



# **International Student Handbook**

Version 1.3 - Feb 2019

**Metro Institute**

**Address:** Level 4, 770-772 George Street Haymarket NSW 2000

**Phone:** 02 9281 0600

**Email:** sydney@metroinstitute.edu.au

**International Student 24 Hour Emergency Contact Jason ZHAO  
(+61 430 548 862)**

**Emergency Telephone Numbers Police, Fire, Ambulance  
– 000**



## Table of Contents

<b>Introduction</b> .....	5
Vision.....	5
Mission .....	5
Objectives.....	6
Values.....	6
Institute Ethos.....	7
<b>Organisational Arrangements</b> .....	7
<b>Student Relations</b> .....	7
Student Service Charter.....	7
Introduction to Australian Vocational Education and Training .....	8
What is VET?.....	8
National recognition .....	8
What is competency based training? .....	8
Training packages .....	8
Delivery of training .....	8
Results and certificates.....	9
Australia Country Education Profile.....	9
<b>Registration and Orientation</b> .....	9
Education Services for Overseas Students Framework .....	10
Tuition Fee Protection.....	10
PRISMS.....	11
Student rights.....	11
<b>Student Support Services &amp; Resources</b> .....	12
Library.....	14
The Unique Student Identifier .....	14
Conditions of your visa.....	15
Fair Work Ombudsman.....	16
<b>Course Delivery and Assessment</b> .....	16
<b>Policy Guidelines</b> .....	20
Deferring or Suspending a Course.....	20
Transferring to Another Provider .....	21
Extension of Student Study.....	22
Reduction of Student Study Time.....	22
Termination.....	23
Disclosure of Information .....	23
Complaints and Appeals .....	23
Critical Incidents Policy and Procedure.....	25
Emergency Evacuation Procedure.....	27
Legislative and Regulatory Responsibilities .....	28

Statutory Cooling Off Period .....	28
Work Health and Safety (WHS) Act 2011 .....	28
Privacy Act 1988 .....	29
Anti-Discrimination Act 1991 .....	29
Disability Discrimination Act 1992 .....	29
Sex Discrimination Act 1984 .....	29
Copyright Act 1968 .....	30
Industrial Relations Act 1999 .....	30
Fair Work Act 2009 .....	30
<b>General Administrative Matters</b> .....	31
Course Requirements and Payments .....	31
Terms and Conditions .....	31
Refund and Cancellation .....	32
Change of Session .....	34
Change of Address or Contact Details .....	34
Student Request Forms .....	34
Leave Application Procedure .....	34
Special Leave .....	35
Sick leave .....	35
Holidays .....	35
Student Card .....	36
Students Rights and Responsibilities .....	36
Metro Institute Campus Guidelines .....	36
Metro Institute Classroom Guidelines .....	37
Student Feedback .....	37
<b>Health</b> .....	37
Overseas Student Health Cover .....	37
<b>Life in Australia</b> .....	38
Cost of Living .....	39
Schooling for dependants .....	39
Your safety .....	40
Banking .....	41
Transport .....	42
Useful Contacts & Information .....	42
What to do in Sydney .....	43
<b>Metro Institute Services and Facilities</b> .....	44
Reception .....	44
Social Activities .....	44
Student Engagement Area .....	44
Student Counselling .....	45
<b>Map for Metro Institute Delivery Site</b> .....	46

## Introduction

Metro Institute is a Registered Training Organisation (RTO), (ID: 45308), which meets administrative, delivery, staffing, facility, marketing, financial, quality assurance and assessment standards regulated by the Australian Skills Quality Authority (ASQA) which monitors & subjects the Institute to regular external audit to verify adherence to these standards.

Metro Institute is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS Number 03665A). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Metro Institute is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

### This handbook

This information booklet is designed to provide you with information about the services provided by Metro Institute and its approach to providing you a safe, fair and supported environment to participate in training and assessment. This booklet does not provide you with specific information about a particular course offered by Metro Institute. This information is contained in the Course Brochure supplied separately

Metro Institute offers 4 courses to international students:

<b>BSB40215</b> Certificate IV in Business	CRICOS Code: 096814A
<b>BSB50215</b> Diploma of Business	CRICOS Code: 096815M
<b>BSB51918</b> Diploma of Leadership and Management	CRICOS Code: 098921D
<b>BSB61015</b> Advanced Diploma of Leadership and Management	CRICOS Code: 097706G



### Vision

Our desire is to help you achieve the job you dreamed of by providing an outstanding educational experience. Metro Institute gives an opportunity to all people to learn regardless of religion, culture, race or gender. Metro Institute promotes an international curriculum and support for student diversity including teaching for both international students and national students

### Mission

At Metro Institute, we are committed to enabling our students to develop industry best practice skills and knowledge. An important enabling factor for our organisation in this pursuit is the provision of

high-quality training and assessment programs designed to meet the needs of our students and industry.

National compliance requirements dictate that we apply a systematic approach to the delivery of training and assessment services. Each of our training programs is designed to complement a student's existing skills and experience and provide diverse learning opportunities that meet the needs of the individual. At Metro Institute, we are committed to providing opportunities for students to pursue continuing professional development that is industry relevant, of high quality, and leads to nationally recognised qualifications and outcomes.

## Objectives

In recognition of this mission, our objectives are:

**People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.

**Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.

**Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.

**Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.

**Student centred.** We thrive on providing training and assessment that is student centred and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.

**Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Values

Metro Institute provides a platform for education based on shared values and equity towards all.

**Welcoming:** We seek to provide an environment which is welcoming to all students.

**Assessments:** Students are provided opportunities to be re-tested, so they achieve competency. In other words, we do not believe in failure. Students are assessed as “competent” or “not competent.” Each student is a ‘work in progress’ and the word “fail” is not in our vocabulary.

**Relationship:** Effectiveness in employment comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, between students and staff and with

the community around us.

**Relevance:** The Institute seeks to be relevant to our society. It has a contemporary focus and seeks to include a range of cultural expressions.

**Excellence:** The Institute aims for excellence.

**Creativity:** The Institute aims to reflect and nurture the creativity of students.

## Institute Ethos

Metro Institute is committed to delivering quality vocational education and training programs aimed at equipping people to effectively contribute to contemporary business society.

Metro Institute's programs strive for:

- academic excellence by developing intellectual discipline and expertise for attaining and developing knowledge and skills, as well as providing a basis for further education
- vocational competency by providing practical skills and methods that relate to workplace skills

## Organisational Arrangements

The Chief Executive Officer (CEO) of Metro Institute acts as the administrative head of the Institute.

The Academic Manager co-ordinates training to students and supervises the training team. He is responsible for ensuring the quality of the learning experience for students and maintaining compliance with the Standards for Registered Training Organisations, 2015 and the National Code.

The Administration Manager is responsible for financial management and ensuring the smooth functioning of reception, telephone and email enquiries and registrar duties.

The Student Support Officer undertakes administrative duties, including data entry of student results and deals with student enquiries. She also provides welfare assistance to students as required.

## Student Relations

### Student Service Charter

Metro Institute's Student Service Charter commits us to:

- being friendly, helpful and respectful
- identifying ourselves when we speak to students
- listening carefully to what the students say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easily understood by students
- explaining step by step what students need to know and do to enable them to pursue their career pathways
- provide information or referrals to students on other services appropriate to their needs

- make it easier for students to access services
- maintaining appropriate confidentiality
- assistance to fix mistakes, where possible.

## Introduction to Australian Vocational Education and Training

### What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students' undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

### National recognition

The qualifications and Statements of Attainment issued by Metro Institute must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, Metro Institute recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

### What is competency based training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

### Training packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

### Delivery of training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.



## Results and certificates

On completing the training program with the Institute, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by Metro Institute will be accompanied by a transcript which will detail the units of competence issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information of your progress.

## Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see [www.internationaleducation.gov.au](http://www.internationaleducation.gov.au)

## Registration and Orientation

Registration and orientation is the essential first step for Metro Institute's students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at Metro Institute students attend registration and orientation and cover the following

topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Academic and general administrative matters
- Students rights and responsibilities
- Metro Institute policies & requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Grievance procedures
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

### **Education Services for Overseas Students Framework**

Australia provides rigorous protection for international students through the Education Services for Overseas Students (ESOS) legislation, which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### **Tuition Fee Protection**

Metro Institute is required to apply the Student Tuition Protection Service (TPS) through the Commonwealth managed fund known as Overseas Student Assurance Fund (OSTF). The Fund was established to protect the interests of overseas students on student visas or intending overseas students, who are studying or about to study in Australia.

Metro Institute

V1.3 Feb 2019 RTO ID: 45308 CRICOS Number:03665A

## **PRISMS**

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify Department of Home Affairs of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

## **Student rights**

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.

The right to know:

- How to use the provider's student support services.
- Who the contact officer is for overseas students.
- How to apply for course credit.
- How to apply for enrolment deferment, enrolment suspension or cancellation.
- The provider's requirements for satisfactory progress in the courses of study.
- How attendance will be monitored.
- How to use the provider's complaints and appeals process.

**The student responsibilities** include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with the provider.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

- Follow the provider's attendance policy.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website:

<http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

## **Student Support Services & Resources**

Metro Institute is committed to the provision of support for all of its students regardless of their existing level of experience, skill or LLN ability.

To ensure we meet the specific needs of our students, the Institute will:

- determine the support needs of individual students during the enrolment process
- ensure trainers are fully informed of student support needs prior to commencement of training
- Provide all students with access to the educational and support services necessary for them to meet the requirements of the training product as specified in the training packages

The Institute will provide assistance to support students to make sure they have the opportunity to successfully complete their training and assessment program by:

- Identifying particular requirements (such as literacy, numeracy, English language or physical capabilities) students would need to complete each course
- Developing strategies to make support available where gaps are identified
- Implementing individualised strategies to suit the student (as applicable)

This may include providing:

- Language, Literacy & Numeracy (LLN) support
- Assistive technology
- Additional tutorials/training, eLearning, resource materials – including podcasts and you tube clips

The Institute will seek to maximise opportunities for access, participation and outcomes for all students by implementing inclusive practices throughout the delivery of all its courses.

This will be achieved by providing ongoing access to:

- All resources (physical or virtual) necessary to complete training
- Trainers and assessors through the training program
- Records held by the Institute
- The Institute will make every reasonable effort to ensure that it can accommodate a student's needs.

However, sometimes those needs are beyond the assistance that can reasonably be provided by the Institute. In these circumstances, Individuals who require substantial additional help with their literacy and numeracy or other needs will be assisted to access specific assistance. Any costs

incurred will be the responsibility of the student.

All students and staff will be provided with training in the Institute's obligations under the ESOS framework and the potential implications for overseas students arising from the exercise of these obligations.

The Student Support Officer is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the organisation's obligations under the ESOS framework. The Student Support Officer is also obligated to assist students in support of their domestic circumstances, within reason, and to help the student maintain course performance. These support services are provided without cost to the students.

The Student Support Officer has the authority and responsibility to assist in addressing student welfare requirements, which may include the following:

- Absenteeism/attendance
- Accommodation
- Financial concerns
- Facilities and resources
- Telephones & communication
- Visa & immigration issues
- Complaints and appeals
- Family matters/relationship concerns
- Legal assistance
- Sexual harassment
- Employment rights

The Student Support Officer can also refer the student to a trainer or the Academic Manager regarding the following academic student support matters:

- Assessment failures
- English proficiency
- Flexible delivery
- Learning difficulties
- Performance and course progression
- Reasonable adjustment
- Study habits and problems
- Transitioning course/provider

In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide an explanation of the nature of their problems. The Institute, through the Student Support Officer will seek to provide a supportive, empathetic and proactive environment in which the student's problems are identified by appropriate persons, who can assist the student to obtain a satisfactory outcome.

A register of support services is maintained by the Student Support Officer. A listing of resources is

also in this Student Handbook.

International students will be required to attend an induction at the commencement of their studies at the Institute. These inductions give an overview of the Institute policies and procedures including the Student Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

## Library

Metro Institute has all its students enrol online with the State Library of NSW so that they can access a full research library, including a range of data bases to support their learning.

The State Library of New South Wales, part of which is known as the Mitchell Library, is a large heritage-listed special collections, reference and research library open to the public. It is the oldest library in Australia, being the first established in New South Wales in 1826

Library cards are free of charge. You can sign up for a Library card [online](#) or when you're at the Library.

With a Library card you can:

- use most of the Library's collections
- access eresources in the Library
- use most of the eresources including ebooks from anywhere (NSW residents only)
- request books from other libraries
- print and photocopy
- use library computers
- book a study room.



## The Unique Student Identifier

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

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances. Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively. Further details can be accessed at [www.usi.gov.au](http://www.usi.gov.au)

## Conditions of your visa

All international students applying to enter a training program 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
  - Be a genuine temporary entrant
  - Meet English language test score requirements
  - Demonstrate financial capacity
  - Hold Overseas Student Health Cover (OSHC)
  - Meet the health requirements
  - Be of good character

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 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 easiest 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 500 requirements page. <https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool>

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

## Permission to work arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your

family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#About>

## **Fair Work Ombudsman**

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

## **Complaints**

Those in the national workplace relations system can make a complaint to FWO regarding under-payment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues
- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace complaint and to decide if relevant parties have complied with Commonwealth workplace laws.

## **Course Delivery and Assessment**

### **1. Delivery of Courses**

Students are required to undertake 20 hours study per week during terms comprising both theory and practical work.

Courses are structured to ensure the delivery and assessment process is both rigorous and relevant. Students are provided with textbooks and workbooks and access to a library.



## **2. Course Progress Policy**

Metro Institute implements its Course Progress Policy and Procedures. As per Standard 8 of the National Code, the requirement for attendance monitoring is not required for ESOS purposes. However, it has been factored into determining satisfactory course progress requirements at Metro Institute. The Metro Institute Course Progress Policy & Procedure outlines the conditions and intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements.

Students must read this policy in full as it forms the basis of monitoring academic progress at Metro Institute. Refer to the Resource page on the website for the Monitoring Course Progress Policy & Procedure.

Satisfactory course progress is defined as a student successfully completing all required subjects in their program in order to achieve the qualification. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student plan developed by the Academic Manager aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, counselling, training to develop study habits or adjustment to study program. Metro Institute will do everything it can to assist students who want to learn and progress. If the intervention strategies do not result in any improvement, Metro Institute will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

## **3. Assessment Requirements**

Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

### **Written Exercises**

Written exercises may be open or closed book activities which may involve multiple choice questions, short answer questions, case studies and reports.

### **Case Study/Written Report**

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described and which demonstrates appropriate levels of research and understanding.

## **Presentations /Role Plays**

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

### **4. Assessment Submission**

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment **NOT** submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

### **5. Missed Assessment**

In cases where a student has not submitted an assessment, the Principal and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Principal will consider the:

- The student's history in submitting assessments
- Attendance record
- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access Metro Institute grievance and appeals process if they are not satisfied with the outcome.

### **6. Recognition of Prior Learning (RPL)**

Metro Institute has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Metro Institute ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

Metro Institute provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

## **7. National recognition (Credit Transfer)**

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

### **Evidence requirements for national recognition**

An applicant will be required to present his or her statement of attainment or qualification for examination by the Institute. These documents will provide the detail of what units of competence 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 Implementation Handbook. 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).

### **National recognition guidelines**

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in the Institute's scope of registration.
- Students 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 national recognition.
- National recognition may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Metro Institute provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

## **8. Assessment Outcomes**

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory.

A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement & asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal. Full details of the Appeals process are contained in in the Policy and Procedure

available on [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au)

## 9. Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request an additional time to resubmit and in this time, they can request a mentoring session if required. After that they may be charged a re-sit fee for the relevant unit of competency.

To successfully complete a unit of competency i.e. achieve a Competent result for the unit, you must achieve a Satisfactory Result for all assessment tasks for that unit. For each assessment task, you will be provided with 3 opportunities to achieve a Satisfactory Result. Should you be unable to achieve a Satisfactory Result by your 3<sup>rd</sup> attempt, you will be required to undertake a Re-assessment. Reassessments are organized by Student Services – there is no cost for this service. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's Student Assessment, Reassessment and Repeating Units of Competency Guidelines policy. The cost of repeating a unit of competency is \$250 and is subject to timetable availability.

## 10. Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words/ sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Refer to the Policy for Academic Misconduct on Metro Institute website [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) to read the full policy.

## Policy Guidelines

### Deferring or Suspending a Course

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education to Overseas Students 2018 (National Code), international students enrolled at Metro Institute are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- exceptional compassionate circumstances beyond the control of the student
- student misconduct or misbehaviour.

Deferment, suspension and cancellation may affect a student's visa and Metro Institute must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, Metro Institute must report the student to Department of Education/Department of Home Affairs via Provider Registration and International Student Management System (PRISMS), as not complying with visa conditions.

Through PRISMS, certain Australian Government agencies can monitor student compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act).

Refer to [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for Policy & Procedure for International Student Deferment, Suspension & Cancellation of Study.

### **Transferring to Another Provider**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. Metro Institute will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by the RTO including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the Institute's complaints and appeals process within 20 working days if they want a review of the decision

Applications for transfer from Metro Institute will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Academic Manager to discuss the transfer request
- The Academic Manager will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5

- business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Academic Manager during the interview either accepting or rejecting the transfer and termination letter request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted in RTO Data with required future actions.
- In all cases, students who have not had their termination request approved may access Metro Institute's grievance and appeals process within 20 days
- Evidence will be retained on the student file.

### **Extension of Student Study**

Metro Institute will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students Confirmation of Enrolment (CoE) as a result of:

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate (in English) states that the student was unable to attend classes or where Metro Institute has not been able to offer a pre-requisite unit of competency)
- Metro Institute implementing its intervention strategy for students at risk of not meeting satisfactory course progress
- Metro Institute approved deferment or suspension of studies granted under Standard 9 of the National Code.

Where there is a variation in a student's enrolment load, which affects the student's expected duration of study in accordance with the National Code, Metro Institute records this variation and the reasons on the student file and database. Metro Institute will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at Metro Institute specified in the student CoE will not exceed the CRICOS registered course duration.

Refer to [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for Policy & Procedure for Completion within Expected Duration.

### **Reduction of Student Study Time**

Where a student applied for and was granted credit through Recognition of Prior Learning (RPL) after orientation/commencement, the length of the CoE will be reduced via PRISMS.

Where a student course completes early, Metro Institute will notify this early course completion to Department of Education via PRISMS. Metro Institute reports early course completion on PRISMS. Refer to [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for Policy & Procedure on Completion within Expected Duration

## Termination

Students wishing to terminate their course earlier than the course completion date must complete an Institute termination form stating the reason with attached evidence and attend an interview with the Academic Manager. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principal course of study within the first six months, the student must apply for a release, which will only be granted in accord with the conditions in the National Code. If a student fails to inform Metro Institute that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

## Disclosure of Information

Information from the student

- Students have access to all information kept on their file based upon a written request
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/ documents will be processed.  
Information about a student from a third party
- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.
- A copy of information shared with a third party will be kept on the student's file.

In all cases, conditions of the Privacy & Personal Protection Act 1998 will be followed and adhered to by staff members and students at Metro Institute and operate in accord with Australian Privacy Principals.

## Complaints and Appeals

### What is a complaint?

A complaint is generally negative feedback about services, other students or staff which has not been resolved locally. 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 but are generally made by students.

The complaint may be about the students dealings with the Institute, the RTO's education agents or any related party it has an arrangement with to deliver the overseas student's course or related services

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

## Early resolution of complaints and 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.

## Complaint and appeals handling

Metro Institute undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Metro Institute including all details of lodgement, response and resolution.□
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.□
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.
- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- Metro Institute shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and 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 (CEO). A decision to release information to third parties can only to be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.
- Students may also lodge a complaint with
  - The Overseas Students Ombudsman 1300 362 072
  - National Training Complaints Hotline 13 38 73

Metro Institute considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within Metro Institute's internal structures.

In addition, there are a number of professional associations that can assist students with an external appeals process. ACPET has suggested the Resolution Institute, the national association of dispute resolvers with their Head Office details as follows:

Address: Level 1, 13 Bridge Street Sydney NSW

Phone: (+61 2) 9251 3366

Free call: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

Website: <https://www.resolution.institute>

Refer to [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for full Policy and Procedure for Complaints Handlin and Appeals Handling.



## **Critical Incidents Policy and Procedure**

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 who do not have access to a normal support network.

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**

The Designated Officer (the CEO or most senior staff member) is to assess the situation and consider any apparent risks to their own safety and those present.

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.

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.

1. 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.
2. 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.
3. 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).
4. 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.
5. The Critical Incident Team will organise ongoing response/follow up (including staff briefing, counselling, review and reporting) as part of the process.
6. The Critical Incident Team will organise a de-briefing session to evaluate response procedures and make recommendations for ongoing actions if required.
7. 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:

- Head the Critical Incident Team;
- Liaise with emergency services;
- Liaise with Diplomatic Post/Embassy/Consulate;
- Provide notification of critical incident to most Senior Staff Member;
- Liaise with immediate family members or guardians if appropriate;
- Convene Critical Incident Team;
- Formulate and execute critical incident plan; and
- Organise debriefing, counselling and follow-up.

### **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.

A copy of this policy is 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.

### **Emergency Evacuation Procedure**

During the event of an emergency that requires the evacuation of any Metro Institute campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building, they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

The Institute agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway

- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

## Legislative and Regulatory Responsibilities

### Statutory Cooling Off Period

The Standards for Registered Training Organisations require Metro Institute to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that Metro Institute do not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy

Metro Institute is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that Metro Institute has recognised for which it has compliance responsibilities.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While Metro Institute has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at [www.legislation.nsw.gov.au/](http://www.legislation.nsw.gov.au/) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day work and training.

### Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Privacy Act 1988**

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
  - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
  - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

### **Anti-Discrimination Act 1991**

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

### **Disability Discrimination Act 1992**

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

### **Sex Discrimination Act 1984**

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the

- provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
  3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
  4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

## **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## **Industrial Relations Act 1999**

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

## **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

## General Administrative Matters

### Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, Metro Institute will honour that agent until the completion of the enrolled course
- Students must pay the first tuition instalment prior to commencement and any enrolment fee applicable and any applicable enrolment/ application fees
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option Metro Institute will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term
- Note that there is a late fee of \$100 (total) for late payments.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, non-attendance, academic misconduct or non-academic misconduct.

### Terms and Conditions

After the applicant is offered a place in a course and signs Metro Institute Letter of Offer & International Student Acceptance Agreement a binding contract is made between the student and Metro Institute. The contract is governed by the laws of the Commonwealth of Australia and the State of NSW.

Students will not be permitted to commence or continue their course until all fees or charges are

paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to Metro Institute. Students have the option to pay all fees upfront.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. All course fees are deposited into Metro Institute’s Student Fees Account. When the student commences their course, Metro Institute will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in a Metro Institute course, evidence of a student’s English level to meet the requirements of that course must be provided in advance of the course start date otherwise Metro Institute reserves the right to defer the students start date until the next available course intake.

### 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](http://www.metroinstitute.edu.au). The form must be signed by the student and the cancellation fee will be calculated as shown in the table below.

Refer to the Fees and Refunds policy available on the website for a full version of fees and refunds information.

<b>NOTIFICATION PERIOD</b>	<b>CANCELLATION FEE/ REFUND</b>
Visa refusal (Proof of refusal necessary)	<i>Full refund</i>
Before Course Commencement Date 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 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 Institute. 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.

This agreement, and availability of complaints and appeals processes, does not remove the students right to take action under the Australian Consumer Protection laws.

**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](mailto:ombudsman@ombudsman.gov.au) Web: [www.oso.gov.au](http://www.oso.gov.au)

## Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

## Change of Address or Contact Details

Students must notify Metro Institute of changes to their contact details within 5 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where Metro Institute issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to Institute communication and is reported on PRISMS.

## Student Request Forms

Students may request information from reception. The appropriate forms and required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

## Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and/or [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au). and must be completed with supporting documentation attached to set an appointment with the Principal.

Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for attendance monitoring and course progress will be initiated as per Policy for Course Progress.

Refer to [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for Policy & Procedure for Course Progress.

## Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
- a traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is one term (10 weeks not including holidays).

Refer [www.metroinstitute.edu.au](http://www.metroinstitute.edu.au) for Policy & Procedure for Student Deferment, Suspension and Cancellation of Studies.

## Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate (in English) from a registered doctor. Where illness is for an extended period of time the student must notify Metro Institute as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, Metro Institute records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary in the Learner Management System (LMS).

Students must keep the original medical certificate(s) to provide to Department of Home Affairs if required. Metro Institute maintains copies of medical certificates in the student file.

## Holidays

Metro Institute has timetabled in suitable holidays for students undertaking vocational courses, so students are not permitted to have additional holidays. Metro Institute closes on all official Federal

and State Public Holidays.

## **Student Card**

In order to obtain a student card, students must go to reception to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry their student card at all times when on Metro Institute campus.

Metro Institute's student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged as per published fees available on the website.

## **Students Rights and Responsibilities**

Metro Institute staff and students participate equally in ensuring that Metro Institute provides a safe and effective learning environment and where student's rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

- Orientation and induction
- Student Handbook contents
- Policy access through Metro Institute website
- Direct written communication
- Special notices
- Posters
- Flyers etc.

## **Metro Institute Campus Guidelines**

Metro Institute students must adhere to the following:

- Behave and speak to everyone at Metro Institute in a polite and friendly manner
- Respect all nationalities, religions, genders, etc.
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published grievance and appeals processes to solve problems
- Contribute to the positive learning environment
- Treat equipment and facilities with respect
- Maintain good hygiene
- Contribute to the safe learning environment
- Refrain from smoking on campus - outside the campus smoke only in designated areas
- Access Metro Institute grievance and appeals process with a positive attitude

Metro Institute will contact relevant government authorities if a student brings any of the following to Metro Institute campus:

- Drugs
- Alcohol
- Weaponry

- Pornography

Students who bring any of the above to Metro Institute campus will be reported to authorities, immediately terminated for disciplinary reasons and reported on PRISMS with the intention that Australian Immigration will cancel the student visa.

### **Metro Institute Classroom Guidelines**

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and co-operation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Ask for assistance if needed
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

### **Student Feedback**

Students will complete the following at the end of each term:

- Learner Engagement Questionnaire - Quality Indicator
- Metro Institute Student Feedback

Students are requested to answer these feedback forms honestly to assist Metro Institute to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at Metro Institute, this information can be provided directly to the trainer or Principal at any time.

## **Health**

### **Overseas Student Health Cover**

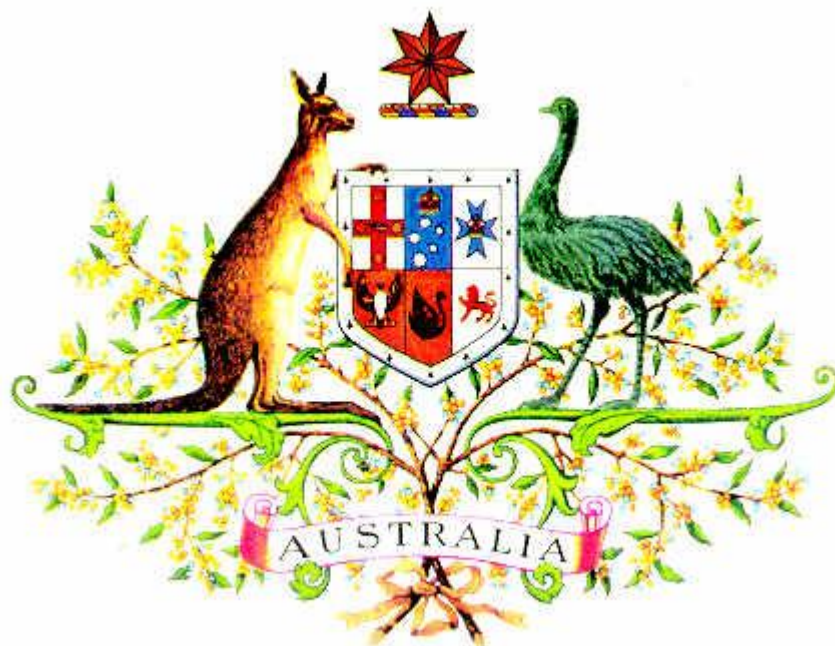
Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to Metro Institute from the OSHC providers and students can collect them from Reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of

payment to the nearest Health care provider (Medibank or BUPA) office.

Students must make an appointment with the Student Services Support Officer if there are any problems with OSHC.

## Life in Australia



## Cost of Living

It is estimated that it costs around \$20,290 AUD per year plus tuition fees and insurance to live in Australia. There is an additional living cost of \$7,100 per year for a student's spouse and a further \$3,040 per year for a child.

If your children are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in, but expect fees of around A\$4,000 to A\$17,000 per year, per child.

On a student visa students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

### Online Application:

- Go to [www.ato.gov.au](http://www.ato.gov.au) and apply on line
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

**NB: International students will need a passport number and an Australian address.**

## Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural Metro Institute

environment

- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links will provide a wealth of information about schooling options: Public Schools: [education.nsw.gov.au/ public- schools /going-to-a-public-school/our-schools-at-a-glance](http://education.nsw.gov.au/public-schools/going-to-a-public-school/our-schools-at-a-glance) (paste the web address in the browser)

International Student Program:

<http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Home Affairs: <https://archive.homeaffairs.gov.au/trav/life>

The Department also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at:

<https://archive.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

## **Your safety**

Morrison Institute has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

### **Unsafe locations**

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with the areas in which you need to be careful of you can check with a trainer or Senior Trainer.

### **Drugs and alcohol**

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.



### On campus

Building Alarms OR other Emergencies In the Event of Fire – dial “000”

Alert other occupants and evacuate. Do not use the elevator, use the stairs A First Aid kit is located at reception

### In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the Institute. Be careful of your personal belongings. Do not leave them unattended. Notify your homestay family if you are not coming home or staying out late. Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver.
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

### Beach Safety



### Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- Morrison Institute Certificate of Enrolment (apply at reception)
- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

### Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to Metro Institute, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

### Dentists

Reception can provide a list of nearby dentists in an emergency situation.

## Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

## Transport

Bus Train Ferry Information Line PH:  
131 500 [www.131500.com.au](http://www.131500.com.au)



An **OPAL Card** is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries, you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

## Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
Legal Aid NSW helps people with their legal problems Help over the phone Call Law Access NSW to get started Find information Factsheets and resources are available to help you with your problem Get advice from a lawyer Free face-to-face advice provided on most legal issues Help at court Lawyers are available to assist you at many courts and tribunals across NSW	1300 888 529
Lifeline Crisis Support Free 24-hour help	13 11 14
Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week	1300 22 4636
St Vincent's Hospital 390 Victoria St, Darlinghurst NSW 2010	8382 1111
Haymarket Medical Centre 5/650 George St, Sydney NSW 2000	9283 2808
Public Transport Information Line	131 500

Lifeline Counselling Service (telephone counselling)	131 114
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

**Consulates:** To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'

## What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

### Daily Newspapers

Sydney Morning Herald: Metro guide every Friday

[www.smh.com.au](http://www.smh.com.au)

The Daily Telegraph: "7 Days" every Thursday

### Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

*Can be found outside newsagents, in music/video stores & tourist information centres etc*

### Websites

[www.sydney.citysearch.com.au](http://www.sydney.citysearch.com.au)

[www.cityofsydney.nsw.gov.au/whats\\_on.asp](http://www.cityofsydney.nsw.gov.au/whats_on.asp)

[www.timeout.com/sydney](http://www.timeout.com/sydney)

[www.whatsonwhen.com](http://www.whatsonwhen.com)

### Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

Ph: 9266 4800

Website: [www.ticketek.com.au](http://www.ticketek.com.au)

### Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: [www.hoyts.com.au](http://www.hoyts.com.au)

Village: [www.village.com.au](http://www.village.com.au)

Greater Union [www.greaterunion.com.au](http://www.greaterunion.com.au)

### Halfix

201 Sussex Street, City - specialises in discount ticketing

Metro Institute

V1.3 Feb 2019 RTO ID: 45308 CRICOS Number:03665A

Website: [www.halftix.com.au](http://www.halftix.com.au)

Ph: 9279 0855

### Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	<a href="http://www.sydneyoperahouse.com.au">www.sydneyoperahouse.com.au</a>
The Rocks	<a href="http://www.therocks.com.au">www.therocks.com.au</a>
Darling Harbour	<a href="http://www.darlingharbour.com">www.darlingharbour.com</a>
Chinatown	<a href="http://www.chinatown.com.au">www.chinatown.com.au</a>
Art Gallery of NSW	<a href="http://www.artgallery.nsw.gov.au">www.artgallery.nsw.gov.au</a>
Queen Victoria Building	<a href="http://www.qvb.com.au">www.qvb.com.au</a>
Sydney Aquarium	<a href="http://www.sydneyaquarium.com.au">www.sydneyaquarium.com.au</a>
Bondi Beach	<a href="http://www.gobondi.com">www.gobondi.com</a>
Taronga Zoo	<a href="http://www.zoo.nsw.gov.au">www.zoo.nsw.gov.au</a>

## **Metro Institute Services and Facilities**

### **Reception**

At reception students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect Metro Institute student card
- Request information

### **Social Activities**

Metro Institute organises regular social activities:

- Full day excursions
- Weekend trips out of Sydney
- Sport activities

### **Student Engagement Area**

Metro Institute student room includes:

- Computers

- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen

## **Student Counselling**

Students can access the following support:

- Educational counselling about their educational progress and future career plans
- Personal or cultural matters

Students go to reception and make an appointment to meet with Metro Institute student support staff that will provide them with support and/or referral if required.

## Map for Metro Institute Delivery Site

