

MCIE

International Student Handbook



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What our students say

“After completing my studies In hospitality at MCIE, It had given me immense exposure and qualification to work in commercial hospitality environment with confidence....”

Kamal Oberoi, MCIE Student



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INTRODUCTION

Melbourne City Institute of Education (MCIE) is located in Melbourne, Victoria, Australia. MCIE is a leading Registered Training Organisation that provides vocational education services to students from Australia & Overseas with an effort to empower students with the skills and confidence to be contributing members of the business community and society in general. Our aim is to train, build & prepare each student to occupy key positions within the industry.

The MCIE Difference

MCIE develops courses and delivery strategies to engage you and ensure you have a competitive edge. The Institute provides educational services to numerous students from diverse backgrounds and walks of life.

Our centrally located college has all the advantages of a new generation, multi disciplinary school, with accredited courses and quality assurance.

Melbourne is a modern, vibrant and sophisticated city, perfectly suited for students who enjoy a range of lifestyle options to complement the importance of their studies. As you read our prospectus, we encourage you

to consider MCIE as your college of choice, where professional standards in education, a supportive environment that translates into academic success and achievements, are always a priority.

Our class sizes, accessible teaching staff and learning facilities provide the personal attention to support you in gaining your qualifications.

Studying at MCIE is an investment in your future

- Comfortable transition to studying and living in Australia
- Accredited, nationally recognised programs, delivered in accordance

with Commonwealth Education Services for Overseas Students ACT 2000

- Personalised teaching
- Capital city location
- Career focussed training

Student Facilities

- Modern classrooms
- Convenient location
- Computer lab with free access to email and internet
- Student recreational area including kitchen, TV & vending machine
- Friendly and supportive staff



**“We welcome you to your college,
Melbourne City Institute of Education!”**

TRAINING MATTERS

Student Recruitment & Enrolment

Applications of prospective students who apply for admission into any courses (Diploma/Certificate) at MCIE are reviewed by the Admissions Officer who is also responsible for assessment of the application and educational qualifications of the student necessary for studying at a certain level.

An English Language proficiency level of one of the below is required:

- IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DIBP regulations
- Satisfactorily completing ELICOS or
- Completed secondary studies in the student's home country equivalent to an Australian Year 12 qualification from an English speaking country

Language, Literacy & Numeracy

Students' language, literacy and numeracy levels are expected to be as described below.

Reading & Writing: All students are expected to be able to read, understand and write a range of texts within a variety of contexts.

Oral Communication: Every student is expected to be able to use and respond to spoken language, including some unfamiliar material within a variety of contexts. In some units, Oral Presentations form part of the assessment requirements.

Numeracy: Students are expected to be able to recognise and use some of the conventions and symbolism of formal mathematics, including measurement. Graphs and simple statistics, use of maps and directions and an introductory understanding of the use of formulae and problem solving strategies.

Limited language assistance will be provided in the form of modified teaching and assessment and/or additional tutoring when required, in the classroom.

If a student is identified as requiring more intensive assistance, they will be referred to an approved ESL course.

PERSONAL INFORMATION

Change of address

Upon arriving in Australia, you are required to advise MCIE of your residential address and telephone number and of any subsequent changes to your residential address.

This is mandatory, under the Education Services for Overseas Students Act 2000, MCIE is obliged to serve a notice at your last known address if you breach a student visa condition relating to academic performance. It is your responsibility to ensure that you always update your address details at MCIE to ensure you receive important information about your course, fees and possible breaches of your student visa. Additional information on student visa issues is available on the Department of Immigration and Border Protection (DIBP) Internet site on www.immi.gov.au.

Use of personal information

Information provided by students may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. The Institute is required, under Section 19 of the ESOS Act 2000, to tell the Department about: changes to a student's enrolment, as well as any breach by students of student visa conditions relating to satisfactory academic performance. MCIE adheres to the National Legislation for Privacy regarding student personal information. All personal information collected is kept secretly by MCIE. MCIE does not sell or provide your personal details to third parties.

DID YOU

KNOW?

“Almost 55 per cent of students living and studying in Melbourne city are international students.”

“Most international students in Melbourne come from South-East Asia and North-East Asia.”

City of Melbourne, 2010

COURSE INFORMATION

Student Orientation/Induction

An extensive orientation program provides information on studying at the Institute and living in Australia. Held during the first day of course commencement, the program covers detailed information on enrolment, the school, tuition fees, immigration, health cover and much more. Its purpose is to fully inform new students of most aspects of life at MCIE. In addition, MCIE staff will be introduced, a tour of the institute and the surrounding area will take place, presenting an ideal opportunity to meet other international students and sample some of the local attractions.

Qualifications

MCIE offers the following accredited and nationally recognised qualifications to international students:

- BSB51107 Diploma of Management
- BSB40407 Certificate IV in Small Business Management
- SIT50313 Diploma of Hospitality
- SIT40413 Certificate IV in Commercial Cookery
- SIT30813 Certificate III in Commercial Cookery

Training Location

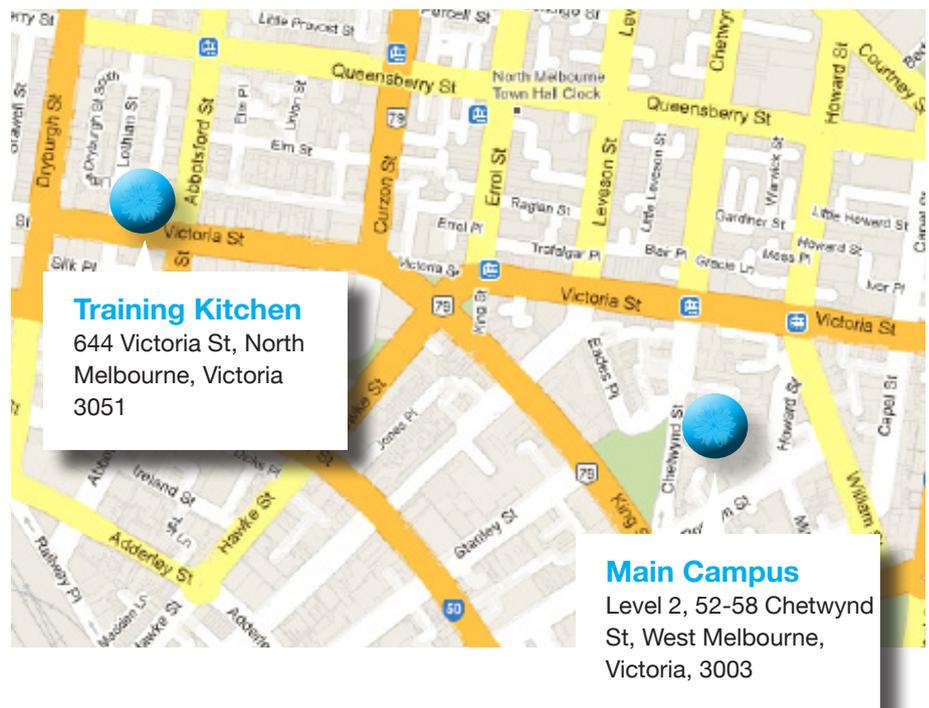
The main campus is located at [Level 2, 52-58 Chetwynd Street, West Melbourne, Victoria, 3003.](#)

Student amenities include a kitchen with microwave and refrigerator, common room, computer lab with Internet access, and male and female restrooms. Facilities are conveniently located next to Melbourne's CBD and can be easily accessed via public transport.

Our central location lends itself to shopping, dining, touring, recreational activities and all the lifestyle options this wonderful city has to offer.

The training kitchen is located at [644 Victoria Street, North Melbourne, Victoria 3051.](#)

The training kitchen has been purpose built to support the practical components of the hospitality courses and includes industry standard ovens, burners, and extractor canopies. All our equipment and resources are mapped to each qualification enabling our students to learn effectively.



Read more about Study Options with MCIE

www.mcie.edu.au

Course Content

Students follow competency based training and assessment methods and will be assessed according to established industry standards that will equip them with the essential skills and knowledge to gain a firm footing in their chosen industry area. Students who successfully complete their course will be awarded with nationally recognised qualifications.

Course Delivery

Courses provided by MCIE to international students are teacher led and include classes, kitchen work, workshops, seminars, computer laboratory work and, conducted over a minimum period of 20 hrs per week. In general terms, assessment during training will involve:

- Observation of performance in class
- Case studies
- Projects
- Assignments
- Presentations
- Role plays
- Written assessments and tests

All training is conducted at MCIE training facilities

Timetables

Students will be provided with a Timetable, which shows session dates, times and units to be delivered.

Dress Standards

At MCIE, you are encouraged to develop workplace ethics and practices. Therefore, dress standards will need to be maintained. You are required to be dressed in a neat, casual manner with acceptable personal hygiene standards. Torn jeans or clothing with politically incorrect slogans (obscene language or racist) will not be permitted. Footwear may be open or closed toe when students are not in practical classes but “thongs” constitute an OHS “tripping” hazard and should not be worn to classes.

Dress standards for Culinary Practical classes

Students must wear full chef's uniform in order to be admitted to practical classes. Failure to meet dress requirements will mean exclusion from class. The uniform requirements consists of black and white checked chefs' pants, white long sleeve chefs' jacket, white kerchief, white hat (traditional tall or pill-box, no baseball caps), white apron with 2 clean tea towels and regulation footwear. In accordance with food safety and hygiene regulations, students must travel to classes in their street clothes and change into their uniform on arrival. All students must change out of their uniform, before leaving for the day. Students are also reminded that if they leave the kitchen for any reason during class or break times, their apron must be removed.

Student Lockers

These are only provided at the Training Kitchen. While it may be necessary to bring a bag with you to contain books, pens etc, it is advisable to keep your belongings with you and to avoid bringing valuable items. In special circumstances, these can be left with administration staff at the main office. Melbourne City Institute of Education takes no liability for lost or stolen items, this is your responsibility.

Duty of Care

Australian educational institutions and workplaces are subject to complying with the Occupational Health and safety Act.

We are committed to providing you with a safe study environment and welcome you drawing to our attention, anything that may cause a hazard to yourself or others.

Student Behaviour

You have a “duty of care” to conduct yourself in a way that does not cause harm to people around you. Please be aware of how your behaviour could impact on the safety of others.

There are a number of general rules relating to use of and access to MCIE buildings:

- Always take care, use commonsense and consider others
- Consumption of food and drink should not occur in lecture rooms and other academic areas
- Smoking is prohibited in all MCIE buildings
- Equipment and fittings should not be tampered with
- Minimise litter by using the bins provided
- Keep noise down, particularly in or near study areas such as teaching rooms and offices
- Protective clothing and footwear may be required for entry to some areas, such as kitchens
- Observe all signs and instructions relating to access to and use of college buildings
- MCIE has a no tolerance policy toward bullying, sexual harrassment or discrimination of any sort.

COURSE INFORMATION

Course Assessment

In general terms assessment during training will involve:

- Observation of performance
- Case studies / Projects / Assignments / Presentations / Role plays
- Written assessments
- Integrated assessment of some units may occur

Students will be given advance warning of the time and form of any summative assessment and will not be expected to sit an assessment they have not prepared for. At the start of the assessment the Assessor will read through the instructions/Assessment Task with you and you will be given the opportunity to ask any questions regarding your Assessment Task, prior to commencement. Students will be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt. If a student fails competence in the assessment, they can apply to undertake the assessment for a second time, at no additional cost. However, if competence is again not achieved, a student can request to be re-assessed but will be required to pay a fee of \$250 (Theory) and \$300 (Practical) for each unit. If competency is not achieved in either situation, the student will be required to re-enrol in the unit and undertake it in full.

A student is entitled to appeal to MCIE if they feel that their result is not a fair reflection of their assessment. See "Assessment Appeals" for more information. MCIE will not provide any distance and/or online learning to students on a Student Visa

Satisfactory Course Progress

All international students are required to maintain a satisfactory course progress in their studies so that they are able to complete their studies within the specified visa duration.

MCIE is required to report to DIBP student visa holders who fail to maintain academic progress, i.e. students who are excluded or suspended from a program. We will formally review your progress each term and will be required to report your progress to DIBP, if you fail more than 50% of scheduled competencies in two consecutive terms.

Any student assessed as not achieving satisfactory course progress will be notified in writing of MCIE's intention to report to DIBP. If you wish to appeal, you must submit your appeal to MCIE within 20 working days. If your appeal is not allowed we will report you to DIBP.

Course Progress

MCIE has adopted the Department of Education-DIBP course progress monitoring policy and procedure and as such is committed to monitoring the course progress of overseas students. Where a student falls behind and records assessments that are below the competency score, MCIE training staff will work with the student to assist them achieve the required competency by developing and implementing a range of learning strategies. However at all times the student is responsible for their own behaviour and responses to the achievement of competency.

In the case where a student falls below 50% of the required competency score in a study period (no shorter than 10 weeks) the Course Coordinator will initiate the Course Progress Intervention Strategy, which will include but not be limited to providing the student with:

- Mentoring by Trainer
- English language support
- Participation in study groups
- In house counselling
- Referral to external organisations for assistance

All due care is taken by MCIE staff to support the student to competent completion. However if a student fails to achieve competency in minimum 50% of scheduled units in two consecutive terms the institute may report them to DIBP via PRISMS.

A student who has been advised that the institute is considering reporting them to DIBP for failing to make satisfactory course progress has the right to appeal this decision through MCIE's Complaints and Appeals process. The student must appeal within 20 working days; if the student does not appeal or withdraws from the appeals process the institute will then formally report the student to DIBP.

Completion within expected duration. During the period of a student's enrolment MCIE will:

- Ensure that the enrolment of a student and study loads are in keeping with their enrolment durations as stipulated by the Confirmation of Enrolment (CoE)

MCIE will only extend a student's study where the student is unable to complete their study or training within the expected duration where evidence is provided that the following reasons prevail:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where MCIE is unable to offer a pre-requisite unit)
- MCIE implements its Intervention Strategy for students who are at risk of not meeting satisfactory course progress
- An approved Deferment or Suspension of Study has been granted under Standard 13 (Deferment, Suspension or Cancellation of Study during Enrolment)

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, MCIE will:

- Record this variation and the reasons for it on the student file
- Report the student via PRISMS and/or issue a new CoE

RECOGNITION OF PRIOR LEARNING

Recognition of prior learning (RPL) is a process that allows the skills and abilities you already have to be recognised. This might include:

- Courses you studied informally
- Skills obtained during your working life
- Other life experiences

RPL usually means that you are able to skip certain competencies from your program because you are already competent in those areas.

MCIE is committed to providing up to date and relevant RPL information to all students at enrolment and whilst enrolled. MCIE staff will provide support and guidance regarding RPL enquiries in a timely manner.

If you are given RPL prior to commencing the course MCIE will issue a Confirmation of Enrolment that reflects the new duration of the course. If you are given RPL after commencing the course that leads to a shortening of the duration of your course you must advise the relevant authority.

To apply for RPL students must complete and submit the relevant application forms available from MCIE.

Credit Transfer & Recognition of Prior Learning

Registered Training Organisations must recognise the qualifications and statements of attainment issued by other Registered Training Organisations. This means that you may be eligible for credit towards courses conducted by other Registered Training Organisations based on what you achieved with the RTO. Students who have completed units from their course at other institutions will be given recognition on presentation of a verified transcript and Award or Statement of Attainment.

Credit Transfer/RPL Procedure

Prospective students and/or current students may apply for Credit Transfer/RPL to be considered. The applicant will be invited to attend an initial interview to discuss the likely success of the Credit Transfer/RPL application. At this interview, further information and documentation may be requested. Only original documents, transcripts, statement of results will be considered for assessment. Assessment and verification of the application will be undertaken by academic staff.

Applicants will be notified of the assessment decision. Where applicable, exemptions/credits will be given and recorded, and qualifications/ Statements of Attainment issued. Written confirmation will be provided on the comparable units for credit Transfer/RPL and on the revised course duration. In some instances it may be that the units outstanding do not fit within the MCIE course programs and enrolment may not occur.

If further evidence is needed, the outcome of the Credit Transfer/RPL Assessment will be communicated in writing within 7 days of the interview or receipt of the application. Prospective students and/or current students may appeal a decision with within 30 days of the date of the initial decision. The portfolio will then be sent to an Independent RPL Assessor for re-assessment. The cost of this re-assessment will be borne by the applicant. The decision of the Independent Assessor is final.

Want to know more or apply for RPL?

If you require further information or to apply for RPL please contact your MCIE Trainer/Facilitator or alternatively you can contact the MCIE office on 1300 737 004 or online at www.mcie.edu.au

Relevant Legislation

A range of legislation and information is applicable to all staff and students.

Information on relevant legislation can be found at the following websites:

Occupational Health and Safety: www.safeworkaustralia.gov.au

Equal Opportunity: <http://www.humanrightscommission.vic.gov.au>

ASQA: www.asqa.gov.au

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

DIBP: www.immi.gov.au

Student Visa Information: www.immi.gov.au/students

Privacy: www.privacy.gov.au

MCIE and its entire staff will ensure the requirements of relevant legislation are met at all times. Refer to the websites indicated, or contact the Managing Director if you require further information.

INTERNATIONAL STUDENTS

Student Visa Requirements

An international student is a person who is not an Australian citizen or permanent resident, and is enrolled at an Australian education institution, with a temporary residence status. All international students applying to study in Australia must have a student visa, which can take up to six months to process. For all visa inquiries and applications, please contact the Australian Embassy or High Commission.

DIBP requires that: “to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application”. Additional information on student visas are available on DIBP’s website: www.immi.gov.au.

Overseas Student Health Cover

International students are required to obtain private health cover by joining a private health insurance scheme. The premium cover must be paid before a student visa is issued. It covers the cost of medical and hospital care which international students may need while in Australia and will also pay for most prescription drugs and emergency ambulance transport.

MCIE can arrange health cover for you before you come to Australia, if you choose to pay the health cover charges with your tuition fees.

Please be mindful that MCIE does not take any responsibility if you do not pay or make prior arrangements for your overseas student health cover. Remember that you will also need to maintain it throughout your stay in Australia.

You can find out more information about overseas student health cover at: www.health.gov.au

International students may choose from the following providers:

- [Australian Health Management](http://www.ahm.com.au): www.ahm.com.au
- [Medibank Private](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx): www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- [OSHC World Care](http://www.oshcworldcare.com.au): www.oshcworldcare.com.au
- [BUPA Australia OSHC](http://www.overseasstudenthealth.com): www.overseasstudenthealth.com



LIVING IN AUSTRALIA & RESOURCES

Living Costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. A single student should budget approximately \$18,000 per year, or about \$350-\$400 per week, for living expenses. The cost of living in Melbourne varies greatly, depending on your personal needs and tastes. Exchange rate fluctuations may also affect budgeting. The living costs below are based on two people sharing an unfurnished two bedroom apartment, flat or house. The amounts are in Australian dollars (A\$).

Remember to add your program fees and airfares to get a realistic total.

- Bond (refundable security deposit) \$400
- General (furniture, connection fees, etc.) \$1000
- Overseas Student Health Cover \$380 (approx)
- Rent per person (weekly \$150; annually \$7,800)
- Food and drink (weekly \$100; annually \$5,200)
- Travel (up to 10 km from city) (weekly \$35; annually \$1,680)
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$15; annually \$780)
- Books, stationery, photocopying (annually \$500)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)

Accommodation Options

- Home stay \$200-\$300 a week
- Home stay offers students the opportunity to experience everyday Melbourne living in a family home. Hosts are normally welcoming and helpful which makes it a popular choice for younger students and those studying short-term English courses. Meals are usually included in the cost. Single or shared rooms may be offered, with rent priced accordingly. Self-catering home stay, if available, can be particularly economical.
- Hostels and guest houses \$140-\$240 a week
- Hostel living in Australia, a convenient and cost-effective option for students, is operated by organisations such as Youth Hostels Australia and the Young Men's Christian Association (YMCA). Generally, students share kitchen and bathroom facilities.
- Rental/Share accommodation \$50-\$160 a week/\$70-\$350 a week
- Students who choose to rent accommodation with friends or fellow students usually have to provide their own furniture. Landlords require a security bond equal to one month's rent as well as one month's rent in advance.

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Malaysian, Greek, Indian, Thai, Vietnamese, French and Indonesian.

Shopping

Central Melbourne and its suburbs have many large shopping centres, department stores, discount stores, markets and supermarkets that can be reached easily by public transport.

Transport

Melbourne has an extensive public transport system of buses, trains and trams. Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license may be used if the license from the country of origin is valid.

The following websites may help you get around in Melbourne:

www.whereis.com.au

www.street-directory.com.au

www.ptv.vic.gov.au

www.victrip.com.au

(Provides information on the public transport system in Melbourne, including costs and timetables)

Employment

International students should not expect to cover the costs of their tuition fees and living expenses from casual or part time employment. Holders of a student visa with work rights are entitled to work up to 40 hours per fortnight and full time during study period breaks.

For more information on visa conditions please visit: www.immi.gov.au.



LIVING IN AUSTRALIA & RESOURCES

Education of Dependent Children

In Victoria, school is compulsory for all children aged between five and fifteen years of age. The government provides public schools. Churches and other groups run private schooling. You will need to check with the Department of Education for their criteria and fee assessment in public schools. Fees are also payable for private schooling. Note: Students holding temporary visas may be required to pay full school fees for their dependant children. Check with individual schools for details.

Student Support Services

All students enrolling at MCIE have access to the Student Welfare Officer. This person has the role of helping students cope with the many challenges students face when studying away from their home country.

Every effort is made to assist students to make the transition to their new surroundings and help them feel at home.

We regularly consult with students to gather feedback on their experience at MCIE and continually develop and improve our services accordingly. The result is a supportive and safe environment that plays a crucial role in ensuring that every student is able to perform at their best.

The Student Welfare Officer can be contacted 24 x 7 for any support you may need or referral to other appropriately qualified people. At Orientation students are given the phone number for contact.

Student Welfare Officer

Arsh Dahri

e: arsh.dahri@mcie.edu.au

p: 0403 119 307

Personal Counselling

Personal Counselling: Students experiencing difficulties associated with health issues and personal matters are free to discuss such problems, with their trainers and later with staff from the department or admin. Our staff organises an appointments diary for discussion of non-urgent matters. Our staff may also refer students with problems to a counsellor or psychologist.

MCIE also provides support to students in other areas, including:

- Free Internet access at school to complete research and assignments
- Access to library resources applicable to the training program being studied
- Student social outings - such as barbecues, trips to local attractions, etc

At MCIE, we care about our students and seek to ensure your stay with us is not only academically rewarding, but also that it is an enjoyable one

Note: Student Support Services are provided to students at no cost.



REFUND POLICY

Full Refund of Course Fees

MCIE will make a full refund of course fees paid in advance in the following circumstances:

- Application for a student visa is unsuccessful (MCIE reserves the right to retain an Administration Fee of \$200. Fees paid in advance will be refunded within two weeks.
- If MCIE is unable to start the delivery of a course on the agreed starting date. Full refund will be made within two weeks of the course not being provided, in accordance with the refund guidelines of the ESOS act.

Partial Refund

MCIE will provide a partial refund of course fees paid in advance:

- Where you provide more than 10 weeks written notice of your intention to withdraw from the course prior to the course commencement. The partial refund will be less \$200 Administration Fee.
- If you provide more than 4 weeks and up to 10 weeks written notice of your intention to withdraw from the course prior to the course commencement. The partial refund will be 70% of course fees, less \$200 Administration Fee.
- Where you provide less than 4 weeks written notice of your intention to withdraw from the course prior to the course commencement. The partial refund will be 25% of course fees, less \$200 Administration Fee.

No Fee Refund

MCIE will not refund any fees:

- Where student withdraws from the course after commencement of the course. This includes Course Fees, Administration Fees, cost of learning resources, OSHC, airport pickup, uniform and kit costs.
- In the event where an extension to the student's visa is not granted and the course has commenced. Students are advised not to enrol if they believe their visa will not be extended.
- In an event where a student applies and is granted approval by MCIE to transfer to another registered provider prior to completion of six months study of the principal course.
- In an event where the student's enrolment is cancelled as a result of implementation of Student Disciplinary Policy or breach of student visa conditions.

Request for Refund

Students who wish to apply for a Refund of course fees in accordance to the Refund Policy should do so by completing the Refund Form (available at reception).

Payment of Refund

All refunds for which a student is eligible will be forwarded, within two weeks to the person who paid the fees, unless the student is transferring to another registered provider in Australia, in which case any refund may be remitted to that registered provider.

MCIE will provide the student with a statement detailing the calculation of the refund.

Want to know more about refunds?

If you require further information about refunds please contact your MCIE Trainer/Facilitator or alternatively you can contact

Ph: 1300 737 004
Fax: +61 3 9329 0052
Email: info@mcie.edu.au
Web: www.mcie.edu.au

Approvals

All refunds must be approved by the Finance Manager.

Exemptions to any of the above mention cases may only occur where the student has extenuating or compassionate grounds.

Student Guidelines

MCIE will:

- Ensure that you are provided with access to the Complaints and Appeals Process
- Pay refunds in Australian dollars only, and refund onshore by cheque or offshore by telegraphic transfer
- Pay refunds within two weeks of the Refund Form, and any required documentation, being submitted

"This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws"

COMPLAINTS & APPEALS POLICY

The purpose of this Policy is to ensure students have a complaints and appeals process that includes access to an independent external body if necessary.

Procedure

Handling complaints involves:

1.

Any parties who have a complaint in the first instance are encouraged to approach the respondent with the object of informal resolution. However, it is recognised that this is not always appropriate, e.g. in cases of sexual harassment. If the complaint is not able to be resolved at this stage, the individual with the complaint can consult, in confidence, any one of the following persons: Trainer, Student Welfare Officer, Director of Training Delivery, Managing Director.

The staff member approached by the complainant will:

- Discuss the details of the complaint or problem with the complainant
- Discuss the options available for resolution
- Help obtain any necessary information
- Assist the complainant in dealing with the problem themselves if this seems appropriate and acceptable

or

If the staff member believes he or she is not the most appropriate person to assist the complainant, they will refer and/or accompany the complainant to the Student Welfare Officer if it is considered that the involvement of an external agency is warranted.

Where it has not been possible to resolve the complaint informally, the complainant(s), together with the person assisting, may seek the advice and assistance of the Student Welfare Officer. With the concurrence of the complainant(s), the Student Welfare Officer may take appropriate steps to resolve the matter informally or, with the concurrence of the complainant(s) and the respondent(s), the Student Welfare Officer may call together those persons involved in the complaint or who might assist in its resolution with the aim of solving the problem to the satisfaction of the complainant(s).

A nominee of the student may be included at any stage of informal resolution processes if the student so chooses with the nominee being appointed by the student.

2.

If the matter is unable to be resolved at this level, the complaint can be formalised in writing to the Student Welfare Officer. The complaint can be emailed to complaints@mcie.edu.au. If the complaint is made verbally, the Student Welfare Officer must summarise the complaint in writing and have it signed off by the person making the complaint. The Student Welfare Officer will respond in writing within three working days acknowledging that he/she has received the complaint and the process to resolution has commenced.

3.

Student Welfare Officer will investigate the matter and the complainant will be given an opportunity to attend an interview and to formally present his or her case which may include the respondent. A nominee of the student may be included at any stage of formal resolution processes if the student so chooses.

4.

At the end of the hearing the outcome will be communicated in writing, including reasons for the decision, to all concerned parties. Under normal circumstances the complainant can expect an outcome within three working days, however if an outcome takes longer the complainant will be kept informed on the progress.

5.

In the event that the complainant is not satisfied with the outcome, he/she can appeal in writing to the Managing Director using the complaints@mcie.edu.au email address.

6.

If the complainant finds no satisfactory outcome with the internal MCIE Complaint and Appeals process then they can request mediation through the Overseas Students Ombudsman (OSO).

The contact details for OSO are as follows:

Overseas Students Ombudsman
GPO Box 442 Canberra ACT 2601
P: +61 2 6276 0111
F: +61 2 6276 0123
W: www.oso.gov.au
E: ombudsman@ombudsman.gov.au

7.

If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, MCIE will immediately implement any decision, and/or corrective and preventative action required.

OTHER APPEALS

Appeals Procedure

Refer to the following matrix for appeals that are not in relation to a complaint outcome:

APPEALS MATRIX

Assessment	<ul style="list-style-type: none"> Approach the Trainer/Assessor and try to resolve the issue in an informal manner Appeal in writing to the Director of Training Delivery If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel
Intention to Report for unsatisfactory Course Progress or Attendance	<ul style="list-style-type: none"> Approach the Director of Training Delivery and try to resolve the issue in an informal manner Appeal in writing to the Managing Director within 20 working days If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel
MCIE initiated Suspension or Cancellation of Enrolment	<ul style="list-style-type: none"> Approach the Operations Manager and try to resolve the issue in an informal manner Appeal in writing to the Managing Director within 20 working days If not satisfied with the outcome of the appeal, seek resolution via the external appeals channel
Non Approval of Student initiated suspension of Enrolment	<ul style="list-style-type: none"> Approach the Operations Manager and try to resolve the issue in an informal manner Appeal in writing to the Managing Director If not satisfied with the outcome of the appeal, seek resolution via the external appeals channels
Non Approval of Transfer Request to another registered provider or student initiated Cancellation of enrolment	<ul style="list-style-type: none"> Approach the Operations Manager and try to resolve the issue in an informal manner Appeal in writing to the Managing Director If not satisfied with the outcome of the appeal, seek resolution via the external appeals channels

The investigation may involve contacting the parties who were involved in making the decision and allowing them to respond in writing in relation to the appeal, alternatively a meeting may be arranged with all parties involved. The student will have the right to appoint an independent nominee to attend all discussions.

At the end of the investigation the outcome will be communicated in writing, including reasons for the decision, to all concerned parties (within three working days). If the student disagrees with the outcome of the appeal, they can request mediation through the Overseas Students Ombudsman (OSO). The contact details for OSO are as follows:

Overseas Students Ombudsman
 GPO Box 442 Canberra ACT 2601
 P: +61 2 6276 0111
 F: +61 2 6276 0123
 W: www.oso.gov.au
 E: ombudsman@ombudsman.gov.au

If the internal or any external appeals process results in a decision that supports the student, MCIE will immediately implement any decision, and/or corrective and preventative action required

Additional notes:

- All matters will be treated with utmost confidentiality, and professional respect at all times
- The original written complaint/appeal together with a copy of the acknowledgement and any responses or correspondence related to the complaint/appeal is retained in the student's hard file record and the Complaints and Appeals file
- The student's enrolment is maintained. The student is expected, and advised to continue attending classes, while the appeal

is in progress

- If a student appeal relating to MCIE reporting them to DIBP for breach of Visa conditions is dismissed by MCIE, irrespective of any further actions or appeals entered into by the student, the Institute will report the student to DIBP
- This process will be at no cost to the student

POLICIES & PROCEDURES

Course Deferment, Suspension or Cancellation

MCIE Initiated Deferral, Suspension or Cancellation

MCIE may defer or cancel commencement of a course when a course is not offered.

In the unlikely event that MCIE stops teaching or cannot offer a course (anytime after a student has enrolled) their tuition fees will be protected under the ESOS Act.

This may occur if MCIE closes its business or its course is removed from CRICOS. This situation is called provider default and there are strict rules that MCIE must follow in such situations. If this occurs, a student can choose to accept either:

- A refund of all their course monies paid
- OR
- Be placed in an alternative course at no extra cost to the student with MCIE or another provider.
 - The refund for provider default will be the unexpended tuition fees for the course. The refund will be paid within two weeks of the course not being provided.

MCIE will provide the student with information about both choices - a refund or placement in an alternative course.

Should the student choose to accept placement in an alternative course, the student must agree to this in writing.

MCIE may suspend a student enrolment for the following:

- Failing to abide by the Code of Conduct
- Compassionate and Compelling circumstances

MCIE may cancel a student enrolment for:

- Unsatisfactory course progress
- Non payment of overdue fees
- Serious student misconduct
- In a case of serious misconduct, the Director of Training Delivery, in consultation with the Managing Director will make an immediate decision on suspension or expulsion

In the event of a MCIE initiated suspension or cancellation, students will be given 20 working days to access MCIE's Complaints and Appeals Process. Student's enrolment will be maintained by MCIE until the Complaints and Appeals Process is complete. The suspension or cancellation will be notified to DIBP at the conclusion of the Complaints and Appeals Process, if the appeal is not upheld. If the complainant finds no satisfactory outcome with the internal MCIE Complaints and Appeals process then they can request mediation through OSO. However, MCIE may notify DIBP prior to the outcome of this appeal.

Student Initiated Deferral, Suspension or Cancellation

Students may defer commencement of a course, suspend or cancel their enrolment during their course in the following limited circumstances:

- Compassionate and Compelling circumstances. All supporting documentation must be supplied.



Student Visa Delay

- Students may request a deferral prior to course commencement by filing out the Deferral, Suspension or Cancellation Form and submitting to the Operations Manager. Requests must be in writing and addressed to the Operations Manager. Once the deferral is processed the student will receive a Confirmation of Enrolment letter and have a new enrolment agreement written to reflect the new commencement date
- Students may request to suspend their enrolment for a maximum period of six months by filing out the Deferral, Suspension or Cancellation Form and submitting to the Operations Manager. Suspensions longer than six months may result in the cancellation of the student visa by DIBP. Students must obtain the approval of the Operations Manager if they wish to suspend their enrolment for any period. Once approved, the Operations Manager will provide a letter confirming suspension approval
- Students opting to cancel their enrolment in a course must obtain written approval from the Operations Manager by filing out the Deferral, Suspension or Cancellation Form. Once approved, the Operations Manager will provide a letter confirming cancellation. Once the cancellation has been processed MCIE will notify DIBP and the student visa may be cancelled.

In addition

- It is a requirement of DIBP that if a student's enrolment is temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist (approved by DIBP)
- Upon deferral, suspension or cancellation, the course fees owed to MCIE will be due as set out in the Student Agreement
- Once the deferral, suspension or cancellation is processed, MCIE will notify DIBP

Students may defer commencement of a course, suspend or cancel their enrolment during their course



POLICIES & PROCEDURES

Transfer of student enrolment

MCIE does not actively encourage students to transfer to or from other providers.

Procedure

Students applying to transfer into MCIE

To apply to transfer into MCIE, prospective students need to provide the following:

- Completed application form (available from Reception or the MCIE internet site, www.mcie.edu.au) and provide originals or certified copies of the following documentation:
 - Academic qualifications
 - Academic transcripts
 - Passport
 - Appropriate study visa
 - Proof of health cover
 - Proof of English Language proficiency

On receipt of an application for Transfer of Enrolment the Operations Manager will ensure that the student has completed at least six months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course has ceased to be registered
- The original registered provider has provided a written letter of release
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course
- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing

Application for Transfer of Enrolment that involves a Credit Transfer will only be actioned if a certified copy of one of the following is supplied:

- Qualification Certificate plus a Statement of Attainment Listing Qualification and Units Achieved
- Statement of Attainment
- Academic transcripts

Transfer Out

Students applying to transfer out of MCIE.

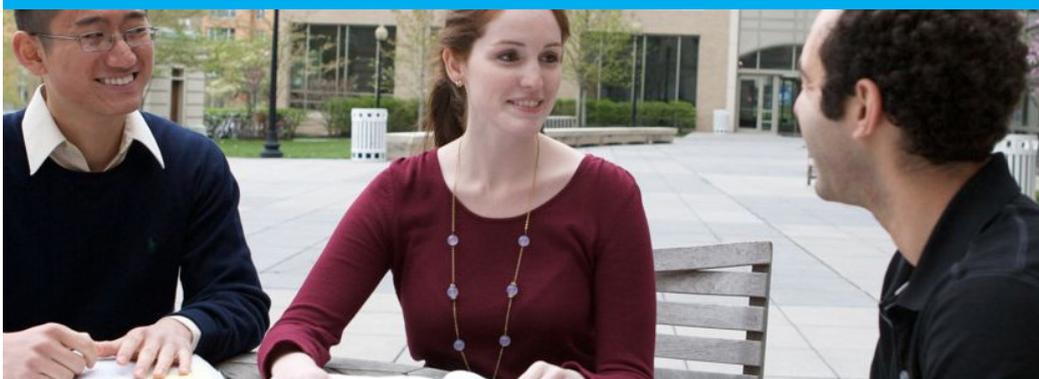
To apply to transfer out of MCIE, students are required to:

- Complete a 'Request Form' (available from the Reception), indicating that they would like to transfer to another registered provider
- Provide a valid Letter of Offer from another registered provider

Upon receipt from the student of their Request Form to transfer out, the Operations Manager will:

- Provide the student with advice on MCIE's procedures for applying for course transfer
- Advise the student that their request may take as long as, but will not extend past a 7-day assessment period
- Refuse a transfer to another course offered by a registered provider except where compassionate grounds can be established, such as undue hardship or sickness in the family that prevents travel to or from the course provider's location of training
- Provide a Letter of Release only after the student has provided a letter indicating a valid enrolment offer from another training organisation
- Issue a Letter of Release at no charge to the student informing the student that they should contact DIBP for further information concerning their student visa requirements
- Provide advice of the Complaints and Appeals Process, ESOS Standard 8 (Complaints and Appeals), should a Release Refusal Letter be refused
- Ensure that all records associated with a transfer application are filed within MCIE's student records management
- Refer the student to the Refund Policy

For more information on transfers to or from other providers, contact MCIE today on +61 3 9329 8005 or info@mcie.edu.au



Access & Equity

The aim of this Policy is to ensure MCIE meets the needs of individuals and the community as a whole through the integration of access and equity guidelines.

The key principles of this Policy are:

- MCIE recognises the need for implementation of equity principles via the fair allocation of resources
- All students will be recruited in an ethical and responsible manner, consistent with the requirements of the training program
- MCIE recognises the right to equality of opportunity without discrimination for all members of the community

With these principles in mind, the objectives of this Policy are to:

- Incorporate non-discriminatory student selection procedures that encourage fair access for members of under-represented groups
- Ensure access and equity issues are considered when developing training programs

Privacy Policy

MCIE will not release the personal details, assessment results or details of grievances/complaints of any student to a third party without the written consent of the student. Where written consent is provided, only information relating to the administration of the training program.

Access to student records of course progress and participation

All students who have enrolled in, currently undertaking or have completed a course of study with MCIE will be provided with timely access to their personal records. Students are provided a transcript at the end of each term that lists all the units they have undertaken in the term and the result. In addition, students able to request access to their records of participation and progress at any stage of their course by completing the Student Records Request Form and submitting it to the Operations Team via mail, email, or in person at reception. Student's are not charged a fee for accessing their records.

learn.
achieve.
succeed.



STUDENT SAFETY POLICY

MCIE has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

- MCIE does not schedule classes outside of 0800hrs to 2200hrs.
- MCIE does not allow students to attend scheduled classes for more than eight hours in any one day

When travelling to and from the MCIE premises it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety:

Student Safety Tips

- Do not openly carry valuables, including iPods, tablets, mobile phones, laptops, etc
- Try to find routes that are well lit and busy
- Avoid confrontation - it is better and safer to walk away if you are being provoked
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side streets
- Have your keys ready well before you reach the door of your car or house
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area
- Check the time of the last train, bus or tram home to avoid being stranded at night
- Avoid walking alone after getting off public transport at night

Emergency Number 000

MCIE, has a number of processes to provide a safe and secure learning environment to all students



KEY CONTACTS

Emergency

Police, Fire & Ambulance (Emergency)	000
Lifeline 24 Hour Telephone Counselling	13 1114
Victorian Poisons	13 11 26
Immigrant Women's Domestic Violence Service	(03) 8413 6800

This service provides support and information to women from Culturally & linguistically diverse backgrounds in their first language. The service operates Monday to Friday, 9.30am to 5.00pm.

Accommodation Services

Global Village Accommodation	(03) 8687 6188
Uni Lodge on Flinders	(03) 9594-6666
238 Flinders Street, Melbourne, 300	
Uni Lodge on Swanston	(03) 9224 7888
www.unilodge.com.au	

Legal Services

Victoria Legal Aid	(03) 9269 0234
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Medical and Health Services

The Alfred (Hospital), Prahran	(03) 9076-2000
100 Collins St Medical Centre	(03) 9654-5600
Lifeline - 24 Hour Counselling Service	13 11 14
Direct Line - 24 Hour Drug and Alcohol Counselling	
Information and Referral Service.	(03) 9416-1818
Drug Line - Buoyancy Foundation	(03) 9429-3322
Alcoholics Anonymous	(03) 9429-1833
G-Line - assistance with compulsive gambling problems.	(03) 9696-2112
Gamblers Anonymous	(03) 9696-6108
Grief Line (12pm to 12am)	(03) 9596-7799
Poisons Information Centre (Australia Wide)	13 11 26
Sexual Assault - Centre Against Sexual Assault	(03) 9344-2210
Women's Domestic Violence Crisis Service Of Victoria	(03) 9329-8433
St Vincent's Private Hospital, Fitzroy	(03) 9417 1055
Epworth Freemasons Hospital, East Melbourne	(03) 9418 8188
Melbourne Private Hospital, Parkville	(03) 9349 3566

For further Information about medical services available in your area, please visit www.ahm.com.au/Hospital-Network

Department of Education and Department of Employment

This student handbook explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 and should be read in conjunction with the ESOS framework information. The MCIE website also contains a link to the ESOS framework.

Further information available at:

www.education.gov.au

www.employment.gov.au

Contact MCIE

**Melbourne City Institute
of Education**

**Level 2, 52–58 Chetwynd
St, West Melbourne 3003**

Ph: +61 3 9329 8005

Fax: +61 3 9329 0052

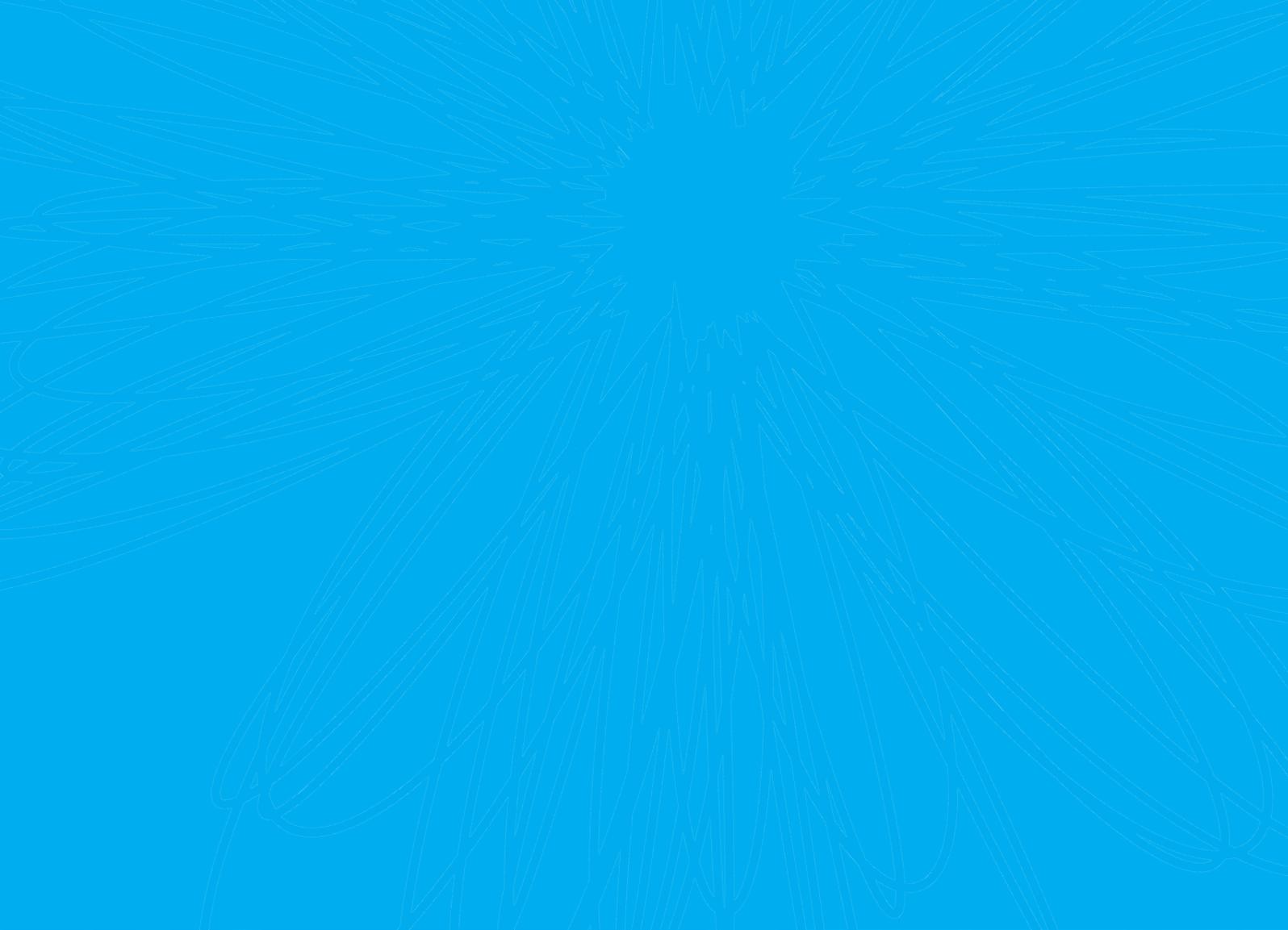
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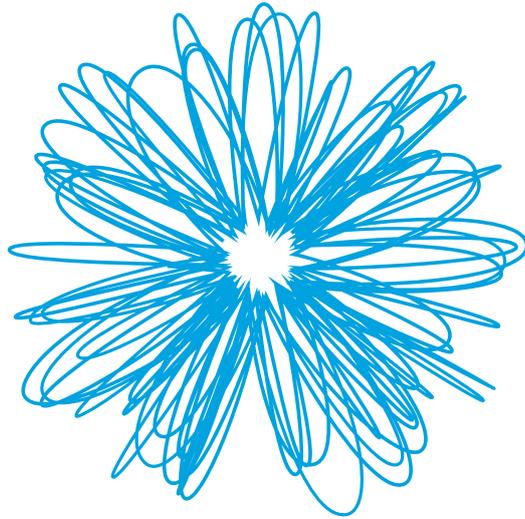
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