



International Student *Handbook*

www.mcie.edu.au | 1300 737 004

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A photograph of a young man and woman smiling. The man is in the foreground, wearing a dark grey polo shirt, and the woman is behind him to the left. They are standing in front of a light-colored stone wall. The image is partially covered by a blue overlay on the right and a dark blue bar at the bottom left.

**MCIE's first
priority is
our students**




Welcome to MCIE

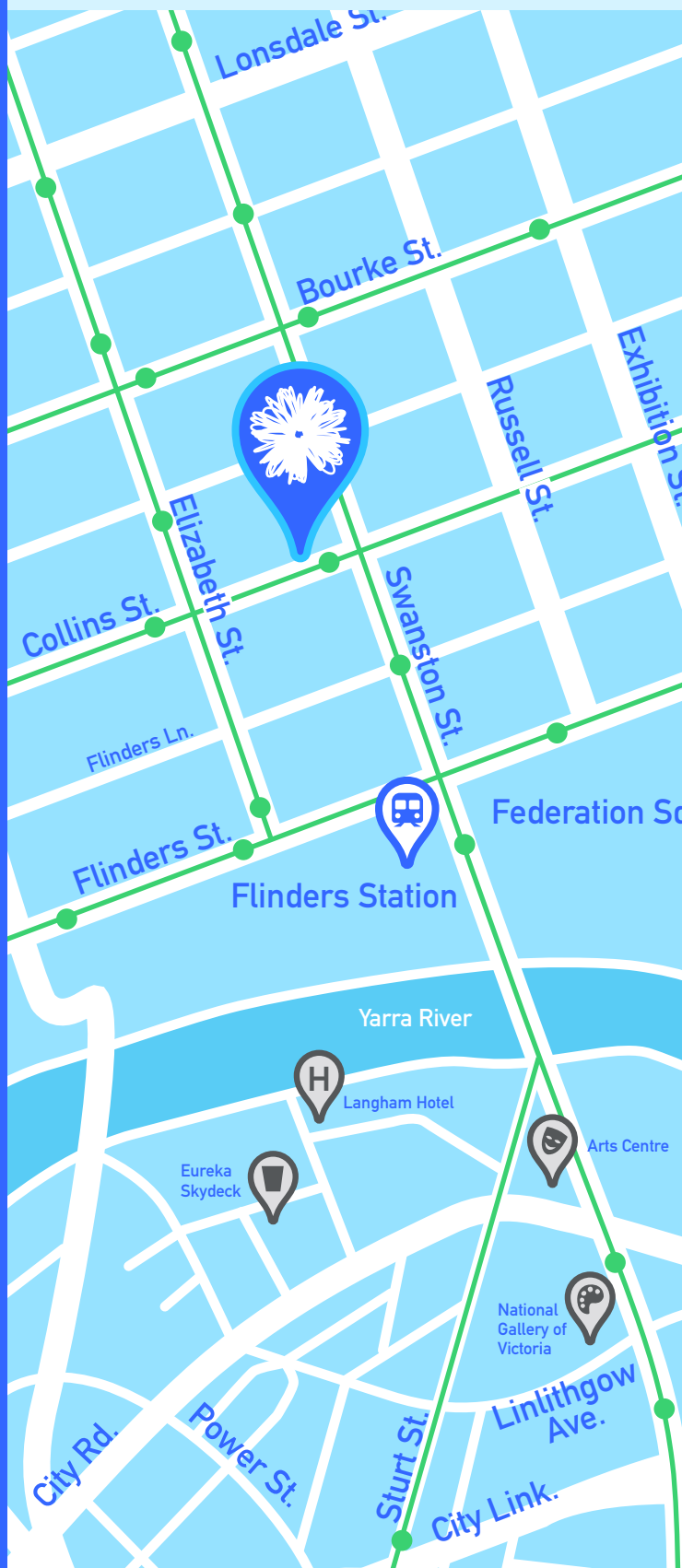
You will find Melbourne City Institute of Education (MCIE) right in the centre of Melbourne in Australia.

Our priority is our students and the learning experience we provide. Students experience a learning environment where students come from all parts of the world including Australia. Our focus is on industry skills development and we aim to empower students to contribute effectively to business and society in general through the skills and knowledge they gain in our courses. Every student who comes to MCIE is supported to learn, achieve and succeed.

Student orientation

All international students will undertake a comprehensive orientation program prior to the commencement of their course. Students will be provided with detailed information about studying at MCIE, Melbourne's cost of living, transportation, facilities, banking and accommodation. Also, about their course, including course duration, completion requirements, resource needs, tuition fees, health cover, immigration and the use of Personal Protective Equipment (PPE). Students will be introduced to MCIE staff and a tour of the premises and adjacent areas will be conducted to familiarise students with their environment. Questions are answered, and issues clarified.

 Tram stop
 Tram line
 Map key:  Train station



Training information

Training location

The main campus is located on Level 8, 250 Collins Street Melbourne, Victoria 3000.

Student amenities include a kitchen with microwave and refrigerator, breakout room, free wi-fi, Explore Cafe and modern computer lab with internet access. Facilities are conveniently located in 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 commercial training kitchens are located at: 28-30 Fanning Street, Southbank VIC 3006 and 112 Peel Street, North Melbourne VIC 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.

Our simulated childcare environment provides the contemporary equipment and resources found in a modern, day-care facility, making for a fun, hands-on learning environment where students can see theory applied in a realistic, practical setting.

Qualifications and courses

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

- BSB40210** Certificate IV in Business
- CHC30121** Certificate III in Early Childhood Education & Care
- CHC50121** Diploma of Early Childhood Education & Care
- SIT30821** Certificate III in Commercial Cookery
- SIT40521** Certificate IV in Commercial Cookery
- SIT50416** Diploma of Hospitality Management (in transition)
- 10904NAT** Diploma of Social Media Marketing

English Language Courses for Overseas Students



Living in Australia & resources

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Melbourne is a reasonably priced city providing good quality living and abundant accommodation. According to the Australia Government website www.studyinaustralia.gov.au, the average international student in Australia spends about AUD \$588 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel and other incidental costs. Students will need a minimum of AUD \$30,576 per year (excluding tuition) to cover living expenses. The cost of living, however, depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AUD \$6,000 per year for each dependent.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items, such as clothing and shoes, to find a cheaper source.

Some useful supermarket websites:

www.woolworths.com.au | www.coles.com.au

www.aldi.com.au | www.iga.com.au

Accommodation

The following types of accommodation are available for international students.

Home stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments.

There are different types of homestay arrangements:

- 1. Full Board:** usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but no telephone and internet). Some homestay providers may even do your laundry.
- 2. Half Board:** usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but no telephone and internet). You have the use of the cooking and laundry facilities in the house.
- 3. Board in Exchange:** usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Lease/rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants



who they believe are the most stable and able to meet the requirements of the lease.

Useful internet sites for student housing are:

www.s-h-a.com.au www.lestudent8.com

www.find-studentaccommodation.com

www.youthcentral.vic.gov.au | www.studymelbourne.vic.gov.au

www.studyinaustralia.gov.au | www.homestaydirect.com.au

Useful rental accommodation websites are:

www.realestate.com.au | www.domain.com.au

www.realestateview.com.au

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage.

Credit card

Credit cards are widely used around Australia.

The most commonly accepted credit cards are Visa, MasterCard, American Express and Diners Club are accepted selectively and, in some instances, might incur a surcharge by the merchant.

Public transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. With regard to public transport, metropolitan cities, including Melbourne are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long.

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased at train stations before you get on the service to travel.

Tickets can be purchased at some tram stops or retail outlets

such as 7-Eleven. Tickets are not available on public transport.

For more information, visit www.ptv.vic.gov.au/tickets/fares.

Fare evasion attracts steep fines.

Driving

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. Overseas students may drive in Australia on a valid Overseas Driver's License, but if:

- the document is not in English, the visitor must carry a translation in English with the permit
- the international permit is valid in the country of origin

Taxis, Uber & DiDi

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail cabs in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip cab drivers. Alternatively, you can book an Uber or Didi driver - simply download the Uber or Didi app to your mobile device. Follow the prompts to set up and book your ride online.

Travel

During semester breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as its marine parks and national parks (Wilson's Promontory, Phillip Island, Dandenong Ranges, Mornington & Bellarine Peninsulas), the Queensland rainforests and the pristine countryside and mountains of Tasmania.

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

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all post offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and phone cards. Telstra phone cards www.telstra.com.au/home-phone/callingcards# phonecard are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of AUD \$5, AUD \$10, AUD \$20 and AUD \$50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better class restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, it is at all times your choice to tip or not to tip.

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at <https://www.studyinaustralia.gov.au/english/live-in-australia/banking>

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. The average international student in Australia spends about \$420 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

For more information about the
living costs
in Australia, visit:
www.studyinaustralia.gov.au

Currency

Australia uses the dollar and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Education of dependent children

In Victoria, school is compulsory for all children aged between five and seventeen 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 dependent children. Check with individual schools for details.

Employment

Australian immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 48 hours per fortnight during the term, and may work full-time during term breaks. However, work is not always easy to find and under no circumstances should students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study. Remember, studying should be your first priority – work commitments should be scheduled around your study commitments.

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

Work issues

If you need information on your workplace rights, please visit the website of the Fair Work Ombudsman at www.fairwork.gov.au/employeeentitlements. Students can find information on employment at the Victorian Government website at www.vic.gov.au/employmentworkplace/wages-awards-conditions/employment-law.

Student Support Services

All students enrolling at MCIE have free access to support from the Student Welfare Coordinator (SWC). The SWC has the responsibility to help students cope with the many challenges they face when studying away from home.

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 SWC can be contacted 24/7 for any support you may need or referral to other appropriately qualified people. At orientation, students are given the SWC's phone number for emergency contact.



Michelle Cassell

Student Welfare Coordinator

03 9655 0600

michelle.cassell@mcie.edu.au

Personal counselling

Students experiencing difficulties associated with health or personal issues may discuss their problems with their trainer, with administration staff or departmental staff. Appointments can be made for non-urgent issues.

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

- free Internet access at the Institute 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 their stay is not only academically rewarding, but also an enjoyable one!

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

Critical incidents

If any of the following occur, please contact us so we may support you:

- domestic violence
- sexual assault
- drug or alcohol abuse
- traumatic events
- missing students
- experiencing of physical or verbal aggression
- death, serious injury, or non-lifethreatening, but serious incidents
- natural disasters which impact you or your family

In an emergency please contact emergency services first on 000

then contact the Student Welfare Coordinator or the Managing Director. Outside working hours call the Student Welfare Coordinator on 0412 278 654.

Studying at MCIE

Wi-Fi and internet access

Students may access MCIE's Wi-Fi connection for internet.

Student email accounts

To ensure your privacy and to support your learning you have been issued an MCIE email account. You are required to use the MCIE email account for all your communications with MCIE and your trainer. This email account will be deactivated 6 months after you have completed or withdrawn from your course.

Student attendance and VET courses

Student attendance is recorded daily for ELICOS students, including late arrivals and early departures.

International students studying VET courses are expected to attend all classes, however, these students will be reported to the Department of Home Affairs only on the basis of not maintaining satisfactory course progress and not for lack of attendance.

- **SIT30821 Certificate III in Commercial Cookery** in SITHCCC043 Work effectively as a cook = minimum of 190 hours consisting of 48 complete service periods/shifts.

Work-Placement

Work-Based assessment, also referred to as practical placement, is a mandatory requirement for completing hospitality and early childhood and care qualifications at MCIE. Work-Based assessment involves students working in a commercial kitchen or regulated child care enterprise to demonstrate their skills and to complete assessment requirements. MCIE arranges practical placement at a commercial enterprise for students.

The number of hours that a student must work is determined by the course requirement. While working in the commercial kitchen or registered child care environment, students will be supervised by staff there, and by MCIE staff. Students will be covered by Work Cover insurance for the time they spend on Work-Based assessment. As part of Work-Based assessment, students are required to maintain a portfolio recording their experience and attendance at the commercial kitchen, regulated child care environment and MCIE. The portfolio forms an essential part of course assessment and is monitored regularly. In situations where a student's portfolio does not show completion of the required workplace experience, the student must undertake additional Work-Based experience to meet the assessment requirements.

Prior to Work-Placement

Students will receive induction training at both MCIE and their place of work before commencing Work-Based placement. Occupational health and safety training is part of MCIE course content and takes place at MCIE. Our trainers simulate workplace situations within the classroom so that students can practice their knowledge and skills. Induction at the workplace allows students to become familiar with the workplace, procedures and staff. Work-Based assessment applies to the following qualifications and units:

Hospitality Work-Placements

The hospitality qualifications in the SIT16 – Hospitality Training Package contains a number of holistic or integrated units of competence in the following qualifications:

- **SIT30821 Certificate IV Commercial Cookery** in SITHCCC043 Work effectively as a cook = 192 hours consisting minimum of 48 complete service periods
- **SIT40521 Certificate IV Commercial Cookery** in SITHCCC020 Work effectively as a cook = 192 hours consisting minimum of 48 complete service periods/shifts working a combination of: breakfast, lunch, dinner and special functions
- **SIT50416 Diploma of Hospitality Management (Commercial Cookery Stream) (in transition)** in SITHCCC020 Work effectively as a cook = 280 hours consisting minimum of 48 complete service periods/ shifts with combination of: breakfast, lunch, dinner and special function

ECEC Work-Placements

ECEC qualifications in the CHC Community Services Training Package contain a number of Work-Based training units of competence in the qualifications below:

- **CHC30121 Certificate III in Early Childhood Education and Care** are required to complete a minimum of 160 hours of work-placement for the units:
 - CHCECE032 - Nurture babies and toddlers
 - CHCECE033 - Develop positive and respectful relationships with children
 - CHCECE035 - Support the holistic learning and development of children
 - CHCECE036 - Provide experiences to support children's play and learning
- **Diploma of Early Childhood Education and Care** are required to complete a minimum of 280 hours of work- placement for the units:
 - CHCECE042 - Foster holistic early childhood learning, development and wellbeing
 - CHCECE048 - Plan and implement children's education and care curriculum

The total mandatory work placement hours a student must successfully complete for the Certificate III and Diploma of Early Childhood Education and Care course is 440 hours.

Training matters

Entry requirements (including English language requirements)

Academic Requirements:

- Completion of high school or equivalent to Australian Year 11 or higher for entry into Certificate III and Certificate IV level courses
- Completion of high school or equivalent to Australian Year 12 or equivalent for entry into Diploma and Advanced Diploma level courses

English Language Proficiency Requirements:

- **for direct entry into Certificate III and Certificate IV Level courses:**

Evidence required:

- IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactory completion of ELICOS at upper intermediate level from a NEAS endorsed English Training Centre or;
- completion of secondary studies equivalent or higher to an Australian
- Year 11 qualification from an English speaking country or;
- completion of MCIE English Placement Test with an overall score of 5.5 or above;
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into MCIE VET courses.

- **for direct entry into Diploma and Advanced Diploma Level courses:**

Evidence required:

- IELTS band score of 5.5 or equivalent internationally recognised exam result in line with DHA regulations or;
- satisfactorily completion of ELICOS at upper intermediate level from a NEAS endorsed English Training Centre or;
- completion of secondary studies equivalent or higher to an Australian Year 12 qualification from an English-speaking country or;
- other tests like PTE, TOEFL and OET are also considered equivalent for direct entry into MCIE VET courses.

If one of the following applies you don't need to provide evidence of English test score with your application:

- You are a citizen and hold a passport from UK, USA, Canada, NZ or Republic of Ireland.
- You are enrolled full time in an English course with Explore English that leads to achievement of upper intermediate level. A copy of completion will be required prior to commencement of your VET course.

Special Consideration: A student who has completed one year of study in Australia (Cert III, AQF Qualification or above) is exempt from submitting Australian Year 12 or equivalent + IELTS results.

Online LLN Assessment

All international students undertake a LLN assessment during orientation. This ensures MCIE has information about their LLN levels and is able to put in place appropriate support plans on a student's course commencement.

LLN Levels

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 English language, including some unfamiliar material within a variety of contexts. In some units, oral presentations in English 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 ELICOS course.

Study methods and difficulties

In Australia we place an emphasis on individual study tasks to ensure authenticity and currency of the evidence we collect to prove your competence. Tasks we use at MCIE include assignments, research and analytical thinking tasks as well as peer to peer presentations. Presentations may require you to present an argument about a specific subject and to be willing to defend your point of view. Each of these approaches to a task involve the use of research resources, intensive note-taking in lectures and active participation in the learning process (as opposed to passive listening and role learning).

To be a successful student in Australia, you need to adapt to these methods of learning. At MCIE our trainers offer students assistance to develop effective study skills. Many of our Trainers are highly experienced teachers of overseas students, who understand the difficulties many students face getting used to different study methods.

If you struggle with the challenges of being an overseas student studying in Australia, ask for help do not suffer in silence.

Send a request for help to support@mcie.edu.au or complete a request on-line at www.mcie.edu.au/student-supportoptions/

Course information

Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that assesses the competency of an individual that may have been acquired through formal or informal learning to determine the extent to which that individual meets the requirements specified in the training packages or VET accredited courses. The benefits of RPL is the recognition of competencies already achieved which may lead to a shortening in the duration of the course of study.

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 RPL is granted prior to the commencement of the course of study, MCIE will issue a new Confirmation of Enrolment which reflects the actual new course duration. If RPL is granted after the commence of study, MCIE will report the change to course duration through PRISMS. If you believe you already have some of the competencies in the VET course you may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is proof that you currently have the required competencies. To apply for RPL students must submit a request through our online Student Requests and Feedback Form. You will then complete and submit the relevant application forms available from MCIE.

RPL procedure

Current and prospective students may apply for RPL, by completing and submitting the RPL Application Form along with supporting documents. Candidates will be invited to attend an interview to discuss the RPL process and the evidence requirements for a successful outcome.

Original documents, transcripts and statements of attainment may be provided at this stage for verification by academic staff. Within 10 working days of the initial interview, and if further evidence is required, the nominated assessor will communicate the requirement in writing with the candidate. At the conclusion of the assessment process, the candidate will be notified in writing of the outcome and the results will be recorded in the student management system.

A successful RPL outcome may decrease the duration of study. Candidates may appeal a negative RPL outcome within 30 days of the initial decision. In this case, the RPL documentation will be provided to an independent RPL assessor for reassessment. The cost of re-assessment will be borne by the candidate. The decision of the independent RPL assessor is final. MCIE will only grant RPL for units that are part of the MCIE course framework.

Fees for RPL applications are calculated according to the time spent by MCIE staff to determine competence. This time is charged at AUD \$145.00 per hour.

Credit transfer (CT)

Registered Training Organisations (RTOs) are required to recognise qualifications and statements of attainment issued by other RTOs. This means that if you have undertaken a similar course at another RTO you may be eligible for credit transfer. In order to be eligible for credit, you must have previously successfully completed the unit/s.

The unit/s of competency that you seek credit for, must have the same unit code and title (or be deemed to be equivalent in the respective training package) as the units listed on a verified Transcript, Award, Statement of Result or Statement of Attainment provided to you by the issuing RTO.

Students indicate as a part of the enrolment process that they will be seeking credit transfer. This is the trigger to commence the credit transfer process which is managed by the relevant Head of Department. Students are required to provide their original statement of result and sign the application form. MCIE will only grant credit transfer for equivalent units that are part of the MCIE course framework.

The application process for Credit Transfer is free of charge.

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

International students are required to attend classes for a minimum of 20 hours per week as timetabled. Training and instruction is provided by qualified industry experienced trainers. The delivery strategies used to teach students may include but are not limited to:

- self-paced study
- workshops
- practical training sessions
- seminars
- e-Learning resources
- tutorials
- teacher led classroom delivery

Want to know more or to apply for RPL?

If you require further information please: submit a request for RPL www.mcie.edu.au/student-requests-form/ contact your Trainer or contact the MCIE office on 1300 737 004

Training is conducted in purpose-built classrooms, practical training rooms and training kitchen facilities to ensure that students are well prepared for the industry sector of their choice. In class, students are expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and participating in role play scenarios.

Work-Placement and Work-Based assessment

It is a mandatory course requirement that students undertaking:

1. Certificate III in Commercial Cookery and the Certificate IV in Commercial Cookery complete a minimum 192 hours of Work-Placement
2. Certificate III in Early Childhood Education and Care are required to complete a minimum of 160 hours of Work-Placement.
3. Diploma of Early Childhood Education and Care are required to complete a minimum of 280 hours of Work-Placement. MCIE assessors observe students demonstrate their practical skills in the workplace.

Library

MCIE recommends that students access the conveniently located City Library at 253 Flinders Lane, Melbourne VIC 3000.

Student lounge and cafe

Our student lounge on Level 8 has a kitchen, lunch facilities and a part time barista.

Dress standards

As part of the students' vocational preparation, MCIE requires students to be dressed appropriately and respectfully when attending classes. Students attending theory classes should be dressed in smart casual clothing, which does not display obscene, racist or politically incorrect comments. Footwear

may be either open or closed toe, however thongs and bare feet are potential hazards and are not permitted. Trainers have the right to refuse students permission to attend class if their clothing is deemed inappropriate.

Cookery practical class dress standards

Students must wear full chef's uniform to be admitted to practical classes. Failure to meet dress requirements will mean exclusion from class. The uniform requirements consist of black and white checkered chef's pants, white long sleeve chef's 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 books, pens etc, it is advisable for students to keep their belongings with them and to avoid bringing valuable items. In special circumstances, these can be left with administration staff at the main office. MCIE takes no liability for lost or stolen items. This is the student's responsibility.

Personal property and security

Students are responsible for their own personal property. MCIE accepts no liability for lost or stolen student property.

If you have any concerns at all about your personal safety while on campus, please discuss this immediately with your trainer or Student Welfare Coordinator.

Classrooms and the computer lab

Classrooms are modern, air-conditioned and are well-equipped for effective learning. Most rooms enjoy natural light and city views. Access to MCIE facilities is via elevators. Our computer lab is room 10 located on Level 9.

Timetables

At the start each term students are given a timetable providing their class schedule and the sequence of unit delivery. MCIE runs classes seven days a week scheduled between 8:00am and 10:00pm, depending upon the course. Maximum study hours in a day do not exceed eight hours but may be less than this depending upon the course. Students should refer to their course timetable for precise details.

Mobile phone usage

Students are not permitted to use mobile phones in the classroom for personal use. They may be used as directed by the trainer.



Deferment and suspension

Student initiated course deferment or suspension

(Includes leave of absence for any length greater than 5 days.)

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. The request must be made in writing to the Institute.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (for example, you are going to the hospital)
- Bereavement (death of an immediate family member)
- Serious illness of an immediate family member if you know that you will not be attending classes during the study period, you should contact the Institute and arrange an appointment with the Student Welfare Coordinator to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting your circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

If MCIE defaults on course delivery

In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided.

Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a full refund or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you.

Please refer to our Fee Payments Policy and Refund policy and Tuition Protection Service Policy for details on the website:

www.mcie.edu.au

MCIE may suspend a student enrolment:

- if a student fails to abide by the Student Code of Conduct and Discipline Policy and Procedure
- on the grounds of 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 Manager of Vocational Education and Training, 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, a student will be given 20 working days to access MCIE's Complaints and Appeals Procedure.

Student's enrolment will be maintained by MCIE until the complaints and appeals procedure is complete. The suspension or cancellation will be notified to DHA 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 procedures, then they can request mediation through the OSO. However, MCIE may notify DHA prior to the outcome of this appeal.

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 Victoria:

Occupational Health & Safety Act 2004

www.worksafe.vic.gov.au/laws/ohs

Equal Opportunity Act 2010:

www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act

Registered Training Organisation (RTO) & CRICOS matters, see ASQA:

www.asqa.gov.au

ESOS Framework:

www.internationaleducation.gov.au

Department of Home Affairs (DHA):

www.homeaffairs.gov.au

Student Visa Information:

www.homeaffairs.gov.au/Trav/Stud

Privacy:

www.privacy.gov.au

MCIE will comply with the regulations and legislation that impact the provision of services to our students. Refer to the links above for more information or contact the relevant Head of Department or the Student Welfare Coordinator. Legislation relevant to your course will be discussed at orientation and in class.

Deferment, suspension or cancellation of an overseas student's enrolment

Grounds for deferment, suspension or cancellation

MCIE may defer commencement of a course when a course is not offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund will be processed as required or alternative courses offered.



Did you know?

**"42% of Melbourne's residents are students
50% of these are international students."**

City of Melbourne

MCIE may suspend or cancel a students enrolment for:

1. Failing to abide by the Student Code of Conduct and Discipline Policy and Procedure
 2. Compassionate and compelling circumstances
 3. Serious student misconduct, including misbehaviour
 4. Breach of course progress requirements by the overseas student in accordance of the National Code 2018 Standard 8
 5. Non-payment of overdue fees including failure to pay an amount they were required to pay MCIE to undertake or continue the course as stated in the written agreement. (MCIE will notify the overseas student in writing of the intention to suspend or cancel their enrolment).
 6. Overseas student fails to start the course within 2 weeks of course commencement without formal notification.
- In the event MCIE initiates a suspension or cancellation of an overseas student's enrolment, MCIE will notify that student in writing of the intention to suspend or cancel their enrolment. The overseas student will be provided 20 working days to access MCIE's complaints and appeals process
 - The student is not provided an opportunity to appeal when the student's health or wellbeing, or wellbeing of others is likely to be at risk. Some of the scenarios related to this situation are:
 - student is missing or fails to start the course within 2 weeks of course commencement without formal notification
 - student has medical concerns
 - severe depression or psychological issues which lead MCIE to fear for the student's wellbeing
 - student has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
 - student is at risk of committing a criminal offence
 - Where a student chooses to access the MCIE Complaints and Appeals Policy, the student's enrolment will be maintained by MCIE until the complaints and appeals process is complete.
 - If the complainant finds no satisfactory outcome with the internal MCIE complaints and appeals process, they can request mediation through the Overseas Student Ombudsman. However, MCIE may notify the Department of Home Affairs prior to the outcome of this appeal.
 - The suspension or cancellation will be reported to the Department of Home Affairs (DHA) under section 19 of the ESOS Act at the end of the complaints and appeals process, if the appeal is not upheld. This may affect the status of a student visa.
 - MCIE will inform the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.

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. Refer to the Compassionate and Compelling Circumstances Policy
 - Student visa delay or refusal
- Students may request a deferral prior to course commencement by submitting an online deferral request through MCIE's website outlining the reasons for deferral and providing supporting evidence/documents.
 - Deferral requests are assigned to the Head of Department for approval.

Change of institute or course

The National Code 2018

Restricts MCIE from enrolling or transferring students prior to a student completing 6 months of their principal course of study. This means MCIE is unable to knowingly enrol a student transferring to us from another provider who has not completed the minimum 6 months of study in their principal course without meeting specified criteria. Students who have studied longer than the period of 6 months in their principle course can apply as normal and no letter of release needs to be sighted.

The following procedures have been separated into 'incoming students' and 'outgoing students.'

Incoming students

The following is relevant to any student who applies for a course with MCIE and is currently studying on-shore with another registered provider. For this procedure to be completed the applicant must provide a copy of their student visa and appropriate student number.

Once this information is obtained the following steps are taken:

- International admissions team accesses the student information via PRISMS. They are to ascertain if the length of studies completed in their current principal course of study is greater than 6 months. They can also use the copy of the student visa in the passport to ascertain what the principal course is and when they arrived in Australia.
- In completing this process, they print a copy of the PRISMS record and attach to the student application.
- If they have completed more than 6 months of their principal course of study, the application process proceeds as for all off-shore students.
- Where a student has NOT completed 6 months of their principal course of study, PRISMS is to be checked to ascertain if the student has been released from their current provider.
- To support the application, they can be provided with an "Offer of Enrolment" which clearly states that an offer of a place is contingent on their being released by their current provider.
- If the current provider provides a release on PRISMS, the application proceeds.
- If the current provider has not advised on PRISMS that the student has been released, the application process is halted, and the student informed that they are unable to transfer at this time. They are welcome to re-activate their application once they have completed 6 months of study in their principle course

Note: that in the very rare circumstances where the original institution or course has ceased to be registered or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, no letter of release is required. Evidence of this occurrence would need to be placed in the student file. If the student is in receipt of a Government scholarship, they should provide written support from the government agreeing to the change which will stand in lieu of any letter of release.

Outgoing students

The following is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principal course of study at MCIE.

Students make a written request (e-mail is satisfactory) to student administration to transfer to another provider. The only reasons under which a student will be released are if:

- MCIE has cancelled/ceased to offer the students course
- Compelling or compassionate circumstances
- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with MCIE's intervention strategy to assist the overseas student in accordance with Standard 8
- MCIE has failed to deliver the course as outlined in the written agreement
- there is evidence that the overseas student's reasonable expectations about their current course are not being met

In assessing the application to transfer, student administration will check the following points:

- ensure any outstanding fees are paid
- ensure the student is fully aware of all issues relating to transferring of providers
- check student records to ensure the student is not trying to avoid being reported to the appropriate government agency(s) due to lack of course progress or poor attendance records (ELICOS students only)
- the student will be asked to provide a valid "Offer of Enrolment" from the new provider.

Once the above points have been addressed by the data and quality team, information on the release of the student is entered into PRISMS. Where the request to transfer to another RTO is refused, the student is to be advised in writing of the reasons for the refusal, and the student's right to appeal the decision within 20 working days of being advised of the decision.

All requests, considerations, decisions and copies of letters of release should be placed on the student's file. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund.

Refunds are governed by the Refund Policy independent of this policy.

Contact us

For more information on transfers to or from other providers, contact MCIE today

Go to the Student Requests & Feedback Form*



International student visas

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 6 months to process. For all visa inquiries and applications, please contact the Australian Embassy or High Commission.

DHA 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 DHA's website: www.homeaffairs.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.

International students may choose from the following health care providers:

- Australian Health Management:
www.ahm.com.au
- Medibank Private:
www.medibank.com.au
- OSHC World Care:
www.oshcworldcare.com.au
- BUPA Australia OSHC:
www.overseasstudenthealth.com

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

Student visa delay

- Students may request a deferral prior to course commencement by filling out the online Student Request & Feedback Form. Requests must be in writing and addressed to the International Admissions Officer. Once the deferral is processed the student will receive a new Confirmation of Enrolment certificate and have a new Letter of Offer and Acceptance Agreement written to reflect the requested change
- 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 International Admissions Officer. Suspensions longer than six months may result in the cancellation of the student visa by the Department of Home Affairs (DHA). Students must obtain the approval of the International Admissions Officer and the relevant Head of Department if they wish to suspend their enrolment for any period. Once approved, the International Admissions Officer will provide a letter confirming suspension approval. Fees apply - refer to the Additional Fees page for more information.



- Students opting to cancel their enrolment in a course must obtain written approval from the International Admissions Officer by filing out the Withdrawal Form.

Once approved, the International Admissions Officer will provide a letter confirming cancellation. Once the cancellation has been processed MCIE will notify DHA and the student visa may be cancelled.

In addition

- it is a requirement of the DHA 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 the DHA)
- upon deferral, suspension or cancellation, the course fees owed to MCIE will be due as set out in the Letter of Offer and Acceptance Agreement once the deferral, suspension or cancellation is processed, MCIE will notify the DHA

Study in Australia:

Everything you need to know about studying in Australia www.studyinaustralia.gov.au

Youth Central:

Information and advice on jobs, study, travel and events in Victoria www.youthcentral.vic.gov.au

Telephone Directory:

The Yellow Pages lists business and residential telephone numbers around Melbourne and Australia www.yellowpages.com.au

Under certain circumstances, students may defer commencement of a course, suspend or cancel their enrolment during their course.



International student progress

Satisfactory course progress

It is a condition of an International student's visa that they are required to maintain satisfactory course progress to enable them to complete their studies within the specified duration of their student visa. Course progress monitoring is conducted each term to ensure that students are achieving competency in 50% or more of the scheduled competencies. Should a student not achieve 50% of the scheduled competencies, MCIE will commence its intervention process by informing the student in writing of their failure to meet the minimum requirements for course progression.

Assistance and support will be provided as necessary to enable the student to achieve competency.

However, should the student not meet the minimum 50% course progression requirement in two consecutive terms, MCIE will be obliged to report the student to DHA. MCIE will convey this intention to the student in writing and the student has 20 days to lodge an appeal with MCIE. If the appeal is unsuccessful, the student will be reported to DHA.

Monitoring course progress

MCIE has adopted the Department of Education-DHA 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 to 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 achieves 50% or below of the required course progress in a study period (no shorter than 10 weeks) the Head of Department 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 an external organisation 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 a minimum of 50% of the scheduled units in two consecutive terms the institute may report them to DHA via PRISMS.

Completion within the expected duration of study:

During a student's enrolment period 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)

Extension of a student's study period:

MCIE will only extend the duration of a student's study period under the following circumstances:

- 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

Variation to a student's enrolment load:

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

Monitoring
your course
progress

For further details please refer to the Course Progress Policy on our website.

If your course progress drops 50% and below, MCIE will send you a letter addressing this.

You then have 20 business days to respond and make an appointment to discuss why this occurred.

After counselling, your poor pattern continues and after the 4th occurrence, you can appeal.

After counselling, you make an effort, make progress and get back on track with your studies!

If your appeal is unsuccessful, your enrolment and CoE is cancelled.

MCIE is required to monitor your course progress as per the requirements of the DHA. We analyse your progress twice a study term, at mid and end of term.

We check to see if you have achieved 'Competency' (C) in the units you were required to complete in the given term.

For more information on this or MCIE's intervention and special consideration policies, head online to www.mcie.edu.au and check under Current Students and then MCIE Policies.

Note: MCIE must report a deferral of commencement, suspension and/or cancellation of enrolment to the DHA and this may affect the status of a student visa.

Course assessment

A variety of assessment methods will be used during the course of study these may include but are not limited to:

observations of performance - practical demonstrations - role plays - presentations - case studies - written assessments (ELICOS exams) - assignments - projects - work-based assessment.

Students are provided unit information at the start of the term advising them of delivery schedule and assessment due dates. Prior to assessment trainers provide students with information on assessment requirements. Students may clarify task requirements prior to the commencement of assessment.

Assessments are due on the due date

Students are required to undertake and/or submit their assessments by the due date.

Should a student be deemed "not yet competent" at the first attempt **assessment submission**, they will be allowed to have one further re-sit of that assessment task at no additional cost

(Resubmission #1).

If they are found to be "competent" at the second attempt, no further action is required. However, should the student be found to be "not yet competent" at the second attempt, they can request a reassessment (**Resubmission #2**) but will have to pay a reassessment fee of \$250 per theory unit or \$350 per practical unit of competency.

Should the student be found to be "not yet competent" after the third attempt they will be required to re-enrol in the unit/s and undertake it in full.

To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessments on time.

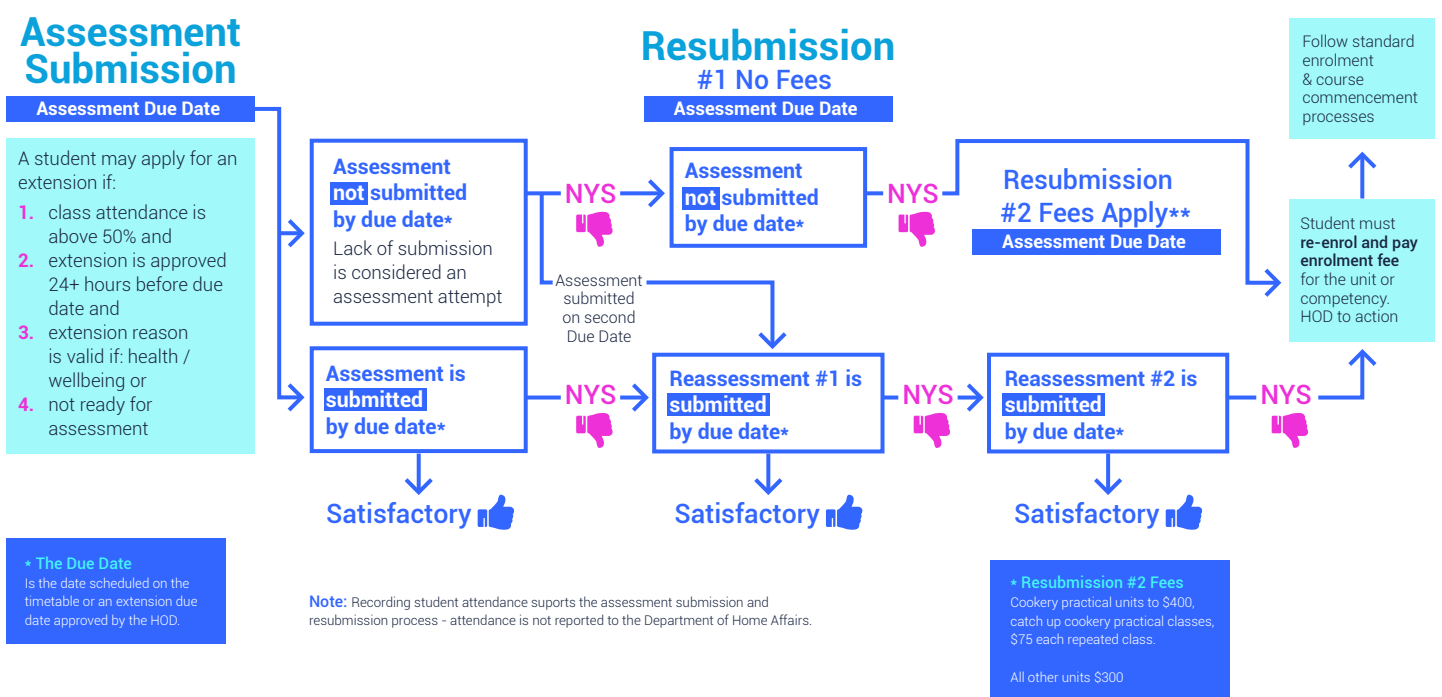
Applying for an extension

Under certain circumstances a student may request an extension of up to 7 days. If:

1. class attendance is above 50% and
2. the request is made and approved at least 24 business hours before assessment and
3. the extension reason is valid, ie: a health issue, a doctor's certificate is required, or the student's well being is at risk, an assessment report from MCIE's Student Welfare Coordinator is required or
4. the student is not ready for assessment

Student's right to appeal an assessment result

Students have the right to appeal an assessment decision if they feel that the assessment outcome is not a fair reflection of their effort. Refer to the "Complaints and Appeals Procedure" for more information.



Student administration and privacy

Personal Information

Change of address

Upon arriving in Australia, students are required to advise MCIE of their residential address and telephone number, as well as any subsequent changes to their residential address.

This is extremely important as the Institute is obliged to contact students at their last known address as the Institute may send warning notices to help you prevent any breaches of your visa conditions.

Students are required to update their contact details within 7 days of a change. It is your responsibility and in your own interests to ensure that your contact and address details are always up-to-date at the Institute to ensure you receive important information about your course. Additional information on student visa issues is available on the Department of Home Affairs web site at www.homeaffairs.gov.au.

Student ID cards

MCIE issues students with student ID cards on the day of orientation. ID cards must be carried at all times when on campus.

Unique student identifier - USI

If a person is a new or continuing student of nationally recognised training, they need a USI to receive their qualification or statement of attainment.

Students can create their own USI and use it to produce a comprehensive transcript of their training, which can be used when seeking employment, for a credit transfer or to demonstrate they hold prerequisites when undertaking further training. Students can contact MCIE via the student requests page on our website for further assistance, or visit www.usi.gov.au.

Privacy Policy

MCIE will not release the personal details, assessment results or details of 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 course may be provided.

Privacy of Students' Personal Information

Students' personal information will be collected by fair and lawful means which is necessary for the purpose of enrolment

and administration at the Institute. MCIE is committed to ensuring the confidentiality and security of all student information provided in accordance to the Commonwealth Privacy Act (2000).

In addition, MCIE's Privacy Policy provides procedures for how MCIE collects, stores, uses and disseminates student information with reference to the record management system and the Victorian Freedom of Information Act (1982).

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 of student visa conditions relating to unsatisfactory academic progress by the student.

MCIE adheres to the national legislation for privacy regarding a student's personal information. All personal information collected by MCIE is securely stored and MCIE will not provide personal information to any third party other than government agencies or regulatory authorities as required by law.

It is a requirement of the VET Quality Framework that VET students can access personal information held by the Institute and may request corrections to information that is incorrect or out of date.

Students should apply in writing to the Student Administration Manager if they wish to view their own records.

Access to your student record is provided free of charge.

Use of student images

During their learning journey with MCIE, students are likely to participate in many of our events, presentations and promotions. MCIE may photograph students at these events and may use these images on our website or in promotional material. Students provide or decline to provide, MCIE permission to use photos in which they appear, by signing an acceptance notice during the MCIE enrolment process.

You can withdraw your permission for MCIE to use your photo in our marketing or promotional material by sending us advice via our on-line Student Request Form.

www.mcie.edu.au/studentrequests-form/

Student administration

Where to find help

There are three ways you can get help.

1. You can go to reception on Level 8, 250 Collins Street, Melbourne and ask for help, or
2. You can submit a request online via our Student Requests & Feedback Form on our website: go to www.mcie.edu.au/student-requestsform/
Once you have sent a request through the online form you will have access to our ticketing system and can communicate with us through that system.
3. You can also send requests through to support@mcie.edu.au
Don't forget to give your name and mobile number when you use this email address.

What support do you need?

Our Student Welfare Coordinator (SWC) will provide details about MCIE's student support services during the orientation program.

Special or intensive personal assistance

Students requiring special or intensive assistance must contact the SWC via Student Requests & Feedback Form, using any of the SWC's published contact details or in person by going to reception; for all issues such as psychological, stress, financial difficulties, health, family, bullying, relationship issues, living away from home and social issues. The SWC may refer students to an appropriate external support service if required.

Learning, classroom and course support

For all specific subject and assessment issues you need to speak with the Head of the Department (HOD). HODs are located on Level 5 - if you wish to make an appointment with your Head of Department please make an appointment by going to the Student Requests & Feedback Form on our website.

Student invoices

All queries and transactions relating to tuition fees, receipts, fines or private health insurance transfers are handled by the accounts department. Students must only pay fees to reception or accounts staff on level 8.

Student administration and support services

Are located on Level 8/250 Collins Street, Melbourne. If you need a study letter, help with your CoE, to advise you are not able to attend class or have any other issue you need help with you should send a request through the **Student Requests & Feedback Form**.

Accessing your student record

Students are not charged a fee to access their record.

Accessing your records of course progress & participation

Students enrolled in and currently undertaking or who have completed a course with MCIE will be provided with timely access to their personal records.

Students may request a copy of their statement of attainment at any point in time during their enrollment. Students may request access to their records of participation and progress at any stage of their course by completing an online request at www.mcie.edu.au/studentsupport-options/ or email us at support@mcie.edu.au

Certification

Qualifications gained at MCIE are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF), and the VET Quality Framework (VQF) and are recognised nationally.

Students who successfully complete all units of competency and meet the minimum requirements of the course as stipulated by the training package will be awarded a certificate on completion. If the requirements of the qualification are not met, students will be issued with a statement of attainment for units successfully completed. Certificates are issued within 4 weeks of successful course completion.

Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

At MCIE, a replacement certificate or statement of attainment will cost AUD \$50. If you have any questions about the issuance of your certificate you should submit your request to student administration through the **Student Requests & Feedback Form**.

Employment support

MCIE supports students by enhancing their employability skills with updated information and tips on job hunting, applying for jobs and interviewing skills via its Job Club.

For job hunting tips, including how to apply for jobs, how to write a resume and how to conduct yourself in interviews visit www.youthcentral.vic.gov.au.

Your feedback

MCIE values your feedback and is committed to the continuous improvement of the Institute for your benefit. Please take time to fill out Student Feedback Forms during your course of study. Student Welcome and Engagement surveys are available online - links are provided in your timetable. The AQTF Surveys which are paper based are available from your trainer or Level 8 reception toward the end of your course. You can also send your feedback at anytime to feedback@mcie.edu.au

Additional fees

Additional costs

Students are required to pay for their own textbooks, uniforms/ingredients (for commercial cookery courses) and other equipment (iPads, laptops for business and information technology). Details of these costs are itemised in the Letter of Offer and Acceptance Agreement students sign on enrolment.

Further information is provided in the table below, during your orientation session and trainers also offer advice on fees and local suppliers of course materials.

Printing and photocopying

Students are responsible for their own printing and photocopying charges. MCIE recommends students access the services of the many retail outlets which provide this service both in the city and in the suburbs.

Late payment

International students should be mindful that additional fees are charged for late and ongoing late payment of fees. Rates are shown in the table to the right.

Not Yet Competent (NYC) results

At MCIE we give you three attempts to successfully complete assessment tasks. If you are deemed NYC in a unit on the third occasion you will be charged a fee. This fee is charged for each unit you have not successfully completed and into which you must re-enroll. Please see the full details for NYC fees in the Fees and Fee Refund Policy International Students on our website.

www.mcie.edu.au/refund-policy/

Suspension of enrolment

If your circumstances change and you wish to suspend or defer your course, please discuss this with the relevant Head of Department. A fee of \$1,500 per term suspension is charged for a course in which you are enrolled and which you wish to suspend.

Replacement ID, certificate or statement of attainment and additional T-Shirts

If you damage or lose your ID card, certificate or your MCIE branded T-Shirt, there is a fee to replace them. See the table to the right for prices.

Replacement ID Card

\$20.00

Second and Subsequent MCIE T-shirt

\$40.00

Replacement qualification/statement of attainment

\$50.00

Change to CoE

\$50.00

Late fee payment

10% of overdue amount once the fee becomes overdue

Ongoing late fee payment

\$50.00 per week until paid

NYC - theory assessment

\$300.00

NYC - practical assessment

\$400.00

Unsuccessful completion re-enrolment in unit

\$10.00 per unit nominal hour

Suspension of enrolment

\$1,500 per term of suspended period

Credit card surcharge

2% of payment

All fees are quoted in \$AUD



Refund policy

Relevant to

Item	Domestic	International	Domestic
Application rejected by MCIE	Full refund not including \$200 Enrolment Fee.	●	
Deferral prior to course commencement	\$200 Administration Fee is payable at the time of signing the new offer letter. No additional charge for COE change fee.	●	
Visa refused prior to course commencement	Full refund of the total amount of pre-paid fees the provider received for the course, less: Processing Fee which is the lesser amount of: (a)..... 5% of the total amount of pre-paid fees the provider received in respect of the student for the course; or (b)..... the sum of \$500	●	
Visa extension is refused	Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable). Or paid fees for the current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable. Students are responsible for ensuring they have a valid visa.	●	
Nonrefundable deposit	Nonrefundable deposit means that all fees (tuition and enrolment fees) paid at the time of signing the Acceptance Agreement, are Not Refundable.	●	
Withdrawal (including transferring to another provider) after course/term commencement	Nonrefundable deposit means that all fees (tuition and enrolment fees) paid at the time of signing the Acceptance Agreement, are Not Refundable. Materials fees paid will be refunded.	●	
If students start the course after the scheduled date	Once the course has started, the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable), or paid fees for current term as scheduled on the Letter of Offer and Acceptance Agreement are not refundable.	●	●
Enrolment is cancelled due to student's misconduct or non-compliance with the rules and regulations set by the Australian Government	No reduction in fee and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, OSHC (where applicable) and uniform and kit costs for cookery qualifications.	●	●
Student abandons the course without notice	No refund and the student must pay the balance of all outstanding fees per Fee Payment Schedule including all tuition fees, cost of learning and assessment resources, and OSHC (where applicable) and uniform and kit costs for cookery qualifications.	●	●
MCIE is unable to start the delivery of a course on the agreed starting date (course withdrawn by MCIE before the agreed start date)	Full refund including enrolment fee within 2 weeks of cancellation, or the agreed starting date, whichever is applicable.	●	●
MCIE is unable to provide the course after the agreed start date (for which the original offer was made) or ceases to deliver the course before it is completed	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees.	●	●
The course is not provided fully to the student because MCIE has a sanction imposed by a government regulator	Return of unused tuition fees.	●	●
Recognition of Prior Learning (RPL) fees	No refund if Statement of Attainment has been provided to the student.	●	●
Compulsory Health Insurance (Student visa holders only)	Refer to Overseas Student Health Cover provider.	●	
Home stay Fees and accommodation booking fee (if applicable)	Full Refund if service is cancelled prior to service is booked with the service provider. Once booked, please refer to the refund policies of the service provider. Third Party service.	●	
EFTPOS and/or credit card payment surcharge and any transaction fees	No refund	●	●
Visa cancelled due to actions of the student	No refund for pre-paid fees, or the full fee of the current term is payable as scheduled on the Letter of Offer and Acceptance Agreement, which includes all tuition fees, costs of learning and assessment resources, late fee surcharges, and OSHC (where applicable).	●	

Student Code of Conduct and Discipline Policy and Procedure

Students have a “duty of care” to conduct themselves in a way that does not cause harm to people around them. MCIE has a no tolerance policy toward bullying, sexual harassment or discrimination of any sort.

MCIE’s expectations of the student study conduct

MCIE strives for all students to graduate from MCIE with a positive experience both academically and socially. To achieve this, all students should attend all scheduled classes or sessions on time and complete and submit assessments within the expected time-frames.

Academic support and reassessments student responsibilities

MCIE expect students to:

- be aware of all rules concerning the terms and conditions of their enrolment and use of MCIE facilities
- respect all MCIE property and facilities
- respect the rights of others to use MCIE facilities
- maintain educational integrity

Punctuality and time commitments

MCIE expect students to:

- attend classes or sessions as required and submit assessments on time
- supply accurate personal and other required information as per deadlines

Educational activities

MCIE expect students to:

- be well informed about course requirements and plan appropriately
- prepare for and actively participate in learning experiences such as discussion and debate
- incorporate feedback into their learning experience and be aware of the specific rules and course requirements applying to their course of study
- conduct themselves in a professional manner while undertaking work placement and respect the confidentiality of client information made available in their placement.

Participation and feedback

MCIE expects students to provide honest and constructive feedback to MCIE and their staff on the quality of training and delivery.

Individual rights

MCIE expect students to:

- treat staff and other students with respect and courtesy

- not endanger the safety of other members of the community
- show awareness of and sensitivity towards other cultures
- respect the opinions of others and engage in rational debate in areas of disagreement
- maintain privacy as per the Privacy Act
- be free from bullying and harassment (including sexual harassment) on campus or during any MCIE activity (sponsored or controlled)
- receive fair and equitable assessment and report complaints without fear or recrimination
- be provided with, and have access to, MCIE policies, procedures and student rights information

Standards of behaviour

This code of conduct establishes the following standards of behaviour of all students throughout the learning experience. At all times students must:

- abide by all rules and requirements of MCIE and respond to all lawful and reasonable directions from staff
- be aware that all forms of academic dishonesty or misconduct are unacceptable
- use all equipment and resources appropriately, legitimately and safely and follow all relevant health and safety requirements
- follow the recognised policies and procedures for complaints and appeals

The student code of conduct establishes the following as unacceptable

- wilfully unlawful and/or violent and/or unsafe disruptions of training and delivery activities
- bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill mannered behaviour towards others
- interfering with, or causing wilful or negligent damage or defacing to MCIE property
- theft of MCIE property or any personal property
- attending training under the influence or in possession of alcohol, drugs or any prohibited substance
- attending training with weapons or items likely to cause harm or intimidation to others at any time
- smoking within the building, in the lifts or in fire exits
- discriminating against anyone on the grounds of gender identity, sexual orientation, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity.

Privacy and Breaches of the Student Code of Conduct and Discipline Policy and Procedure

In the event of a breach of the Student Code of Conduct, the following three-step procedure for discipline is applied

Step 1

A staff member will contact students in the first instance to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file.

Step 2

If the issue or behaviour continues, students will be invited for a personal interview with the Student Welfare Coordinator to discuss this further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file on the student management system.

Step 3

Should the issue or behaviour continue, the student is given a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file.

If the unacceptable behaviour continues after the three steps have been followed, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.

At any stage of this procedure, students are able to access MCIE's complaints and appeals procedure to settle any disputes that may arise.

Students may send their complaint to:
complaint@mcie.edu.au

this is a confidential address only accessed by MCIE management.

Integrity, ethics and duty of care

Education integrity

MCIE has a rigorously monitored and executed compliance framework to ensure the Institute meets all Commonwealth and State legislations and regulations including the ESOS National Code 2018, VET Quality Framework, Australian student visa program, Equal Opportunity Act 2010, Workplace Injury Rehabilitation and Compensation Act 2013, Occupational Health and Safety Act 2004, and Commonwealth Privacy Act 1988.

Academic and English language issues

Poor attendance, poor academic performance and other related issues may place students at risk of not achieving course requirements. Students can get advice and support to ensure they maintain appropriate academic and attendance levels. If any student feels as though their level of English language proficiency is causing them difficulties, they are encouraged to contact the Student Welfare Coordinator, who will give guidance and refer them to English language support services if required. Students' course progress and attendance are monitored and guidance and support are provided where unsatisfactory results are identified.

Students are encouraged to contact the Student Welfare Coordinator to discuss any academic, attendance or other related issues, including personal or social issues. The Student Welfare Coordinator may also ask the relevant Head of Department to intervene.



Smoking, Drugs
and Alcohol are
not permitted
on MCIE campuses

Plagiarism, collusion and cheating

Acts of plagiarism, collusion or cheating are not permitted in any work completed for assessment. If identified, a student will receive a written warning. They will be required to repeat the unit of work and incur associated charges.

If a student is caught engaging in acts of plagiarism, collusion or cheating a second time, they may be suspended or expelled from the Institute. All work submitted must be an accurate reflection of the student's level of competency.

Plagiarism means taking or using another person's ideas or work and passing them off as your own ideas or work. Plagiarism is also failing to acknowledge adequately any ideas that are not your own.

Collusion is when two people work together to intentionally gain an unfair advantage in their assessment by, for example, authoring a task jointly that should be completed individually or allowing someone to pass off your information as their own.

Cheating means preparing information in a way that gives you an unfair advantage: for example, copying someone's work during a test or copying another student's assignment or allowing another student to use your work for their own assessment task.

Student duty of care

Australian educational institutions and workplaces must comply with the Occupational Health and Safety Act. We are committed to providing a safe study environment and welcome input on anything that may cause a hazard to students or others.

Students have a "duty of care" to conduct themselves in a way that does not cause harm to people around them. Please be aware of how behaviour could impact on the safety of others.

General rules relating to access and use of MCIE premises:

- always take care, use commonsense and be considerate of others
- consumption of food and/or drink is prohibited in all classrooms and computer labs
- smoking and the use of drugs and alcohol are prohibited in all MCIE buildings
- do not tamper with equipment or fittings
- minimise litter by using the bins provided
- maintain low noise levels particularly near classrooms, computer labs and staff 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 Institute buildings
- MCIE has a no tolerance policy toward bullying, sexual harassment or discrimination of any sort.

Complaints and appeals

Students have a complaints and appeals process that includes access to an independent external body if necessary

Procedure

Handling complaints involves:

Step 1: Receiving the complaint

Students may approach a staff member directly with a complaint or lodge a complaint via the MCIE's Student Complaints Form at

<https://www.mcie.edu.au/student-complaints-form/>

Submitting a complaint online is a confidential process.

Staff members receiving a complaint are encouraged to address minor complaints, in the first instance.

For more serious complaints, staff:

- should encourage students to lodge the complaint online. The complaint form will prompt students to include important information in their report. A staff member may submit the complaint on behalf of a student.
- students may also email their complaint to complaint@mcie.edu.au, both approaches will register their complaint and ensure it is managed according to MCIE processes.
- Students should be advised that:
 - an automated email from the Teamwork Desk will be sent to them confirming their complaint has been submitted
 - the complaint will be assigned to the appropriate personnel
 - they will be informed of the progress of their
 - complaints of utmost urgency may be referred directly to the respective Head of Department or to the Manager, Vocational Educational and Training

Step 2. Actioning the complaint

It is the responsibility of the complainant to state the grounds for their complaint fully and to provide all relevant evidence from the first stage of the complaint.

If the complaint has been made with a member of MCIE staff, or has been assigned to a member of staff through the Teamwork Desk, that staff member should seek to:

- resolve the complaint immediately (as is reasonable)
 - express concern
 - apologise (if appropriate)
 - resolve the issue (or escalate – arrange for the matter to be addressed by another staff member)
 - follow-up
- manage the complaint as described in Step 1, and/or
- refer the complainant to the Student Welfare Officer (as is appropriate)

Step 3. Resolve the complaint

Importantly,

- any person lodging a complaint will be taken seriously, irrespective of the nature of the complaint
- not all complaints can be resolved to the satisfaction of the complainant, but MCIE's staff must do everything in their power to resolve the complaint
- keep the complainant informed of the complaint progress
- ensure the complainant is informed of the resolution outcome in a timely manner

Any lower level of complaint management must be exhausted before proceeding to the next higher level.

A complaint that relates to:

- an academic matter, including a matter arising in connection with a professional experience or workplace engagement placement; or
- a non-academic matter should be referred to the relevant Department Head, or Manager of VET

A complaint that relates to another student may seek support from staff of the relevant Department, or from the Student Welfare Officer. The Manager, VET is notified of the complaint. A complaint against the conduct of a member of staff that might be in contravention of the Staff Code of Conduct will be referred to the Managing Director, Manager Vocational Education and Training, or the Director of Quality and Compliance who will determine which human resources policy applies to the complaint.

Step 4. Notify outcomes

The complainant will be notified, in writing (as appropriate via the Teamwork Desk), of the outcome of the investigation and/or the proposal for resolution of their complaint under this policy, within 5 working days of the lodgement of the complaint.

A further time period may be required in cases where additional investigation is required or a counter-complaint lodged or where the matter is referred for resolution under a different Institute policy.

The complainant will be notified of:

- the process undertaken to consider the complaint
- the outcome of any investigation, including any recommendation(s) for administrative action that MCIE will consider
- the process of escalation of the complaint if the student is not satisfied with the proposed resolution/s

Step 5. Will the outcome impact an international student's CoE?

The Manager, VET or Head of Department must ensure that a complaint and appeals report is completed and submitted to the Student Administration Manager or the International Student Admissions Officer. If the end date of the student's CoE is impacted as a result of the agreed resolution, the International Student Admissions Officer must inform the Department of Home Affairs of the change.

Step 6. Feed the issue into the continuous improvement process

The circumstances leading to all complaints are analysed to identify if underlying issues should be referred to the continuous improvement process.

In this instance, MCIE's management are advised of the issue.

Process of escalation

In the first instance, the complainant should try to resolve the issue. If the complainant is not satisfied with the agreed resolution, the standard procedure is to refer the complaint to the next management level up.

For example, where a trainer has attempted to resolve a student issue, but was not able to gain the student's agreement to the resolution, the issue would be referred to a Head of Department, the next level of escalation if unresolved at HoD level, is the Manager of Vocational Education and Training or Director Quality and Governance, followed by the Managing Director.

This is MCIE's preferred process for complaint resolution, however the student may choose to escalate the complaint to any level of management in the first instance.

Your complaint will help improve MCIE's processes.

If the internal or any external complaint handling or appeal process results in a decision that supports you, MCIE will immediately implement any decision, and feed the issue into our continuous improvement processes.

If MCIE is unable to resolve the issue, to the student's satisfaction

The complaint will be referred to the Overseas Student's Ombudsman. (OSO).

The contact details for OSO are as follows:

Overseas Students Ombudsman GPO Box 442 Canberra ACT 2601

P: 1300 362 072

P: +61 2 6276 0111

F: +61 2 6276 0123

W: www.oso.gov.au

E: ombudsman@ombudsman.gov.au

Submit your complaint online at
www.mcie.edu.au/studentcomplaints-form/
or email **complaint@mcie.edu.au**

Complaint responses are timely

MCIE will respond within 24 business hours to a complaint and have a resolution within 5 business days. See the chart to the right as a guide.

Complaint/Appeal submitted

48* Hours

The successful submission of a complaint made via MCIE's complaint form will be automatically acknowledged.

Day 1-2

MCIE contacts complainant

Day 2-4

Complaint investigated interviews conducted

Day 5

Resolution recommended

Day 6

Complaint/appeal resolved

If 6+ days required,
Advised complainant

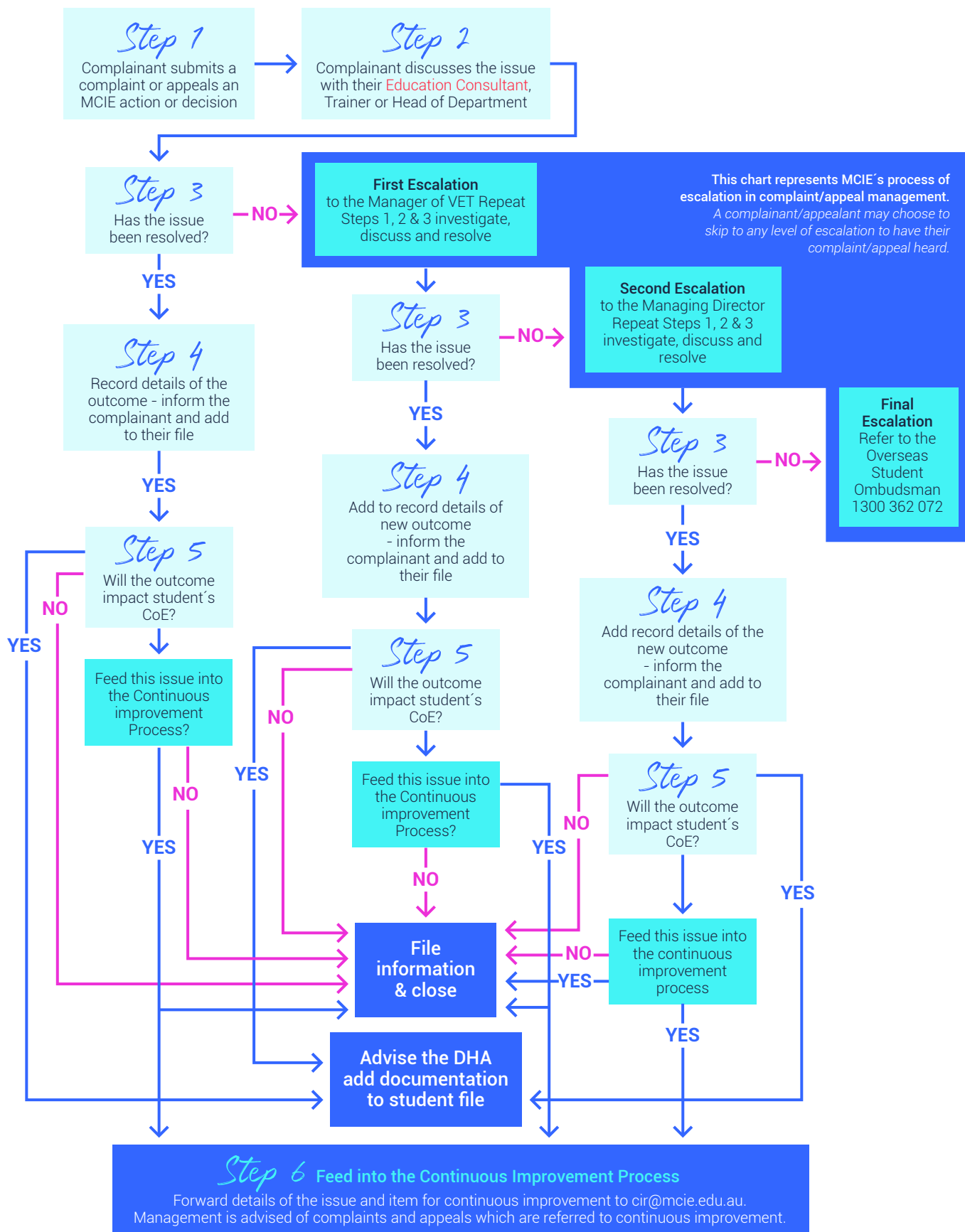
More than 60 days?

Complainant is advised why and updated regularly

*48 Hours response time applies when the next day is a working day.

Response over weekends and public holidays will occur on the next working weekday.





Other appeals

Appeals procedure

Refer to the following matrix to appeal the outcome of an assessment, poor progress monitoring report, suspension or cancellation of enrolment or a transfer request.

Appealing an Assessment Outcome or Process	<ul style="list-style-type: none"> • approach the trainer/assessor to resolve the issue in an informal manner • escalate to the Manager, Vocational Education and Training submit your complaint online • if still not satisfied appeal to the Managing Director within 20 working days online or by email • if not satisfied with the outcome of the appeal, seek resolution via external appeals channels
Intention to Report for unsatisfactory Course Progress or Attendance	<ul style="list-style-type: none"> • ask the Manager, Vocational Education and Training for a meeting to resolve the issue in an informal manner and submit your complaint online • appeal in writing to the Managing Director within 20 working days online or by email • if not satisfied with the outcome of the appeal, seek resolution via external appeals channels
MCIE Initiated Suspension or Cancellation of Enrolment	<ul style="list-style-type: none"> • ask the Head of Department for a meeting to resolve the issue in an informal manner and submit your complaint online or by email • escalate to the Manager of Vocational Education and Training online or by email • appeal in writing to the Managing Director within 20 working days online or by email • if not satisfied with the outcome of the appeal, seek resolution via the external appeals channels
Non Approval of Student Initiated Suspension of Enrolment	<ul style="list-style-type: none"> • ask the Head of Department for a meeting to resolve the issue in an informal manner submit your complaint online or by email • escalate to the Manager of Vocational Education and Training online or by email • appeal in writing to the Managing Director within 20 working days online or by email • if not satisfied with the outcome of the appeal, seek resolution via external appeals channels
Non Approval of Transfer Request to Another Registered Provider or Student Initiated Cancellation of enrolment	<ul style="list-style-type: none"> • ask the Head of Department for a meeting to resolve the issue in an informal manner • escalate to the Manager of Vocational Education and Training online or by email • appeal in writing to the Managing Director within 20 working days online or by email • if not satisfied with the outcome of the appeal, seek resolution via 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: 1300 362 072 | P: +61 2 6276 0111 | F: +61 2 6276 0123
www.oso.gov.au | 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.

Note: Submit all complaints online at www.mcie.edu.au/student-complaints-form/ or by email to complaint@mcie.edu.au

Additional notes

- all matters will be treated with the utmost confidentiality, and professional respect at all times
- the original written complaint/appeal together with a copy of the acknowledgment and any responses or correspondence related to the complaint/appeal is retained in the student's file and the Complaints and Appeals Register
- 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 the DHA for a 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 DHA
- this process will be at no cost to the student

Student welfare and safety policy

MCIE has processes in place to provide a safe and secure learning environment to all students, including hours of operation and access to staff to assist students when required.

All classes held at MCIE are scheduled between 8am and 10pm - check your timetable for course specific details. Classes are scheduled for a maximum of 8 hours per day.

Student safety tips

If there are any security issues which are causing you concern, please advise the Student Welfare Coordinator or any member of staff. In particular:

- 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, walk confidently and at a steady pace
- have your keys ready 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
- consider carrying a personal attack alarm
- if you are going somewhere alone, ensure some is aware of your movements

Emergency
Number 000

Always remember - Safety First!

If you are required to leave the building, the primary assembly area (place to meet) is outside the Melbourne City Town Hall in Swanston Street, on the corner of Collins and Swanston Streets. In the event of an emergency, such as a fire or bomb threat, you must act swiftly and promptly. Emergency exit is via the building's stairwells.



For more information on the ESOS
legislative framework see

[Internationaleducation.gov.au/
Regulatory-Information/Pages/
Regulatoryinformation.aspx](http://Internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx)

Emergency procedures

Please take time to familiarise yourself with the emergency evacuation diagrams and location of first aid kits.

In the event of an emergency, such as a fire or bomb threat, you must act swiftly and promptly. Emergency exit is via the building's stairwells.

Student welfare

MCIE's student policies are designed to ensure you receive fair treatment and are given the best opportunity to complete your studies in a supportive environment. These policies include:

- Access and Equity
- Student Safety and Security
- Student Code of Conduct and Discipline Policy and Procedure
- Student Discipline
- Student Complaints and Appeals Procedure Policy

If you do experience any personal problems or study difficulties, it is important to speak to a staff member as soon as possible who will do their best to help you resolve the situation. More information on these and other policies can be found on our website.

Access and 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 course
- 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 courses

Education Services for Overseas Students (ESOS)

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding period of study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the Education Services for Overseas Students (ESOS) framework and they include The Education Services for Overseas Students Act 2000 (ESOS Act 2000) and National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018). MCIE is committed to fulfilling its obligations under ESOS Act 2000 and the National Code 2018.

Price list

Item	Domestic	International VET	Explore English
MCIE T-Shirt	\$40.00	\$40.00	\$ -
Replacement Student ID	\$20.00	\$20.00	\$20.00
Re-print/Replacement of Qualification/SOA	\$50.00	\$50.00	\$50.00
Copy of Logbooks, per logbook	\$ -	\$50.00	\$ -
Transfer Fee	\$100.00	\$ -	\$ -
Change of COE	\$ -	\$50.00	\$50.00
File Retrieval, per trip	\$100.00	\$100.00	\$ -
Certificate Postage - Onshore	\$10.00	\$10.00	\$10.00
Textbooks Postage - Onshore	\$30.00	\$30.00	\$30.00
Postage - Offshore	\$40.00	\$40.00	\$40.00
Credit card surcharge, per transaction	2%	2%	2%
NYC - Theory Assessment, per assessment	\$50.00	\$300.00	\$ -
NYC - Practical Assessment	\$ -	\$400.00	\$ -
Catchup class, per class	\$ -	\$75.00	\$ -
Suspension of enrolment	N/A	\$1,500 per term	\$100 per week
Late Fee Surcharge of overdue amount	10%	10%	10%
Ongoing late payment fee Per week	\$50.00	\$50.00	\$50.00

Commercial Cookery List	Cert III in Commercial Cookery & Cert III in Patisserie
Tool Kit and Uniform Sets	\$400.00
Tool Kits only	\$185.00
Uniform sets	\$215.00
Half Apron	\$20.00
Bib Apron	\$20.00
Cap	\$20.00
Chef Jacket	\$45.00
Shoes	\$10.00
Neck Tie	\$30.00
Chequered pants	\$40.00

Short Courses Fees	Charges
First AID - 011 and 012	\$135.00
CPR - HLTAID009	\$90.00
RSA	\$55.00
Barista Course - External	\$125.00
Barista Course - Internal	\$95.00
Childcare Cook - External	\$350.00
Childcare Cook - Internal	\$250.00

Textbook Price by Courses	Charges
Certificate III in Early childhood Education and Care	\$150 per set of 2 books
Diploma of Early Childhood Education and Care	\$150 per set of 2 books
Certificate IV in Education Support	\$100.00
Certificate IV In Disability	\$100.00
Certificate III In Individual Support	\$100.00
Certificate IV in Ageing Support	\$100.00
Certificate IV in TESOL	\$275.00
Diploma of Community Services	\$100.00
Certificate IV in School-Based Education Support	\$100.00
Certificate III in Allied Health Assistance	\$100.00
Certificate III in Health Services Assistance	\$100.00
EAL Courses	\$100.00

* Students can purchase textbooks themselves from Cengage

Key contacts

The following support services are free.

They are able to provide you with immediate telephone based counselling and further referrals to help you deal with your issue.

Be advised that 1300 numbers incur a local call cost, 1800 numbers are free calls.

• International student care

1800 056 449

Provides counselling, referral and case management.

Emergency

- Police, Fire & Ambulance 000
- Lifeline 24 hour Telephone Counselling 13-1114
- Victorian Poisons 13-1126
- Immigrant Women's Domestic Violence Service (03) 8413 6800

This service provide information and support to women from diverse cultural and linguistic backgrounds in their own language.

Medical and health services

- The Alfred (Hospital), Prahran (03) 9076-2000
- 100 Collins St Medical Centre (03) 9654-5600
- Lifeline 24 hour Counselling Service 13-1114
- Direct Line - 24 Hour Drug and Alcohol Counselling*
- Mensline Australia - Provides counselling for men in distress 1300 78 99 78
- Kids Help Line - Counselling for people 5-25 years old 1800 551 800
- Drug Line - Buoyancy Foundation (03) 9429-322
- Alcoholics Anonymous (03) 9429-1833
- G-Line - Assistance with compulsive gambling problems (03) 9696-6108
- Gamblers Anonymous (03) 9696 5108
- Grief Line (12 pm to 12 am) (03) 9696 5108
- Poisons Information Centre (Australia Wide) 13-1126
- 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) 9411 7111
- Epworth Freemasons Hospital, East Melbourne (03) 9418-8188
- Melbourne Private Hospital, Parkville (03) 9342 7000

Accommodation services

- Uni Lodge on Flinders - 238 Flinders Street, Melbourne Uni (03) 92241500
- Lodge on Swanston - www.unilodge.com.au Union. (03) 9224 7888
- Community Hous 1800 825 955

Language services

- Interpreting Service 13-1450

Legal services

- Fitzroy Legal Service (*free legal advice*) (03) 94193744
- Springvale Legal Service (*free legal advice*) (03) 9562 3144
- Advice Line Lawyer (03) 9321 9988
- Victorian Legal Aid (03) 9269-0234
- Fair Work Ombudsman 13-1394

Utilities

- Gas & Electricity - AGL 13-1245
- Water - City West 13-1691

International Student Care

1800 056 449

Places of Worship

The following websites will help you find the closest place of worship to your home.

Churches: www.australianchurches.net

Mosques: www.mosque-finder.com.au

Temples: www.hindunet.com.au/new/page28.html

Department of Education, Skills and 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.

internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOSLegislative-Framework/National-Code/Pages/default.aspx

The MCIE website also contains a link to the ESOS framework.

Further information is available at:

www.education.gov.au and www.employment.gov.au

📞 1300737004

✉️ info@mcie.edu.au

🌐 www.mcie.edu.au

📷 mcie_

🐦 MCIE_

📘 MCIE.Learning

📍 Level 9, 250 Collins Street. Melbourne VIC 3000 Australia

CRICOS Provider No: 03024A | RTO Provider No: 22172