Policy. If the matter cannot be resolved through use of Metro

Institute's Complaints and Appeals Policy, each party has the right to seek a resolution under common law within the courts of New South Wales.

Credit Transfer

Metro Institute provides the opportunity for students to apply to have their current competency recognised toward a qualification or units of competency for which they are enrolled.

This complies with:

- Standard 3 of the Standards for Registered Training Organisations 2015, which requires that Metro Institute accepts and provides credit to students for units of competency evidenced by AQF certification documentation issued by any other RTO;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

What is credit transfer?

Credit transfer (also referred to as national recognition or universal recognition) is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit transfer allows the unit of competency previously achieved by a student to be recognised when they are enrolling in a related course where those units can assist them in meeting the requirements for a qualification. It is important to note that **credit transfer is not recognition of prior learning** (RPL). RPL is assessment and is addressed within the Recognition policy.

When unit codes and titles are different

If credit transfer is being sought for a unit of competency which has a different title or code, then it is necessary to establish the equivalence status between the unit held and the unit being sought. In many cases this information can be found in the mapping guide published on the National Training Register www.training.gov.au. Our administrative staff will obtain this information and validate claims of equivalence. Administrative staff should note that the mapping notes within the National Training Register are sometimes very clear and in general will use language such as “Not equivalent” or “Is superseded by and is equivalent to”. In some cases, there will appear to be no direction and this may be because the unit is new and has no previous version of the unit. In some cases, it will say words to the effect: “Is superseded by:” without any clarification about the equivalence status. In these cases, the new unit should be considered as not equivalent. If in doubt, admin staff are to seek the advice of the Chief Executive Officer or the related industry skills council.

If there is no mapping available, the unit is deemed not equivalent then we are not to recognise the unit through credit transfer. In these circumstances, the applicant should be referred for RPL in accordance with our Recognition policies and procedures. Under no

circumstances is a comparison between units to be used as the basis for issuing credit transfer. If the skills council has not determined it to be equivalent, then it is not. Subjective comparisons by the RTO are not valid.

Evidence requirements

An applicant will be required to present his or her statement of attainment or qualification for examination by Metro Institute. These documents will provide the detail of what units of competency the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework, Second Edition, 2013. The applicant is required to submit copies only which are certified as a true copy of the original by a Justice of the Peace (or equivalent).

Credit transfer guidelines

The following guidelines are to be followed when an application for credit transfer is received:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competency or a qualification not included in our scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and we do not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competency. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and the applicant will be advised to seek recognition.
- Credit transfer will only be issued when the student's enrolment includes at least one other unit of competency for which the student is participating in training or is seeking recognition. Student may not enrol only for credit transfer.
- The recognition of a unit of competency under a credit transfer arrangement is not contingent on the applicant demonstrating their currency. If the unit has been previously awarded and equivalence can be demonstrated then the unit can be recognised. The currency of the applicant is not a factor to be considered.

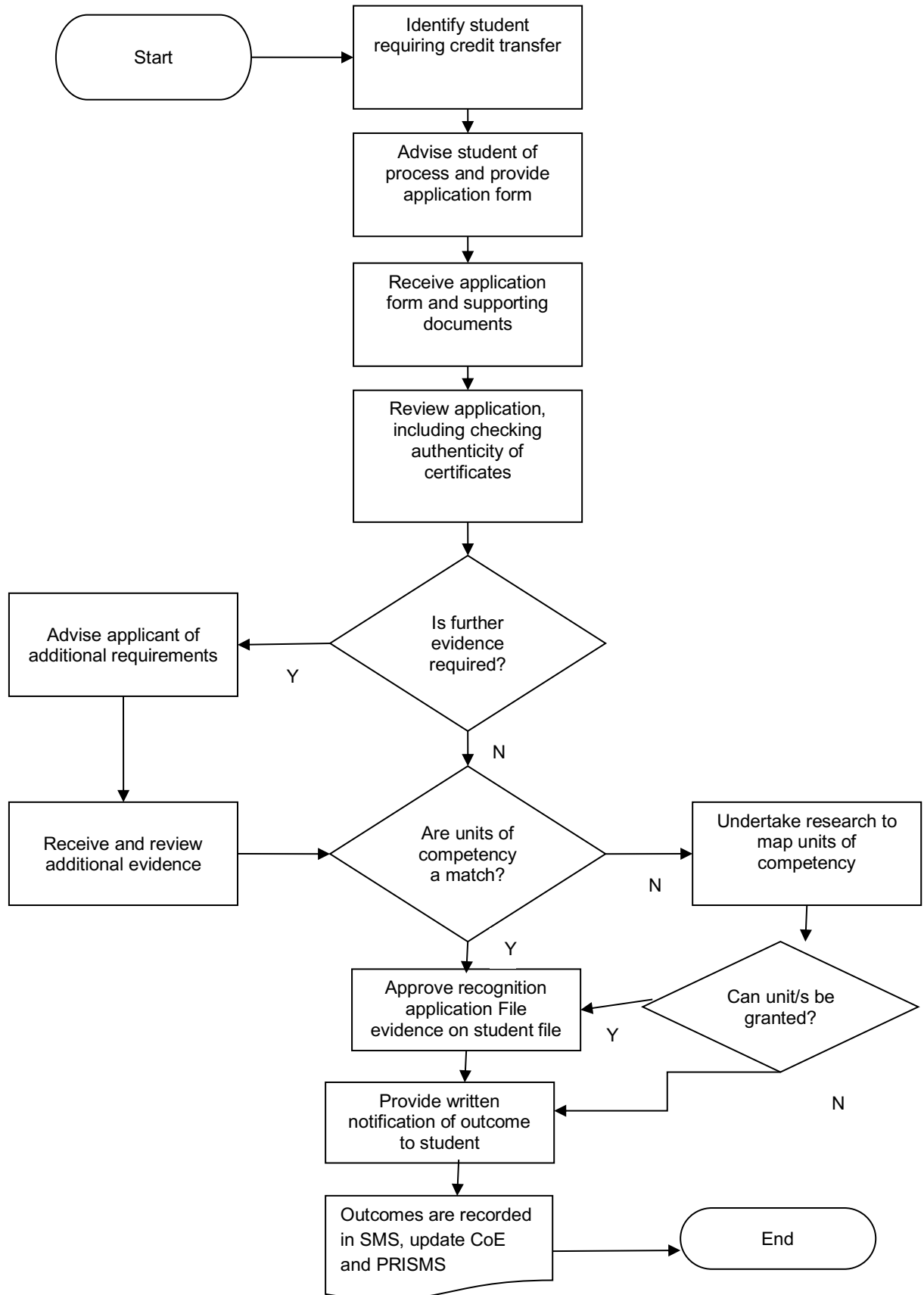
Credit transfer Procedure

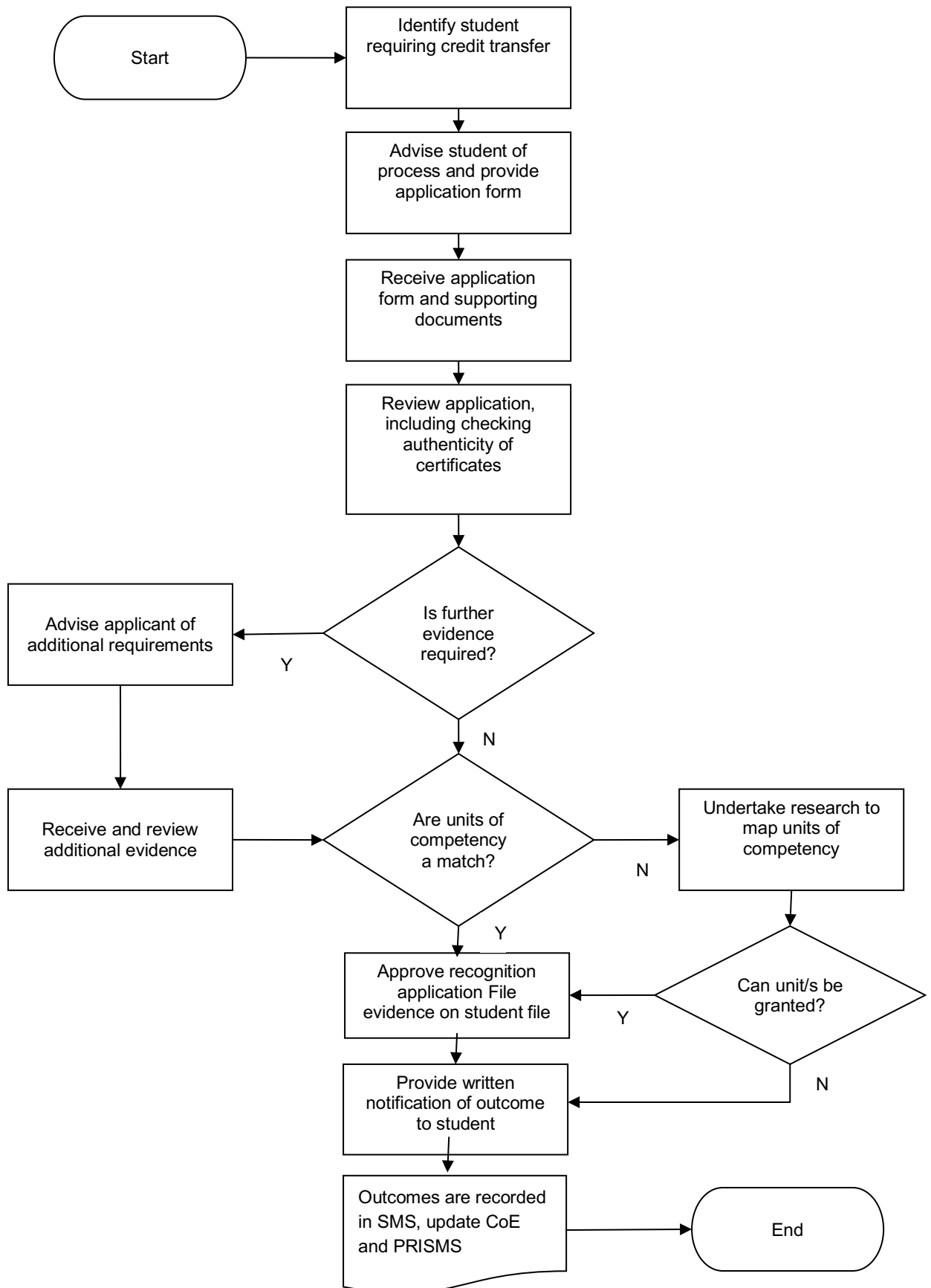
The following procedure is to be applied by Metro Institute upon receipt of an application for credit transfer:

- **Step 1** We will provide sufficient information to candidates to inform them of opportunities for alternative pathways via credit transfer and the credit transfer policy. Ideally, this information should be provided to candidates prior to enrolment.
- **Step 2** To apply for credit transfer, the applicant must complete and submit the following documentation to Metro Institute:
 - Credit transfer Application Form;
 - Certified copy of the qualification or statement of attainment; and
 - Enrolment application for the training program applicable to the units of competency for which credit transfer is requested.
- **Step 3** On receipt of the application, we will check the qualification or statement of attainment for authenticity and grant credit transfer for the equivalent units of competency that have been completed at any other Registered Training Organisation.
- **Step 4** Where the units of competency do not align with the units of competency requested, further information is to be sought in the form of the Training Package mapping guide if available.
- **Step 5** Verified copies of qualifications and statements of attainment used as the basis for granting credit transfer must be kept on the student file.
- **Step 6** The completed credit transfer application form must be signed by the student and Metro Institute Chief Executive Officer (or delegate) and retained on the student's file at Metro Institute.
- **Step 7** Students will be notified in writing of the outcome of their application. This may include issuing statements of attainment or qualifications awarded through credit transfer in accordance with our Certification policies and procedure. This written record should also be used to capture a record of the student's acceptance of the credit transfer outcome Metro Institute is to retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.
- **Step 8** If the candidate is not satisfied with the outcomes of the credit transfer process, they may appeal the outcome like any other assessment decision. Refer the candidate to the appeals process which can be found in the Student Handbook or policy and procedure manual.

- **Step 9** When all outcomes have been finalised, the credit transfer outcome is to be recorded in the student management system. Metro Institute is to inform the student of the reduced course duration following granting of credit transfer and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course. Metro Institute also must report any change in course duration in PRISMS if course credit is granted after the overseas student's visa is granted.

Credit Transfer Process





Recognition of Prior Learning

Metro Institute provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency for which they are enrolled.

This complies with:

- Standard 1 of the Standards for Registered Training Organisations 2015 requires that students are offered the opportunity for recognition of prior learning;
- Standard 2: Recruitment of an overseas student, National Code of Practice for Providers of Education and Training to Overseas Students 2018

What is recognition?

Recognition generally takes two forms: recognition of prior learning, which is the focus of this policy, and credit transfer, which is dealt with in the Credit Transfer policy. It is important not to confuse these two recognition concepts. For the purposes of this policy, recognition of prior learning will be referred to simply as “recognition”.

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes.¹ This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment and requires the same application of policy and procedures outlined in the Assessment section of this manual.

Recognition guidelines

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competency or qualification which are not included in Metro Institute’s scope of registration.

¹ Australian Qualifications Framework (AQF) Advisory Board, 2004

- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competency.

Forms of evidence

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

In evaluating assessment evidence, Metro Institute applies the following rules of evidence:

- Sufficient,
- Valid,
- Authentic, and
- Current.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;

- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined together with a number of evidence items, the candidate will start to provide a strong case for competence. Metro Institute reserves the right to require candidates to undertake practical assessment activities of skills and knowledge to satisfy itself of a candidate's current competence.

Appealing recognition outcomes

If the student is not satisfied with the outcomes of a recognition application, they may appeal the outcome like other assessment decisions. Further information on the appeals process is available at section three.

Recognition Procedure

The following procedure is to be applied by Metro Institute upon receipt of an application for recognition:

Step 1 Provide sufficient information to prospective students to inform them of opportunities for alternative pathways via recognition and the recognition process.

Step 2 Students who request recognition of their current competence are to be invited to carry out a self-assessment prior to enrolment to determine their suitability for a recognition application (using the Recognition Self-Assessment Guide). This step is not compulsory but is strongly suggested. The student should be provided an electronic version of the RPL application documents.

Step 3 Undertake a recognition assessment planning interview between the assessor and the candidate (using the Recognition Assessment Plan). This is to include where possible:

- Helping the candidate to identify appropriate forms of evidence;
- Guiding the candidate on the use of recognition tools; and
- Informing the candidate about the assessment process.

Step 4 Candidates are to compile their recognition submission (using a Recognition Evidence Report). This form allows candidates to record their particular documentary evidence against each unit of competency and to attach this evidence as required.

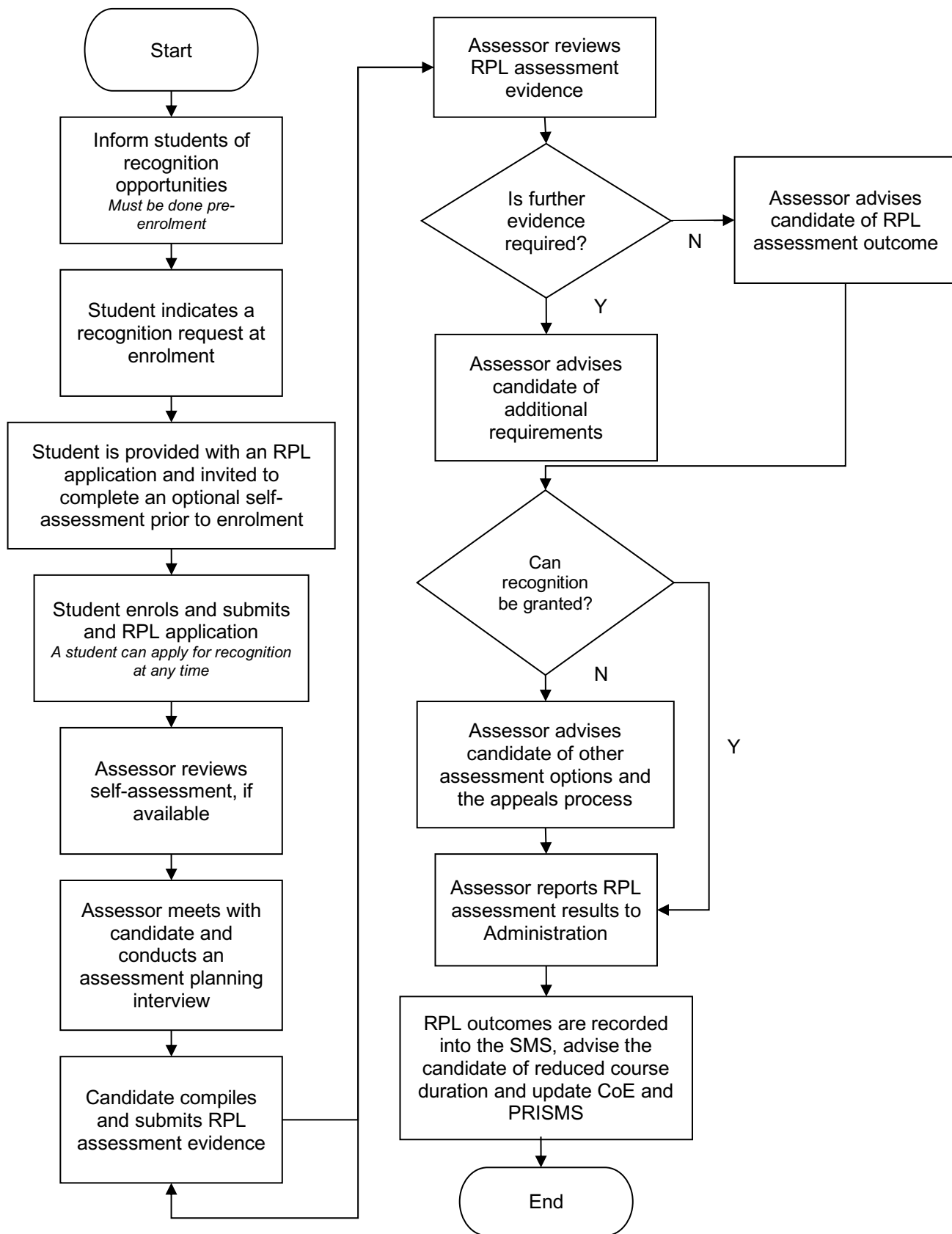
Step 5 The Assessor is then to review the assessment evidence and decide on the need for additional evidence on perceived gaps. The Assessor may invite the candidate to undertake a recognition interview to answer verbal questions or a practical assessment. At the end of the evidence gathering process the Assessor is to provide the candidate with

written record of their decision with feedback regarding the assessment outcomes, including the procedure for the candidate to appeal the assessment outcome. This written record should also be used to capture a record of the student's acceptance of the assessment outcome. Metro Institute is to retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Step 6 If the candidate is not satisfied with the outcomes of a recognition application, they may appeal the outcome like any other assessment decision. Refer the candidate to the appeals process which can be found in the Student Information Booklet or policy and procedure manual.

Step 7 When all assessment and appeal processes have concluded, the assessment outcome is to be recorded in the recognition register and issue the candidate with written advice of the outcome. This may include issuing statements of attainment or qualifications awarded through recognition in accordance with Metro Institute Qualifications Issuance policies and procedures. Metro Institute is to inform the student of the reduced course duration following granting of RPL and ensure the confirmation of enrolment (CoE) is issued only for the reduced duration of the course. Metro Institute also must report any change in course duration in PRISMS if RPL or course credit is granted after the overseas student's visa is granted.

Recognition Process



Records Retention and Management

At Metro Institute, we recognise our obligation to retain certain records from our delivery of training and assessment services to clients. The maintenance of a well-structured records retention system supports the continuous improvement of our operation and provides a basis for compliance with legal and quality assurance requirements. We are committed to retain records to ensure their accuracy and integrity.

For the purposes of this policy, records include:

- **Student results.** Training results include a record of the student's details, date of enrolment and results of training and assessment. This should include what units of competency (including codes) and the result the student achieved. This may include if the student withdrew, was assessed as competent or not-yet-competent, was recognised as competent through an RPL process or was issued credit transfer for current competency held. Student results also include all relevant data elements relating to the Australian Vocational Education and Metro Institute Information Statistical Standard (AVETMISS).
- **Qualifications / Statements of Attainment.** Qualifications and Statements of Attainment are documents issued to recognise the award of nationally endorsed and accredited outcomes. Qualifications and Statements of Attainment are formatted and prepared in accordance with the Australian Qualification Framework.
- **Completed assessment resources.** Completed assessment resources include documents or other media where assessment evidence has been recorded by students and assessment decisions are recorded by assessors. It may be a combination of templates, questionnaires, checklists, summary sheets, RPL tools, or records of feedback from assessors to students. Assessment resources include all those items which substantiate the assessment decision made by an assessor. ASQA refer to these records as "*Completed student assessment items*"².
- **Administrative records.** Administrative records are those documents which are used to facilitate the student's administration during their enrolment. Examples of administrative records include student written agreements, enrolment forms, privacy forms, requests for refund, applications for credit transfer, etc.
- **Complaint and Appeal Records.** Records relating to complaints will present in two formats. There will be electronic records in the form of email correspondence and other documents which are communicated electronically and hard copy records which are

² ASQA General direction: Retention requirements for completed student assessment items, 22 June 2012

submitted by the complainant or generated by Metro Institute. There is also a record of the complaint maintained within the Metro Institute student management system aXcelerate. This includes the details about the complaint and a diary log, which records the progress of the complaint handling and closure. This record also records identified opportunities for improvement that result from complaints handling.

- **Student file.** The student file is simply the file location where all student results, completed assessment resources and administrative records are retained in hard copy. This will usually be a standard office file and will be archived within an archive envelope at the end of the student's enrolment.
- **RTO management records.** RTO management records are those files which assist management and staff to coordinate RTO services. These may include policies and procedures, data registers, enrolment registers, attendance records, financial records and records of complaints and appeals.

Storage of records

To ensure records are maintained in a safe and suitable condition, the following is to apply:

- Records must be kept securely to prevent them being accessed by any non-authorized personnel.
- Records must be kept confidential to safeguard information and to protect the privacy of students and Metro Institute staff.
- Records must be kept to avoid damage by fire, flood, termites or any other pests.
- Student results and Qualification / Statements of Attainment must be backed-up in an electronic format and must be available to be retrieved at any time.
- Electronic data storage must be safe from destruction by fire or flood and should take account of the risk of component failure of a single storage device. Electronic data is also to be backed-up off site using cloud based storage.

Period of retention

Metro Institute must comply with a range of record retention requirements including:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Standards for Registered Training Organisations (RTOs) 2015
- ATO requirements relating to financial records

- State Funding Authority requirements relating to training and assessment records, and
- ASQA General Direction: Retention requirements for completed student assessment items [Click Here](#).

In determining our period of retention, Metro Institute has selected retention periods beyond some requirements to simplify our approach and to ensure compliance with all requirements under the one approach. The following time periods are to apply to the retention of student electronic records at Metro Institute:

- **Student results / Qualifications / Statements of Attainment.** Student results relating to the training products that have been issued (Qualifications and Statements of Attainment) are to be retained for a minimum of thirty (30) years. This is essentially the AVETMISS compliant data contained within the organisations student management software aXcelerate.
- **Completed assessment resources.** Completed assessment resources (100%) are to be retained for a minimum of 1 year from the date on which the judgement of competence for the student was made.
- **RTO management records.** RTO management records are to be retained for a minimum of five (5) years. This requirement relates to the versions of these records.
- **Administrative records.** Administrative records are to be retained for a minimum of five (5) years. This requirement relates to the versions of these records and completed records.
- **Record Management of Complaint Records.** Retain records relating to complaints handling for a minimum of two (2) years after the student ceases to be an accepted student.

Note. Records may be retained in hard copy or electronically.

Destruction of Records

Metro Institute CEO is the only person who can authorise (in writing) the destruction of records. Records are only to be authorised for destruction after the retention period has lapsed.

Documents identified for destruction are to be shredded before being recycled. The archive register must be updated in the notes section to identify that a particular record has been destroyed.

Record Handling Responsibilities

To ensure records are maintained in a safe and suitable condition, the following responsibilities apply:

- The **Chief Executive Officer** is to ensure that Metro Institute implements suitable arrangement to comply with the requirements of this policy and the requirements of the Standards for Registered Training Organisations. This is to include the acquisition and installation of records and data storage facilities and the application of records retention procedures.
- **Administrative support staff** are to ensure that procedures for the achieving and storage of records are applied including the backing up of electronic data. Administrative support staff are to monitor the sufficiency of records storage and handling procedures and propose opportunities for improvement in accordance with the continuous improvement policy as required. Administrative support staff are also to liaise with Trainers and Assessors to ensure that approaches to records handling are consistent throughout Metro Institute operation.
- **Trainers / Assessors** are to ensure that student records are appropriately gathered during and at the completion of a training program and are suitably bundled and packaged in accordance with records archiving procedures, including:
 - Liaising with administrative support staff to ensure that their practices are aiding the efficient retention of student records.
 - Ensure student records are fully completed with sufficient information recorded by Assessors to allow an independent review of the assessment decision by a third party.
 - Record, in detail, the interpretation of assessment evidence with suitably detailed comments to support their assessment decision.
 - Monitor the sufficiency of records storage and handling procedures and propose opportunities for improvement in accordance with the continuous improvement policy as required.
 - Use authorised Metro Institute records only to record student progress and the outcomes of assessment activities

Archiving and Completion Procedure

The following procedure is to be followed by all staff when archiving student records and completing an enrolment:

Trainers

- Retain all records which record information about the evidence collected during assessment. Note that students may retain a copy of any work they have produced and submitted as evidence toward the assessment. Work submitted in an electronic version must also be retained and is to be gathered on a suitable electronic storage media such as a CD, disk, or USB for archiving.
- **Important to Note:** Trainers are to ensure that their observations and comments recorded onto completed assessment resources are detailed and complete. It is an ASQA requirement that retained evidence of assessment must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required. If assessment records are received by administration for entry and archiving and they are deficient of detail, administration staff are instructed to return the assessment documentation to Trainers for further detail and completion. Trainers who receive returned assessment documentation and who have issues with this arrangement are to refer their issue directly to the Chief Executive Officer.
- At the completion of each training module, all student records are to be sorted and placed into a Metro Institute archiving envelope. The archiving envelope will have printed on the front Metro Institute Student Archive Record. The Trainer / Assessor is to complete this form with as much detail as possible.
- The archiving envelop is **not** to be sealed and should either be handed personally to Metro Institute administrative support staff or mailed via registered express post to Metro Institute office.

Administration

On receipt of the archiving envelope, the administrative staff are to:

- Conduct an audit of the student record to ensure that all evidence and assessment records (including electronic files) correspond with the units of competency being issued to the student.
- As records are received into Metro Institute office, they are to be scanned and appended to the relevant electronic file. This includes all submitted student work and evidence of assessment.
- **Important to Note:** Administrative staff are to ensure that retained evidence of assessment must have enough detail to demonstrate the assessor's judgement of the student's performance against the standard required. If an assessment record is received by administration for entry and archiving and is deficient of detail, administration staff are to return the assessment documentation to Trainers for further detail and

completion. Trainers who contact administration and who have issues with this arrangement are to be referred directly to the Chief Executive Officer.

- Enter assessment outcomes into the student’s training plan within aXcelerate ensuring that the correct Outcome Identifier - National is selected and the date assessed corresponds with the date the student was assessed by the assessor. **Note.** The date field linked with the Outcome Identifier - National within the student training plan (within aXcelerate) will automatically default to the date the outcome identifier is selected. This means that administrative staff must ensure they select the correct date before exiting the student’s training plan. It is an important requirement to ensure that the date entered into aXcelerate that the outcome was achieved corresponds with the date recorded by the assessor that the assessment decision was made.
- When the student has completed all required units of competency, administrative staff will update the student’s enrolment record within aXcelerate to record the completion of the student’s training and enrolment. This then presents the opportunity to create the appropriate Qualification or Statement of Attainment and present this for authorisation by the Chief Executive Officer. Certificates are published direct from aXcelerate and include a unique certificate number and the student’s aXcelerate number (not the student’s USI). In addition to these items that uniquely identify the certificate it is also personally signed by the Chief Executive Officer and is embossed with the Metro Institute embossed seal. The embossed seal places a physical attribute to the certificate and together with the signature of the Chief Executive Officer make the certificate uniquely identifiable as an authentic document issued by the Metro Institute RTO.
- Once the certificate is authorised, the administrative staff will then make a note in the student’s enrolment register (Student notes) that the certificate was dispatched and together with a letter of completion, the certificate is mailed to the student (registered post) or alternatively handed to the student directly if this opportunity is available. **Note.** Please refer to the Issuing Certificates and Outcomes Policy for a detailed outlined of the procedure to produce, authorise and issue AQF certificates.
- Create a new entry in the aXcelerate Archive Register and insert a hyperlink to the student’s electronic file.

Student Records Integrity

During the handling of records relating to a student’s enrolment and training and assessment outcomes, there is potential within a busy office that records may be misplaced, not entered correctly or mishandled. To minimise the potential for inaccurate record keeping, this policy includes specific guidelines for both administrative and training staff on the handling of records during the critical end stages of training. These include procedures and processed guidelines on the validation and entering of student results into the Metro Institute student

management system. These procedures must be strictly applied by all staff handling student records.

Combined with this, Metro Institute will also undertake periodic integrity audits of student records to ensure the information entered into the student information management system (aXcelerate) is accurate. To achieve this, the Administration Manager will undertake periodic desk audits of student records. The Administration Manager will aim to undertake a desk audit of at least 10% of student records each quarter. The desk audit will be conducted by making a direct comparison with the student's record (enrolment record and assessment result) with the data entered into the student's enrolment profile within aXcelerate. Specifically, the desk audit will seek to identify inaccuracies in student's enrolment information and the details relating to the achievement of units of competency. The desk audit will be quality controlled and recorded using Student Records Integrity Checklist. Completed checklist will be electronically scanned and appended to the relevant student file. Identify inaccuracies will be corrected and form the basis of opportunities for improvement to improve data integrity.

Email records and correspondence

In many cases, information relating to Metro Institute operation will be transmitted using electronic communication. It is important that this information is also retained and archived.

Any email record or correspondence which relates to training and assessment services provided by Metro Institute is to be copied or forwarded to a designated archive email address. This email database is to be backed up at least once weekly and a copy kept off-site in a secure location.

Unique Student Identifier

The *Student Identifiers Act 2014* was approved and came into effect from the 1st January 2015. Any USI provided to Metro Institute by a student must be **verified** with the USI Registrar. This may be achieved by inserting the USI into the Student details within aXcelerate and changing the USI status to "Verify". aXcelerate will verify any records with the USI Registrar with this status every 30 seconds. Once verified the status will have changed to "Valid". If the status does not change to valid then one of the following student details is incorrect:

- First name
- Last name
- Date of Birth
- The Unique Student Identifier

These are the only data elements used to verify a USI so if it does not verify then one of these elements is incorrect. A common error is the abbreviation of the student's name. The student may have registered their USI with the first name of "Benjamin" but has completed the enrolment application form with the first name of "Ben". The first name provided by the student must align with the name they provided when they registered their USI.

- Student Identifier details and all related documentation under the control of Metro Institute **must be kept secure**. This includes the information stored within aXcelerate. User profiles and password protections to aXcelerate are to be used in order to prevent any unauthorised access to USI information. Where Metro Institute assisted the student to create their USI, additional details such as the students Driver's Licence information will have been collected and stored within the aXcelerate - Document Verification System (DVS). Once the student's USI has been successfully created, these details within the DVS are automatically removed (deleted) from the database. This is a requirement of the USI legislation and is aimed at protecting the student's privacy.

Further information on the Unique Student Identifier can be accessed via the following website:

<http://usi.gov.au/Training-Organisations/Pages/training-organisations.aspx>

Treatment of records on ceasing operation

Metro Institute acknowledges that it has a responsibility to retain accurate copies of records to enable these to be transferred to ASQA should Metro Institute ceased to operate. It is a requirement that RTOs who ceased to operate,³ must within 30 days of registration ending, forward to ASQA an electronic copy of the records for each student who were enrolled in a course during the period of registration.

This requirement does not include hard copy student files and relates specifically to electronic data providing evidence of activities the student has performed⁴. For the purposes of this policy, Metro Institute will interpret "activities" to mean records providing information on the outcomes achieved by students. This will include records of qualifications and units of competency which have been issued by Metro Institute during the entirety of its registration period. Metro Institute will retain these records electronically and will provide this information electronically in Microsoft Excel format. The following information must be included:

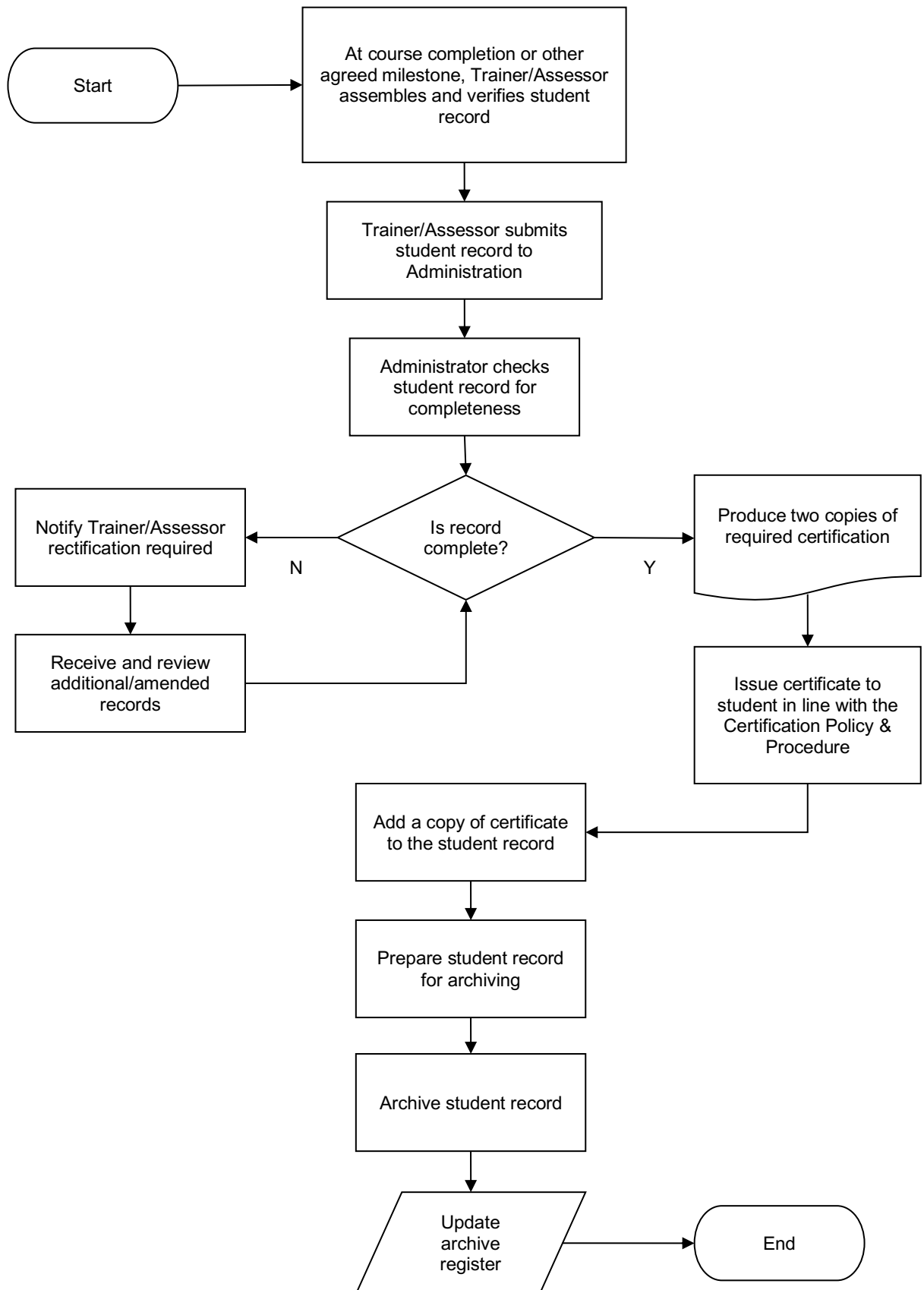
³ This includes voluntarily withdraws its registration, whose registration either lapses or is not renewed, or is cancelled by ASQA.

⁴ Standards for Registered Training Organisations

- Students full name
- Residential post code
- Date of birth
- Student ID number (if issued)
- Enrolment/commencement date(s)
- Code and title of qualifications
- Codes and title of units of competencies
- Results for each unit of competencies
- Date the certificate or statements of attainment were issued
- Unique Student Identifier (2015 onwards students only)

These reports are to be generated by year and supplied to ASQA in a suitable file structure and format to enable it to be navigated and used. The files must be in a nationally AVETMISS compliant format produced using our aXcelerate student management system.

Records Archiving and Completion Process



Student Transfers – Standard 7

The purpose of this procedure is to address Standard 7 of the National Code 2018

Metro Institute **will not enrol** international students transferring from their principal course (i.e.. the main course of study or the highest qualification indicated on the student's current visa) with another registered provider before they have completed 6 months of their principal course with that registered provider. This requirement must be applied unless:

- the original registered provider or course in which the student is enrolled has ceased to be registered
- the student has a valid letter of release from the original registered provider agreeing to the transfer and has recorded the date of effect and reason for release in PRISMS
- the original registered provider has had a sanction imposed on its registration
- 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

Metro Institute **will release a current student** from their principal course before they have completed 6 months of that course where it can be demonstrated that the student:

- will be reported because they are unable to achieve satisfactory course progress at the level they are studying, after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
- there is evidence of compassionate or compelling circumstances
- Metro Institute fails to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider 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 overseas student

Metro Institute **will not release a current student** from their principal course before they have completed 6 months of that course where it can be demonstrated that the student:

- has not made satisfactory academic progress and is seeking a transfer to avoid being reported to DHA before engaging with Metro Institute in an intervention strategy aimed at improving the students' academic progress
- has not attended the course as required and is seeking a transfer to avoid being reported to the DHA before engaging with Metro Institute in an intervention strategy aimed at improving the students' course attendance
- has not paid all tuition fees

Procedure for assessing applications for transfer to Metro Institute

- Metro Institute receives an application from a student who is on-shore and who has indicated that they are currently studying at another institution.
- The student is required to provide evidence of their release from their current institution either by a letter of release or an email notification and if the student has no outstanding fees to be paid or other remaining matters of concern, the application proceeds as for all offshore applicants.
- Where a satisfactory letter of release/ email notification from their current institution is not provided, the application process is halted and the student informed that they are unable to be transferred at this time. They are welcome to re-submit their application when the 6-month period has passed.
- **Note:** In the very rare circumstances where Metro Institute has ceased to be registered, or sanctions have been placed on Metro Institute by the Australian government, which do not allow the student to continue with the course, no formal release is required.
- Applications for transfer to Metro Institute are to be assessed and replied to within ten (10) working days.

Procedure for assessing applications for transfer from Metro Institute

- A student who wishes to transfer to another provider before they have completed six months in their principal course at SMIC must submit a written request to the CEO. A valid letter of offer of enrolment from the new registered provider must be provided with the request
- The Chief Executive Officer uses PRISMS to ascertain if the student has completed 6 months of their principal course and when they arrived in Australia.
- With these documents sighted, Metro Institute will assess the transfer request using the following questions:

- Has the student completed a minimum time of six months in their principal course?
 - Does the student have any outstanding fees payable to Metro Institute?
 - Is the student fully aware of the study issues involved in the transfer?
 - Is the student trying to avoid being reported to DHA for lack of course progress and has not undertaken any intervention strategy?
- Where the answers to these questions are satisfactory, the student will be advised by email that the request to transfer will be granted at no charge to the student. The student will also be advised of the need to contact DHA and to check if they need obtain a new visa
- The Chief Executive Officer reports the student's termination of studies through PRISMS.
- Applications for transfer from Metro Institute are to be assessed and replied to within ten (10) working days.

Once a transfer request decision has been made

- The Chief Executive Officer will decide whether to refuse or grant the letter of release and inform the student accordingly. If the Chief Executive Officer decides to refuse a letter of release the student will be advised in writing providing the reasons for refusal and indicating that the student may access the student complaints and appeals process if they want a review of the decision within twenty (20) working days.
- Metro Institute must not finalise the student's refusal status in PRISMS until the appeal finds in favour of Metro Institute, or the overseas student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas student withdraws from the process.
- The Chief Executive Officer will make any final decision regarding the issuance or refusal of a letter of release for any student.
- All requests, considerations, decisions and copies of letters of release are placed on student's file and are to be retained and stored securely by Metro Institute for a period of no less than two years from the date the student's enrolment with Metro Institute is terminated.
- The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by Metro Institute refund policy as outlined in the written agreement.

- Metro Institute must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs (DHA) website at: [Click](#)

Deferral, Suspension and Cancellation – Standard 9

Student enrolment can be deferred, suspended or cancelled in limited circumstances by Metro Institute or by the student. When deferral, suspension or cancellation of enrolment is initiated by Metro Institute, the student has the right to appeal the decision.

International students need to note that any deferral, suspension or cancellation may affect their study visa in Australia.

Metro Institute initiated suspension

Metro Institute may suspend a student's enrolment in the following circumstances:

- Student behavioural misconduct as defined in the Behaviour Misconduct Policy;
- As part of the intervention strategy for unsatisfactory progress as defined in the Monitoring Course Progress Policy;
- The student's failure to pay required fees to undertake or continue the course;
- In compassionate and /or compelling circumstances as determined by the Chief Executive Officer.

The length of time a student may have their enrolment suspended is at the discretion of the Chief Executive Officer of Metro Institute. A student's enrolment may not be suspended more than one (1) Term without the circumstances being re-assessed. The student will be notified in advance of the reasons and the timeframe of the suspension. A student may appeal a suspension decision through Metro Institute's internal appeals process. Any appeal will be dealt with as a matter of urgency to minimise any disadvantage to the student. A student's enrolment will be maintained throughout the process.

If, as part of this process, a student's enrolment is cancelled, the student will be notified in writing of the reasons for the cancellation and given twenty (20) working days to access Metro Institute's internal complaints and appeals process.

Any change in enrolment status will not be reported to the Department of Education until the internal appeals process has been completed unless extenuating circumstances relating to the student apply. Once the deferral, suspension or cancellation is processed Metro Institute will notify the Department of Education via PRISMS.

Student initiated suspension

Once the course has commenced students may only request a suspension of their

participation in compelling or compassionate circumstances. Students must submit documents supporting their claim for suspension of their course e.g. medical certificates. The granting of the suspension is at the discretion of the Chief Executive Officer of Metro Institute.

The length of time of the suspension is also at the discretion of Metro Institute and shall be negotiated between the student and the Chief Executive Officer of Metro Institute.

Suspensions do not entitle a student to a refund.

Deferral

A student may defer the commencement of their course in the following circumstances:

- Compassionate or compelling circumstances agreed with Metro Institute
- A delay in obtaining a visa.

Students must request a deferral in writing to the Chief Executive Officer. The length of time should not exceed 2 Terms. A new eCoE will be issued once a new commencement is processed.

A deferment does not entitle a student to any refunds of fees and costs already paid.

Results of Deferral or Suspension

Students will be informed in writing of the outcome of their request for deferral or suspension.

If a student is dissatisfied with the outcome of a request, they can access the complaints and appeals process of Metro Institute.

All documentation relating to this process will be kept on the student's file. All discussions will be recorded in the student's file.

Students are advised to retain their original documents for their own records and to submit certified copies with any applications for deferment or suspension.

Cancellation

Any student who wishes to cancel their enrolment with Metro Institute must apply in writing to the Chief Executive Officer.

The student will meet with the Chief Executive Officer to explain their reasons for seeking a cancellation of current enrolment.

Cancellations may involve a refund. This is discussed with the Chief Executive Officer on a case-by-case basis.

Once a student's enrolment is cancelled, deferred or temporarily suspended Metro Institute will advise the student to seek advice from immigration on any potential impact on their visa and notify the Department of Education via PRISMS as is required under section 19 of the ESOS Act.

Monitoring Course Progress – Standard 8

Metro Institute has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

- Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each compulsory study period.
- Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Assessing satisfactory course progress

Metro Institute will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 10 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

- Satisfactory course progress is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to be achieve satisfactory course progress.
- Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two units of competency in the study period.

Scenario: There are 5 units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in 2 units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least 3 units of competency. Therefore, the student with only two units is assessed to have unsatisfactory course progress.

The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, Metro Institute will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- is not attending class regularly and/or not participating actively in class
- is not completing formative assessment tasks
- is not completing their self-study
- Is experiencing some personal issues or difficulties

Where these situations arise the trainer advises the Academic Manager of their concerns. The Academic Manager will contact the student and individually tailor an academic skills program and/or a program to support a student with personal difficulties to improve their academic performance and/or attendance.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Academic Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested to attend Metro Institute to meet with the Academic Manager to discuss their course progress.
- The Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- The Academic Manager is to consider the need to make a referral for the student to any support service such as Counsellor. These referrals should form part of the documented intervention strategy.
- The Academic Manager may consider the following types of interventions in order to support the student’s course progress:
 - English language support for technical assignments and comprehension;
 - Assistance with academic skills such as writing essays and report writing;
 - Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
 - Attending a study group;
 - Attending a ‘make up’ session
 - Additional practical workshops to hone practical skills;

- Referral to external support agencies;
- Review of course selection and possible transfer if appropriate;
- The opportunity to repeat the unit in the next term;
- Trainer reporting on assessment outcomes and attendance; and
- Regular scheduled meetings with the student to monitor their progress.

Note. The Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- The Academic Manager with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.
- Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- The Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- The Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).
- If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and DOHA for unsatisfactory progress and advise the student they have 20 working days to access Metro Institute appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DOHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
 - Metro Institute's failure to record or calculate a student's marks accurately,
 - compassionate or compelling circumstances, or
 - Metro Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy.

- Where the student's appeal is successful, due to Metro Institute not implementing its intervention strategy and other policies according to its documented policies and procedures, Metro Institute does not report the student, and there is no requirement for intervention.
- Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, Metro Institute does not report the student, and there is no requirement for intervention.

- Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Metro Institute's intervention strategy, and does not report the student.
- Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Metro Institute must report the student to the Department of Education and DOHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Metro Institute will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO.

Extending course duration

Metro Institute can only extend the overseas student's enrolment if:

- it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- it has approved deferral or suspension of the overseas student's enrolment has occurred.
- If Metro Institute extends the duration of an overseas student's enrolment, Metro Institute must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs website

When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.

The Department of Education and Training propose these to include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Metro Institute will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits.

Once a course extension decision has been made

- The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision.
- If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process if they want a review of the decision within 20 working days.
- Metro Institute must not finalise the student's course extension status in PRISMS until the appeal finds in favour of Metro Institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by Metro Institute for a period

of no less than two years from the date the student's enrolment with Metro Institute is terminated.

- Metro Institute must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs' website

Monitoring Attendance Policy

Please note: Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.

Metro Institute has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

If required Metro Institute can use the following policy to monitor attendance.

Method of monitoring and recording attendance

Metro Institute monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at Metro Institute is twenty (20) hours.

The trainer of each class will record the attendance of each student on the Attendance register within fifteen (15) minutes of class commencing. Students will sign in and the trainer will counter sign the attendance register.

Trainers will enter the attendance data into the student management system 30 minutes after class commencement. This will allow the Administration Manager to contact absent students within the next ninety (90) minutes to confirm their welfare and if they are simply running late.

Identifying students at risk of unsatisfactory attendance

At the end of each fortnight, attendance reports will be run through the student management system by the Administration Manager to identify any student who fails to attend for five consecutive days without approval or who has been marked absent for 15% or more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements. The 15% monitoring threshold is intended to identify the student and establish corrective arrangements before mandatory report obligations are required.

As an example, over a two-week period of scheduled contact hours (40 hours), 15% is equal to six (6) hours. This is calculated by simply calculating as the percentage of the course scheduled contact hours the student's hours attended. In the example above, if the student was absent six (6) or more hours over the two weeks, this will trigger the counselling process. The student will be contacted in writing via a formal letter (*Unsatisfactory Attendance Warning*) asking the student to contact the Academic Manager and to attend a counselling session aimed at improving the student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

During the counselling session, the Academic Manager is to:

- Enquire about the cause of the low attendance
- Enquire about the student's general welfare arrangements
- Enquire about the student's current work commitments, if any
- Establish strategies to improve the student's attendance. These may include:
 - Addressing individual student needs that emerge during counselling
 - Seeking the student to engage in employment on alternate days, if applicable
 - Establishing a "buddy" arrangement for the student
 - Establishing carpooling or shared travel arrangements
 - Implementing an alarm clock at the student's home
 - Providing the student with counselling about establishing good sleep / Work / Rest pattern
- Enrolling the student in a study support skills program

Strategies to improve the student's attendance are to be recorded within the Student Intervention Strategy Agreement. This is to be signed by the student and the Academic Manager and retained on the students file.

Identifying unsatisfactory attendance

Students are identified as having unsatisfactory attendance where the student's attendance falls below 80% attendance of the scheduled course contact hours.

A student who has missed more than 20% of the scheduled course contact hours will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they

have missed more than 20% of the scheduled course contact hours and notifying them of Metro Institute's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have twenty (20) working days in which to access Metro Institute's appeals process should they wish to appeal any decision to be made.

A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.

Metro Institute may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.

Reporting unsatisfactory attendance

There are a number of steps to follow in the process of making an unsatisfactory attendance report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory attendance as outlined above.
- Metro Institute must notify the student in writing of the intention to report the student to the Department of Education and DHA for Unsatisfactory Attendance and advise the student they have twenty (20) working days to access Metro Institute appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of Intention to Report for Unsatisfactory Attendance) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
 - Metro Institute's failure to record or calculate a student's attendance accurately,
 - compassionate or compelling circumstances.

Appeals will be handled in accordance with the Appeals Policy.

- Where the student's appeal is successful, due to an error in the attendance calculation, and the student actually made satisfactory course attendance, Metro Institute does not report the student.
- Where the student's appeals process shows that the student has not made satisfactory course attendance, but there are compassionate or compelling reasons for the lack of

attendance, ongoing support must be provided to the student through Metro Institute's intervention strategy, and does not report the student.

- Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Metro Institute must report the student to the Department of Education and DHA for unsatisfactory attendance. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory course attendance, Metro Institute will report the student to the Department of Education via PRISMS within five (5) days of the twenty (20) day period for appeals being lodged or lapsing. The Administration Manager is responsible for all transactions on PRISMS as directed by the CEO. Reporting in PRISMS must be completed as soon as practicable.

Record keeping

The following records must be retained for at least two years from the date the student's enrolment ends:

- Attendance records retained in student management systems
- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant attendance records

Student Holidays

Students are expected to take breaks only during the designated term breaks. These dates are provided on the student timetable, website and student handbook. Any other breaks are to be negotiated with the Academic Manager.

Completion within Expected Duration

Metro Institute monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At Metro Institute a Term is ten (10) weeks. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the Metro Institute approved criteria as listed below.

Where a student at Metro Institute will not complete the course within expected duration as specified on the CoE, Metro Institute will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Metro Institute being unable to offer a pre-requisite unit
- The implementation of the Metro Institute support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the student's file and in the student management system. If this change to a student's work load means that the student's period of study must be extended, Metro Institute will report the change via PRISMS and issue a new CoE.

Critical Incidents

Metro Institute is committed to maintaining a safe and supportive environment for staff and students. This policy underpins our approach to respond to critical incidents that may occur and impact on the people both studying and working at Metro Institute. We are particularly mindful of our responsibility to support our students from overseas that do not have access to a normal support network

Metro Institute will advise students and staff on the actions they can take to enhance their personal security and safety Metro Institute will provide information on safety and awareness relevant to life in Australia and how to seek assistance for, or to report an incident that may impact their wellbeing.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);
- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at Metro Institute; and
- Information which has the potential to negatively affect the reputation of Metro Institute in the media and/or wider community.

Staff Responsibility

In the first instance the designated officer is any member of the staff who is witness to /or receives the information which triggers the critical incident.

If possible the Chief Executive Officer is to be immediately called to the situation to assume control. In all cases the procedure below is to be followed:

Critical Incident Procedure

1. The Designated Officer (see definitions) is to assess the situation and consider any apparent risks to their own safety and those present.
2. Where the Designated Officer considers a critical incident involving threat to life or/ and triggering an emergency situation is occurring the Designated Officer is to contact Emergency Services by dialling 000 immediately and being put through to the appropriate service. See Accompanying contact numbers.
3. Provided there is no threat to personal safety in doing so, the Designated Officer is to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
4. The Chief Executive Officer or most senior staff member available is to assume responsibility for assessing the incident and forming a Critical Incident Team if deemed necessary.
5. As soon as practical the Chief Executive Officer or the most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, or in distress and in need of counselling or at risk. Where persons affected include current students, a copy of the Student Written Agreement should accompany the report.
6. The Chief Executive Officer and Critical Incident Team/ other staff members, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
7. Where a staff member has assumed management of the critical incident, this person will consult with and/or take instruction from the Chief Executive Officer as necessary.
8. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
9. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.

10. The Critical Incident Team will produce a final report and make recommendations about handling any future critical incidents. Revision of this procedure may be part of that report.

Tasks and Responsibilities

The Chief Executive Officer or most senior staff member available will:

1. Head the Critical Incident Team;
2. Liaise with emergency services;
3. Liaise with Diplomatic Post/Embassy/Consulate;
4. Provide notification of critical incident to most Senior Staff Member;
5. Liaise with immediate family members or guardians if appropriate;
6. Convene Critical Incident Team;
7. Formulate and execute critical incident plan;
8. Organise debriefing, counselling and follow-up; and
9. Oversee the retention and secure storage of all records relating to critical incident handling.

Informing the Police

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner;
- Notifying Next of Kin;
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year); and
- Conducting investigations (interviewing witnesses or others involved).

Notifying Next of Kin

Once death/injury has been confirmed, the initial contact with next of kin / significant others needs to be considered carefully. The following questions may be helpful:

- What is the appropriate manner of contact?

- What were the circumstances of the tragedy?

Ongoing support

Maintain contact with those who may need ongoing support, often at times and in locations outside of the normal class routine. The following should be considered:

- Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family and friends are a priority. The Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally used.
- Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.
- Where appropriate, staff and students may need to be directed to seek professional counselling. Counselling of staff and students will be a priority for incidents where trauma may be experienced. Special Leave will be considered where necessary.
- There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act 1988 to inform them of the incident.
- There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress.

It is important to return to normality as soon as possible. The Chief Executive Officer should meet with staff at the end of the working day to debrief staff and assist in the recovery process.

Dissemination of this Policy

A copy of this policy will be available on the Metro Institute website. An emergency evacuation drill will be conducted by staff and include all new students at the commencement of each semester. This policy and procedure will be reviewed as part of the continuous improvement actions of Metro Institute.

Record retention requirements relating to critical Incidents

Metro Institute must maintain a written record of any critical incident and remedial action taken for at least two (2) years after the overseas student ceases to be an accepted student. The CEO is responsible to oversee the retention and secure storage of all records relating to critical incident handling.

EMERGENCY CONTACTS

Emergency and Support Services

Metro Institute emergency Contact details are included in the Student Handbook

Service	Phone Number
Police	000
Fire Brigade	000
Ambulance Service	000
State Emergency Service	132 500

Behaviour Misconduct Policy

Metro Institute seeks to provide an environment that is free from unacceptable behaviour and promotes a positive learning environment for all students.

This policy seeks to encourage acceptable behaviour and to inform all staff and students about Metro Institute standards of behaviour.

What is behaviour misconduct?

Behaviour misconduct is defined as actions that breach Metro Institute policies. This includes but is not limited to:

- Breaches of Commonwealth or State law which impact on institute operations;
- Behaviour that impairs the reasonable freedom of other persons (students) to pursue their studies and participate in the activities of Metro Institute;
- Refusing or failing to identify themselves truthfully;
- Any act or failure to act that endangers the safety or health of any other person;
- Actions that impair any person's participation in a legitimate institute activity or, by act or omission disrupts the peace or good order of Metro Institute;
- Acting in a way that causes students or staff or other persons within Metro Institute to fear for their personal safety;

- Acting in a way that causes damage to institute property;
- Wilfully obstructing or disrupting any official institute meeting, ceremony, activity, class or examination/assessment;
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief;
- Wilfully damaging or wrongfully dealing with any institute property, or the property within Metro Institute of any person, including theft;
- Being under the influence of prohibited drugs and/or substances including alcohol;
- Trespassing or knowingly entering any place within the premises of Metro Institute that is out of bounds to students;
- Making a false representation as to a matter affecting student status;
- Possession of dangerous articles or banned substances;
- Abusive Behaviour

A student must at all times maintain a high standard of behaviour while engaged in Metro Institute activities either within the premises or at another location.

Staff responsibilities

It is the Metro Institute staff's responsibility to:

- Inform all students of expectations related to behaviour;
- Explain to students what constitutes behaviour misconduct;
- Model exemplary behaviour as a benchmark for students and other staff;
- Supervise student behaviour and the behaviour of other staff;
- Promote a positive environment that supports a student's individual personality whilst setting clear boundaries relating to acceptable behaviour;
- Respond immediately to observed behaviour misconduct to maintain a safe environment for staff and students and to protect the rights of individuals or groups;
- If the observed behaviour misconduct is serious in nature, the staff member may suspend the student's continued participation in Metro Institute activities (training sessions, assessment, study sessions, workshop sessions, field activities, etc);

- Report (in writing) behaviour misconduct when it is observed and actions taken in the immediate response using the Student Behaviour Misconduct Report.

If the staff member reporting the incident considers that the student may be violent or is likely to cause harm to other students and /or staff, or damage property at the institute, the Chief Executive Officer should be contacted immediately to assess the risk. If necessary the Police are to be contacted and requested to respond to control the situation.

Student responsibilities

Students are responsible to:

- Be informed of and comply with Commonwealth or State law;
- Behave in a way that supports the freedom of other persons (students) to pursue their studies and participate in the activities of Metro Institute;
- Identify themselves truthfully;
- Behave in a way that supports the safety and health of any other person;
- Maintain the peace and good order of Metro Institute;
- Treat Metro Institute property with respect and prevent damage or destruction of property;
- Behave in a way that supports the conduct of official Metro Institute meeting, ceremony, activity, class or examination/assessment
- Treat others with respect and not discriminate based on gender, race, age, sexual preference or religious belief;
- Be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at Metro Institute;
- Not trespass or knowingly entering any place within the premises of Metro Institute that is out of bounds to students;
- Give truthful information relating to student status;
- Communicate in a way that demonstrates respect for others and is free from verbal abuse

Dealing with behaviour misconduct

The Chief Executive Officer may, in respect of any behaviour misconduct by a student:

- Immediately suspend the student from Metro Institute for a period not exceeding fourteen (14) days as may be determined.
- Advise the student in writing of the alleged incident of misconduct and that they have twenty (20) working days to make oral or written representations regarding the alleged incident of misconduct.
- Where State or Commonwealth laws appear to have been breached, the matter will be referred to the police or other appropriate authority.
- Impose one or more of the following behavioural management strategies:
 - Reprimand and warn (formal warning in writing) the student against repetition of the misconduct;
 - Suspend the student from using all or some of Metro Institute’s facilities and/or services for a designated period of time;
 - Instigate a behavioural management contract with the student including agreed monitoring arrangements and consequences based on repetition of the misconduct;
 - Cancel the student’s enrolment (serious misconduct involving violence to others, damage to property or breach of State or Commonwealth law).

Students are to be provided a written statement detailing the decision, including information on their right to appeal the decision.

Students who commit behavioural misconduct after being formally warned are to have their enrolment cancelled and will not be entitled to a refund. This does not limit the requirement to provide the student with a suitable warning in writing (20 days), the opportunity to make oral or written representations regarding the misconduct or their right to appeal a decision. A student’s enrolment must be kept current during the 20 day warning period.

Plagiarism Policy

Metro Institute is committed to ensuring a great learning experience for its students. It aims to provide a learning environment that fosters the qualities of independent learning and academic integrity.

This policy seeks to encourage ethical conduct and to inform staff and students about the Metro Institute standards of academic behaviour. Students have a responsibility to maintain the highest standards of academic integrity in their work. Students must not cheat in assessment and must ensure that they do not plagiarise.

What is plagiarism?

Plagiarism is the act of misrepresenting as one's own original work the ideas, interpretations, words or creative works of another. These include published and unpublished documents, designs, music, sounds, images, photographs, computer codes and ideas gained through working in a group. These ideas, interpretations, words or works may be found in print and/or electronic media

Academic integrity

One of the core functions of Metro Institute is to develop student's ability to apply critical reasoning to assessment activities through independent thought and to make decisions that reflect the student's considerations of the task or workplace requirement.

Metro Institute acknowledges that to develop this ability, the student will study the work of others via issued textbooks, learning material or through their own research. However, it is important that students in their learning acknowledge, through appropriate referencing, earlier work from which they have drawn information.

Referencing

Referencing demonstrates that the student has read the issued material or has undertaken their own research in other sources. Failure to reference appropriately is considered unethical academic behaviour and will result in a student's work not being accepted.

Students should understand that assignment and project work submitted for assessment must consist of original effort. It is insufficient to simply copy work from other sources and submit it, even if those sources are appropriately acknowledged. Work submitted by a student must have an original component.

The following are examples of plagiarism where a student intentionally does not acknowledge or reference an author or source:

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a

sentence;

- Direct copying of paragraphs, sentences, a single sentence or significant parts of a sentence with an end reference but without quotation marks around the copied text;
- Copying ideas, concepts, research results, computer codes, statistical tables, designs, images, sounds or text or any combination of these;
- Paraphrasing, summarising or simply rearranging another person's words, ideas, etc., without reference or explanation;
- Offering an idea or interpretation that is not one's own without identifying whose idea or interpretation it is;
- A 'cut and paste' of statements from multiple sources;
- Presenting as independent, work done in collaboration with others;
- Copying or adapting another student's original work into a submitted assessment item;
- Copying or adapting a student's own work submitted in a previous essay or assessment;
- Alternatively, there will be instances when a student unintentionally fails to cite sources or to do so adequately.

Careless or inadequate referencing or failure to reference will be considered poor practice. Where careless referencing is identified, the student will be required to correct the error and resubmit an assignment.

How to reference

At Metro Institute, students are to be encouraged to apply the Harvard Referencing System in-text citation. This approach requires three pieces of information about a source within the text of the students work. This information is:

- the name of the author or authors
- the year of publication
- the page number

Examples

Citations may be placed at the end of a sentence (before the concluding punctuation) in brackets, eg:

- To succeed, the team will rely on both task process and group process (Dwyer, Hopwood 2010, p. 239)

A reference may be placed in the text to integrate the author's surname into the sentence, followed by the year of publication and page number, in brackets, eg:

- Dwyer and Hopwood (2010, p. 239) identify that to succeed, the team will rely on both task process and group process.

Reference List

At the end of the students work, a List of References must be included. This should include all the books, journal articles and other sources of information you have used to research your assignment. The reference list should be laid out alphabetically and the title of the source should be italicised. Each reference must include:

- the name of the author or authors
- the year of publication
- the title of the publication
- the edition of publication
- the publisher
- place of publication

Example

- Dwyer, J and Hopwood, N, 2010, *Management Strategies and Skills*, Sydney, McGraw Hill Australia

Common Knowledge

In every field, there is a body of knowledge and material that has become part of the public domain and which can be drawn on without specific acknowledgment. Common knowledge includes facts that are generally known, such as common facts of history, common sense information, accepted folklore and aphorisms that have been adopted as part of common English language.

As examples, it would not be necessary to reference the following:

- That John Howard was the Prime Minister of Australia (common fact of history)
- That humans need food and water for survival (common sense observation)

- That the “Bunyip” is a man-eating Australian animals that live in water-holes, swamps and creeks (accepted folklore)

Cheating

Cheating is defined as “a form of deceit with a view to gaining an advantage for the cheat.” At Metro Institute, cheating is usually related to taking unauthorised material into assessments. Metro Institute trainers have a responsibility to explain clearly the expectations related to any assessment, what constitutes cheating, and to promote a climate of honesty in students.

Staff responsibilities

Metro Institute staff are responsible for:

- Informing all students of expectations related to assessment;
- Informing all students of referencing techniques and providing clear examples of what is acceptable;
- Explaining to students what constitutes plagiarism;
- Setting realistic assessment activities and varying assignments and questions;
- Assisting students to understand and apply correct referencing techniques;
- Setting appropriate conditions for group activities and make clear the distinction between group work and individual work; and
- Cultivating a climate of mutual respect for original work.

Student responsibilities

Students are responsible for:

- Submitting only work that is their own or that properly acknowledges the ideas, interpretations, words or creative works of others;
- Avoiding lending original work to others for any reason;
- Being clear about assessment conditions and seeking clarification if in doubt;
- Being clear about what is appropriate referencing and the consequences of inappropriate referencing;
- Discouraging others from plagiarising by observing the practices above.

Dealing with plagiarism

In the case of suspected plagiarism the staff member will report the incident to the Chief Executive Officer. The Chief Executive Officer, in consultation with the staff member will determine if the plagiarism has resulted from poor academic practice or was intentional. This preliminary step may involve an informal interview with the student.

The Chief Executive Officer and staff member will:

- consider the extent of the plagiarism (noting that the more extensive the plagiarism, the more likely it was intentional);
- review the course profile and other information provided to students by the Academic Manager to determine if adequate information had been given;
- identify if the student has been previously warned of plagiarism;
- determine whether the student is new to adult vocational education and training (it would be expected that continuing students would be more likely to understand plagiarism and its consequences);

If the above factors have been considered and it has been determined that the plagiarism has arisen from poor academic practice, the student is to be requested to revise the work and resubmit it for the assessment.

If, after consideration of the above factors it is determined that the plagiarism was intentional, the student's work is not to be accepted and the student is to be issued with an alternative assessment assignment to complete. The student is to be given a formal warning (in writing) by the Chief Executive Officer explaining the seriousness of the incident and the consequences if the student is found to plagiarise again.

Students who commit plagiarism after being formally warned are to be withdrawn from the programme they are enrolled and issued with a refund of their tuition fees less all expenses incurred by Metro Institute up to the point of their withdrawal.