

# International Student Handbook

## Version Control

<b>Title:</b>	International Student Handbook
<b>Author:</b>	Quality Assurance and Compliance
<b>Version Number:</b>	Version 1.4
<b>Date of Approval:</b>	28.05.2021
<b>Next Review Date:</b>	28.05.2022



## Contents

Welcome to Lambda Education Pty Ltd.....	5
Our Obligations .....	6
Courses Provided by ISMT .....	7
Our Mission.....	8
Our expectations of you .....	8
Our Location .....	8
Education Agents.....	9
Enrolment Process.....	9
Unique Student Identifier (USI) .....	10
International English Language Testing System (IELTS) .....	11
Provider default obligations & Tuition Protection Service (TPS) .....	11
Credit Transfer.....	12
Reduction of Course Duration as a result of Credit or RPL .....	12
Recognition of Prior Learning (RPL).....	13
Notifying change of address.....	13
Visa Conditions .....	14
Written agreements or contracts between the student and institution.....	14
Paying your tuition fees.....	14
What happens if you cannot start the course because your visa is refused? .....	15
What happens if you decide you do not want to start or continue the course? .....	15
Support services .....	15
LLN assessment and needs.....	16
Transferring to ISMT from another organisation .....	16
Changing education institutions or courses.....	17
Making complaints and getting help .....	18
Circumstances ISMT will release a student.....	18
Reasons for a student to be refused release.....	19
Time frame for all decisions .....	19
Students' Right to Appeal .....	19
Deferring, Suspending, Cancelling policy and procedure .....	19
What are Compassionate or compelling circumstances?.....	20



Process for Deferment application.....	21
Temporary suspension of studies requested by the overseas student.....	21
Deferments, Suspensions or Cancellations initiated by ISMT .....	23
Training and assessment.....	31
Currency of training / new qualifications .....	35
Student orientation.....	35
Work placement arrangements .....	35
Student plagiarism, cheating and collusion .....	36
Other Misconducts and Classroom Behaviour .....	36
Classroom Behaviour .....	37
Breach of Code of Conduct .....	37
Student rights: .....	38
Academic Misconduct.....	39
Cheating.....	39
Plagiarism .....	40
Collusion .....	40
Protection for Overseas Students.....	41
Harassment, victimisation or bullying .....	42
Equal opportunity .....	42
Privacy Policy .....	43
Fees, Charges and Refunds .....	43
Protection of fees paid in advance.....	43
Inclusions in course fees .....	44
Payments.....	44
Refunds .....	45
Refunds Process .....	45
Course Fee Refund .....	46
How to lodge a refund application.....	46
Complains and appeals.....	47
Stage 1: informal resolution .....	47



Stage 2: formal complaint.....	48
Stage 3: appeal .....	49
Issuing of certification documents .....	50
Re-Issuing Statements and Qualifications.....	50
Schedule of fees .....	51

## Welcome to Lambda Education Pty Ltd



### CEO MESSAGE

Dear *Student*,

I welcome you all to Institute of Science Management and Technology (ISMT). ISMT strives to achieve its vision (i.e., expansion of knowledge) by using available means driven by our core values.

We spend entirety of our lives, *learning – learning can be seen as consistently constant*. The statement further reflects our motto – **“Learning is consistently constant”**.

ISMT offers qualifications in the area of leadership and management. Our efforts are directed in making each phase of the student journey enjoyable and satisfying. Our staff will ensure that students are supported in all phases of their journey with ISMT. We deploy our resources systematically supporting you at various milestones with us. IMST is located St Leonard’s that is well served by public transport. Railway station is near 5-minute walk from the campus.

Our campus is well-equipped with necessary facilities to meet your study needs. Moreover, the Student Handbook will provide important information about your obligations, ISMT’s obligations and various policies and procedures.

**CEO:DR Sanjay Nijhawan**

GAICD MBBS, FRACGP, FACRRM,  
DipPderm (Wales) MHCD (Harvard Business School)



## Our Obligations

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

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Our registration detail is located on the <https://training.gov.au/Organisation/Details/45032#>.

We are required to maintain registration with the Commonwealth Register of Institutions and Courses for Overseas Students (<https://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03764J>) to offer services to international student visa holders. All CRICOS registered training providers are regulated by ASQA under the The Education Services for Overseas Students (ESOS) Act 2000 <https://www.legislation.gov.au/Details/C2004A00757> and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>).

We deliver Australian Qualifications Framework (<https://www.aqf.edu.au/>) qualifications which are drawn from Australian National Training Packages and recognised within Australia and internationally. National training Package qualification are developed by Industry Reference Committees in consultation with industry bodies, regulators, training providers and other stakeholders.

### Courses Provided by ISMT

Code - Course	CRICOS Course Code	Duration	Total Course Fee Including Material and application Fees	Material Fees	Application Fees	Number of Terms
BSB50420 - Diploma of Leadership and Management	104391D	52 weeks including 12 weeks of holidays	\$ 8,500	\$250	\$250	4
BSB60420 - Advanced Diploma of Leadership and Management	105650D	52 weeks including 12 weeks of holidays	\$12,500	\$250	\$250	4
BSB80120 - Graduate Diploma of Management (Learning)	105562D	52 weeks including 12 weeks of holidays	\$16,500	\$250	\$250	4
HLT33115 – Certificate III in Health Services Assistance	105560F	26 weeks including 6 weeks holidays	\$6,500	\$250	\$250	2
CHC33015 – Certificate -III in Individual Support	0101895	52 weeks including 12 weeks of holidays	\$12,500	\$250	\$250	4
CHC43015 - Certificate IV in Ageing Support	0101897	52 weeks including 12 weeks of holidays	\$12,500	\$250	\$250	4
CHC43115 - Certificate IV in Disability	0101896	52 weeks including 12 weeks of holidays	\$12,500	\$250	\$250	4
CHC52015 - Diploma of Community Services	0101898	96 weeks including 16 weeks holidays	\$18,500	\$250	\$250	8

For details of these courses, please visit our website: [www.ISMT.edu.au](http://www.ISMT.edu.au)



## Our Mission

Our mission is to deliver quality education that shall equip our students with required skill set to join the current workforce. Our core business is to support our students on the path to achieve their goals and aspirations by developing practical and academic skills, knowledge and capability.

ISMT is committed to providing professional adult education in a relaxed, informal and supportive environment whilst developing highly skilled and job ready graduates.

At ISMT, we believe that the key to success is to

- Empower our students through education and training
- Provide progressive and innovative qualifications to enable our students to strive for excellence
- Help our students achieve their personal best in gaining a high level of education
- Ensure small class numbers so as to give students individual attention
- Provide students with qualified, experienced and committed trainers who have the knowledge and expertise in their field

## Our expectations of you

At ISMT, we expect you:

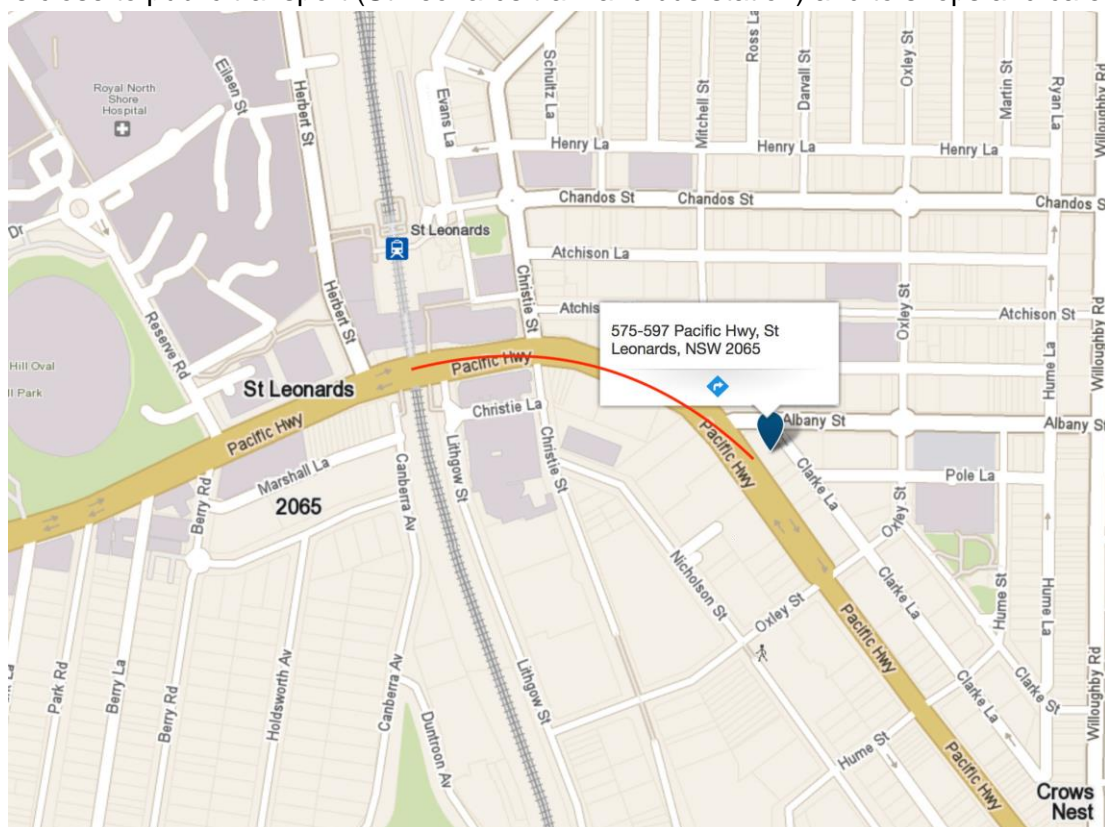
- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ISMT.
- To be honest and respectful. Do not plagiarise work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ISMT publications with respect.
- To respect other students and ISMT staff members and their right to privacy and confidentiality.
- To follow your trainer's instructions and attend all classes and be punctual.
- To complete all of the assigned workbooks and assignments.
- Work safely and promote a safe training environment.
- To be familiar and comply with Australian laws
- To be free from (not under the influence of) prohibited drugs and/or substances including alcohol during attendance at the institute
- To not trespass or knowingly entering any place within the premises of the institute that is out of bounds to students.

## Our Location

ISMT international students' campus is a hub of learning, diversity and community spirit. Our campus location places our students at the heart of a commercial complex. Our campus location supports our students' studies and also their lives off-campus.



ISMT students' campus is at Level-1 ,575-597 Pacific Highway St Leonards NSW 2065 which is close to public transport (St Leonards train and bus station) and to shops and cafes.



The Institute's facilities include modern interiors, well-equipped classrooms, wheelchair access, computer and internet facilities, kitchen area, and a student resource area for study and research.

## Education Agents

ISMT uses education agents to assist us in recruiting students. We have agreements with all of our Education Agents that ensure that all agents act in an ethical and honest manner, in the best interests of our key target group, international students, and to ensure that the reputation of the Australian international education sector is upheld.

A list of the education agents with whom we have an agreement is included on our web site: <https://ismt.edu.au/agents-list/>

## Enrolment Process

ISMT accepts applications from all students who meet the entry requirements published in the course prospectus and website. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form for International Students, which is available through the website or from reception or through your agent. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence such



as verified copies of previous qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as PTE, IELTS or TOEFL.

If you are applying for Credit Transfer (CT) or RPL (RPL) you should indicate this on your enrolment and supply certified copies of your transcripts, so we can assess your CT/RPL application. See the section on Credits in this Handbook.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to [admission@ismt.edu.au](mailto:admission@ismt.edu.au). ISMT may charge an Application Fee to check your documents. You may be required to attend an interview regarding your career plan, purpose of doing the course etc. You may need to attend this interview over remote communication technologies.

Upon approval of your enrolment, you will be sent a formal Letter of Offer (LoO) (i.e a legal agreement between the Student and ISMT) and an invoice for required payment of tuition and other fees. You need to carefully go through this LoO and sign it if all terms and conditions are found acceptable. Once we receive this signed agreement and payment, we will issue an Electronic Confirmation of Enrolment (eCoE) for you. With this eCoE, you will apply for a student visa (Subclass 500 Student visa) with the designated visa office (<https://dfat.gov.au/about-us/our-locations/missions/Pages/our-embassies-and-consulates-overseas.aspx>). For visa application process, visit website of Department of Home Affairs ([www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)). If the outcome of visa application is positive, you need to provide us further information about your flight, temporary accommodation arrangement, Overseas Student Health Cover, emergency contact details, etc. On arrival in Australia, you need to participate in an Induction program, where you will get to know ISMT premises, Critical Incident procedure and all other necessary details. Inductions are usually held at 9:00 am on the preceding Friday of class start date.

If you are an onshore student, you need to provide your Unique Student Identifier number to ISMT.

## Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in a nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

*For information about exemptions for individuals please review this webpage:*

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

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

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

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

## International English Language Testing System (IELTS)

IELTS is the world's most recognised English language testing system. Students applying for a student visa will need to provide evidence that they meet the English language requirements set by the Australian Government and education provider. ISMT course entry requirement is a minimum IELTS Overall Band Score of 5.5. A score of 5.5 indicates that the person will have a partial command of the language, coping with overall meaning in most situations, though is likely to make many mistakes. The person should be able to handle basic communication in their own field.

ISMT may require you to submit evidence of your IELTS results (Overall Bank Score of 5.5 or higher) with your enrolment form. This will depend on the results of the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page of [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

Applications for enrolment that are not accompany with this evidence will not be accepted. To locate an IELTS testing centre in your area, please visit the IELTS website for further information:

<https://www.ielts.org/book-a-test/find-a-test-location>

- If you submit any other English proficiency test, we will use the table to assess your English competency given in <https://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>

### Verification of IELTS and Education Level

ISMT reserves the right to validate the IELTS proficiency assessment and the submitted evidence of School Certificate equivalence. Verification will be undertaken by:

- **IELTS proficiency.** ISMT may utilise the <https://www.ielts.org/en-us/ielts-for-organisations/processing-and-verifying-ielts-results> to assess the validity of all evidence submitted of IELTS proficiency.
- **School Certificate equivalence.** Where evidence submitted by a student does not clearly demonstrate the equivalence to the Australian School Certificate, ISMT will require further evidence.

## Provider default obligations & Tuition Protection Service (TPS)

In the event ISMT is unable to deliver the agreed course due to several reasons, students will have access to the following options Course option

- ISMT will refer you to an alternative course within ISMT only if you agree to it.
- ISMT will refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.



- ISMT will refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding Tuition Protection Service (TPS).

In the unlikely event ISMT is unable to deliver a course you have paid for and does not meet obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

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

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

## **Credit Transfer**

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

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

There is no charge to apply for Credit.

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

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

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

## **Reduction of Course Duration as a result of Credit or RPL**

If Credit Transfer or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, ISMT will provide you with a new eConfirmation of Enrolment letter (CoE) including the new duration.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have the competencies in the course may apply for **Recognition of Prior Learning (RPL)**. Please note that RPL applications can only be considered for whole units of competency. An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute's **RPL application form** that will be available during orientation.

RPL in a unit will be granted after students have completed the institute's RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied for as per the fees listed.

The RPL fee listed in the fee schedule section of the Student Offer and is non-refundable irrespective of the outcome of the RPL application. There is also a pro-rata reduction in course fees if RPL is applied for and granted. RPL can only be assessed after a student has commenced their course. It is recommended that students seek advice from the Institute before commencing an RPL application.

The Institute ascertains RPL via the *pre-enrolment analysis* survey prior to your enrolment. The student's eCoE duration will be adjusted as per the RPL given. Students can ask the College's administration staff for more information about these libraries and their memberships. Generally, Sydney-based libraries require the student to complete an application form provide several proofs of identification. Students can visit the website of the libraries to learn more about registering with them.

## Notifying change of address

You must tell ISMT:-

- The address where you live in Australia within seven calendar days of arriving in Australia.
- If you change your address, phone number or email address later, you must update ISMT within seven calendar days of the change.
- If you change education provider, within seven calendar days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment, you must notify ISMT

## Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link: <https://www.homeaffairs.gov.au/trav/stud>

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

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

## Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on this fact sheet under the heading: Making complaints and getting help.

## Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on this fact sheet under the heading: **Protecting your tuition fees.**

### **What happens if you cannot start the course because your visa is refused?**

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement and must refund you the rest of the fees.

### **What happens if you decide you do not want to start or continue the course?**

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

## **Support services**

ISMT must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

## LLN assessment and needs

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

The enrolment form you complete will help us identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- Placing the student in a tutorial class with students having similar problem.
- One to one support from our trainers/assessors to assist you with your studies.
- One to one support from the Director of Studies relating to any student concerns.
- Referral to relevant external services e.g. for English language support and LLN skills.
- Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the student and the trainer/assessor.
- Adjustments to the way training resources are accessed or provided.
- Adjustments to the way assessments are to be conducted or extra time for assessments.
- More options as discussed with the student.

## Transferring to ISMT from another organisation

Students are to complete the ISMT Enrolment Form and provide a letter of release from previous provider along with other required documentation.

If the student does not have a letter of release, the student's enrolment will be assessed as per the following criteria as per the evidence presented by the student:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.



## Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution **before finishing the first six months** of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

If you have not completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a **letter of release** if:

- you have a letter from another institution saying they have made you an enrolment offer

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the <https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

## Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>

If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072.

If you are studying with a government education institution, which includes most universities and TAFE, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details <https://www.ombudsman.gov.au/contactData> Records Policy

ISMT will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at least 2 years after the person ceases to be an accepted student. Student can request at any time point within 2 years a copy of any record we keep.

If the Institute ceases its operations, the student records will be handed over to Australian Government agencies such as ASQA. However, due care will be taken to protect your privacy at all times.

## Circumstances ISMT will release a student

- If we assess that 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 that registered provider's intervention strategy to assist the overseas student in accordance with (Overseas student visa requirements), ISMT will provide the release letter.
- If ISMT has made the assessment that there is evidence of compassionate or compelling circumstances.
- If ISMT has assessed that there is evidence that the overseas student's reasonable expectations about their current course are not being met.
- If ISMT has assessed that the registered provider fails to deliver the course as outlined in the written agreement.
- If ISMT has assessed that there is evidence that the overseas student enrolled in

the wrong course due to improper marketing information and the course does not meet study objectives.

- We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

## **Reasons for a student to be refused release**

In the following circumstances ISMT can refuse the grant of release letter. In doing so, ISMT will provide you a written correspondence about the reasons for refusal. The following are the reasons on which your release can be refused:

- When the student has not paid due fees to the RTO and wants to transfer to avoid fees payment.
- The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.
- The student does not provide a valid letter of offer from another institute.
- The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.
- The student provides misleading and non-truthful information in support of their transfer request application.
- If the transfer may jeopardize the student's progression through a package of courses.
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer an accepted student of ISMT.

### **Time frame for all decisions**

- Students will be informed of the outcome of their application for transfer within 12 calendar days of lodging the application via email.

## **Students' Right to Appeal**

Students have 20 working days to appeal against the RTO decision as per the RTO policy on appeals. The student must follow the RTO Complaint and Appeal Policy and Procedure.

## **Deferring, Suspending, Cancelling policy and procedure**

This policy provides guidance to international students on the policy, process and eligibility and requirements regarding deferral, suspension and cancellation. The policy also provides guidelines how ISMT staff will assess, approve and record students' deferment / suspension / cancellation of study. Deferral, suspension and cancellation are only applicable to students who have enrolled and have an offer and electronic confirmation of enrolment (eCoE) from ISMT. If the individual does not have eCOE, the current policy is not applicable.

### Who can initiate deferral, suspension and cancellation?

Deferment, Suspension and cancellation of study can be **initiated by the Student**. In contrast, Suspension and cancellation can also be **initiated by ISMT**. Students who have their enrolment deferred / suspended / cancelled due to their own request and / or initiated by ISMT are subject to the rules of the refund policy regarding any *refund of fees* as per the **Written agreement** the student has signed with ISMT.

Erratic course progress will be taken as a potential indication of a student being non-genuine. ISMT specifically defines Erratic course progress as:

- 1) Not showing up on classes for consecutive 3 weeks without notifying (deferring, suspending or cancelling) one's enrolment (class participation).
- 2) In addition to the point 1, student has not attempted to contact college or respond to ISMT communication at all.

In addition to either point 1 or 2, the student has not paid the due College fees.

Deferring the commencement of Studies requested by Overseas

Students can only apply to ISMT for deferment of their studies based on compassionate or compelling circumstances (see below).

### What are Compassionate or compelling circumstances?

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

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

**Note:** Students are to note that the above are only some of examples of what may be considered compassionate or compelling circumstances. ISMT will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, ISMT will consider documentary evidence



and contextual information in support of the claim and will keep copies of submitted documents in the student's file.

### **Process for Deferment application**

Deferral or deferment means to delay the commencement of course.

Students must request a deferral **before the course commencement date** (eCoE start date) in writing and by filling out the Form. The Student Deferment, suspension and cancellation form is available on ISMT website or can be requested by ISMT via email or phone. The Deferment is to be addressed to the CEO. All supporting documents are to be submitted along with reasons for the application. If the deferral is approved, the student will receive a revised Letter of Offer, eCoE and deferment approval letter along with any conditions (if any).

All applications for deferment will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. Students are notified that Deferment decision will be re- corded on PRISMS and the student file. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS Act**. If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa.

ISMT may choose to grant or decline any student's request for deferment of course commencement. The Outcome of the deferment will depend upon circumstances and the evidence presented by the student. ISMT will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the deferment application are informed of their right to appeal through ISMT's internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance with ISMT's **Complaints and Appeals** policy & process.

### **Temporary suspension of studies requested by the overseas student**

It is important to note the meaning of the terms for this context – suspension of enrolment is not necessarily due to student's breach / misbehaviour – suspension of enrolment *in the following case is initiated* by the student.

Once the student course has commenced, ISMT will only put hold on current study based on compassionate and compelling circumstances. These circumstances include but are not limited to:

- Illness, where a medical certificate states that the student is unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel.

- A traumatic experience which has impacted on the student affecting student's ability to attend classes and maintain course progress (these cases should be, where possible, supported by police or psychologists' report).
- The student may request a suspension of enrolment due to unavailability of units, as this could be considered a compelling reason for suspending enrolment.

The suspension of the overseas student's enrolment cannot take effect until the internal appeals process is completed. If suspension is approved, the period of suspension will not be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

### Process for Suspending current studies

If students apply to suspend their studies the maximum allowable period of suspension is **six (6) months**. Students must request a temporary suspension of the course on or after the course commencement date in **writing** and by filling out the Form. All supporting documents are to be submitted along with reasons for the application

1. **Student Deferment, suspension and cancellation** form which is available on ISMT website [www.ismt.edu.au](http://www.ismt.edu.au) or can be requested by ISMT via email or phone. The suspension is to be addressed to the CEO. If the suspension is approved, the student will receive a revised Letter of Offer, eCoE and suspension approval letter along with conditions (if any).

All applications for suspension will be considered on individual basis and the decision will be provided in writing to the student within **10 working days** from the date of application. Suspension decision will be re- corded on **PRISMS** and the student file. If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** on **PRISMS**.

ISMT may choose to grant or decline any student's request for *suspension*. The Outcome of the suspension will depend upon circumstances and the evidence presented by the student. ISMT will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the suspension application are informed of their right to appeal through ISMT's internal complaints and appeals process within **20 working days**. The appeal will be ad- dressed in accordance with ISMT's Complaints and appeals policy and process. The suspension of the overseas student's enrolment cannot take effect until the internal appeals process is completed.

If suspension is approved, the period of suspension will **not** be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

## Cancellation requested by the Student

Cancellation of studies means to cease enrolment permanently. The student can notify cessation of studies by completing the **Student Deferment, suspension and cancellation form** which is available on ISMT website. The student needs to submit supporting evidence with the application. The student may request the cancellation under the following circumstances but not limited to:

- If the Student wishes to return to their home country for good and can produce substantial supporting evidence.
- If the Student has gone overseas and retrospectively notifies ISMT that the student is not returning to Australia for studies due to certain compelling and compassionate circumstances. Generally, ISMT will not authorise and report a deferment or suspension retrospectively unless there are compelling circumstances where the student is not able to return.
- If the student has changed their student visa to a different kind of visa can produce substantial supporting evidence.
- If the student visa is cancelled by immigration due to decisions outside and beyond ISMT.
- Due to another scenario whereby the student wishes to cease their current and future enrolments permanently can produce substantial supporting evidence.
- The student may decide to change the provider after completing **6-months** of their principal course. ISMT will assess the student cancellation by following its **Students Transfer Policy**. The student needs to complete request for a *release letter* along with study cancellation.
- All applications for cancellation will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application.

If the student application is granted, ISMT informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. ISMT will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** by cancelling the student enrolment in **PRISMS**. All documentation including cancellation reasons will be kept on the student file.

## Deferments, Suspensions or Cancellations initiated by ISMT

ISMT can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation are consistent with ISMT policies and/or **National Code 2018**. Students who have their enrolment suspended/ cancelled by ISMT are subject to the rules of the refund policy regarding any refund of fees as per the Written agreement the student has signed with ISMT. ISMT may suspend or cancel a student's enrolment including, but not limited to:

- ISMT may temporarily suspend or permanently cancel a student's enrolment if it deems the student's behaviour to be unacceptable as per its accepted Code. The



Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Prospectus and/or during orientation.

- the student's failure to pay an amount he or she was required to pay the registered provider to under- take or continue the course as stated in the course contract and written agreement between ISMT and the student.
- a breach of course progress or attendance requirements by the overseas student. In this case, overseas student visa requirements are breached by the student. The Student is not considered a genuine/bona fide student, if they do not attend class or progress in their course as further defined below.
- Should a student not permanently return to Australia after a period of suspension, ISMT will cancel the student's enrolment as per the evidence available.

Students who have their enrolment suspended / cancelled by ISMT are subject to the rules of the refund policy regarding any refund of fees.

If and when ISMT initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation, ISMT:

- informs the overseas student of the need to seek advice from immigration on the potential impact on his or her student visa.
- reports the change to the overseas student's enrolment under **section 19 of the ESOS Act**.
- informs the overseas student of that intention and the reasons for doing so, in writing.
- advises the overseas student of their right to appeal within **20 working days** through the provider's internal complaints and appeals process and in accordance with ISMT's Policy and procedure for Complaints and appeals. However, if ISMT has substantial evidence-based reasons regarding the welfare of the student or those with whom the student may come into contact, ISMT will cancel the student's enrolment prior to completion of any appeals process. The concerning cases are not limited to but may include the following reasons:
  - The student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters, or the student's actual or threatened behaviour poses a serious threat to ISMT staff / students / or the individual itself, or
  - The student has medical or psychological problems that may affect well-being of fellow students and / or ISMT staff, or In these cases, police and regulator will be consulted by ISMT.

ISMT is not obligated to continue providing learning opportunities throughout the **20 working days** while appeal is in process. Access to learning opportunities will depend on the nature of the decision made by ISMT and the impact on fellow students, the applicant and College staff. However, students must meet their visa requirements during the appeal processes.

When there is any deferral, suspension or cancellation action taken by Institute of Science Management and Technology, ISMT:





Regardless of whether the **'suspension of enrolment'** at the student's request or a provider-imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS will **not be** included in attendance and course progress monitoring calculations.

If a student's eCoE (enrolment) is cancelled by IMST, students must contact DEPARTMENT OF HOME AFFAIRS within 28 days to inform DEPARTMENT OF HOME AFFAIRS of their plans (to find another course, return home or access an external appeal process) and take all relevant paperwork (for example, new CoE) to DEPARTMENT OF HOME AFFAIRS. DEPARTMENT OF HOME AFFAIRS will advise students further as the student is no longer enrolled with ISMT. Website link for students: <https://www.homeaffairs.gov.au/help-and-support/contact-us>

## **ACADEMIC COURSE PROGRESS POLICY & PROCEDURE POLICY SCOPE**

This policy only applies to Course Progress requirements of all IMST's overseas students. The policy applies to all qualifications offered by ISMT.

### **POLICY INCLUSIONS**

The Policy contains **2 Sections** for students to read and understand.

**Section 1** contains information about course progress requirements. The section 1 provides information about various definitions or terminology used. This section also informs students as to how ISMT identifies, notifies, and assists students at risk of not meeting satisfactory course progress. Specifically, at what time points ISMT monitors course progress and what is taken as the student breach, is defined. Finally, the Section contains many easy to follow questions and answers on the processes involved.

**Section 2** contains information on ISMT **Intervention Policy and processes** and available support. The section 2 is activated once the student is clearly identified at a risk of not achieving course progress. This is pro-active measure not designed to punish the student, but to help in advance with various support strategies and student-college collaborations.

### **POLICY CONTEXT**

Australian government ensures that the international student enjoys quality education within a safe and rewarding environment. International student visa allows the student to study while enjoying many rights. These rights are not limited to, but include:

- access to local consumer protection, appropriate facilities, complaints and appeals, academic support intervention and other ongoing student support in all PHASE of student journey.
- receiving accurate information about ISMT course, tuition fees, refunds and appropriate college policies and processes for complaints and appeals, deferment, suspension, cancellation of enrolment prior to enrolment, student support and course progress.

While Australian government has ensured that the student receives quality education, the **National Code 2018** places certain requirements and obligations on international students. Therefore, as per **National Code 2018** it is the responsibility of ISMT to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. ISMT is obliged to inform and report student violations to Australian Government.

## DEFINITIONS

### ***Monitoring Course Progress***

*Monitoring refers to an active checking of course progress as per the eCOE duration and College's training and assessment strategies.*

### ***Monitoring Course Attendance***

*Monitoring refers to an active checking of the student's attendance for the course as per ISMT's training and assessment strategies.*

### ***Recording***

*Recording means that there will be a documented record of the student's academic results and where applicable attendance, of the unit of competency.*

### ***Assessing***

*Assessing requires ISMT to consider a student's demonstrated achievement, progress or competency at the end of each study period.*

### ***Intervention***

*A proactive action taken by ISMT to **identify, notify and assist** the overseas student who is at risk of not completing the course within duration specified on eCoE (electronic confirmation of enrolment). Intervention is there not to punish the student, but to help a student to achieve satisfactory course progress.*

### **When will ISMT Intervene?**

The intervention strategy will be activated immediately after the student has been identified of being at risk of not completing the course within due time. Failing one **(1) unit of competency** within the study period will be taken as the student being at risk. At this point, risk is determined to help the student to catch up with course progress.

### **Intervention Strategy Steps**

Intervention strategy entails 3 important steps:



1. ISMT will identify the student of not meeting course progress from the results of assessment tasks,
2. the student will be notified that ISMT has initiated an intervention strategy so then student can report to ISMT with reasons of not meeting course progress,
3. finally, the intervention strategy is used to assist the student in catching up with the course progress using available means as per the Intervention Policy & Procedure.

## Reporting

Reporting in this policy refers to communicating students' course progress breach to the Secretary of the Department of Education through PRISMS. Not achieving satisfactory course progress in **two consecutive study periods** in the course (s), and after the academic intervention strategy has been completed, and after all complaints and appeals processes have been finalised, the student will be reported via PRISMS under section 19(2) of the ESOS Act.

## SECTION 2 – INTERVENTION POLICY & PROCEDURE

### POLICY

In addition to Academic Course progress policy and procedure, **Standard 8** of the **National Code 2018** re-quires ISMTs to have a documented **intervention strategy policy and procedure**. The intervention strategy policy has been drafted to identify and assist students at a risk of not satisfactorily meeting program progress requirements.

For coursework students, at a minimum the **intervention strategy will be activated** where the student has failed **at least 1 unit of competency** in a study period.

### POLICY SCOPE

This Policy only applies to International Students and ISMT staff identified in the Policy. Since the Intervention is very important, the following questions and answers are provided so that the Student understands in simple language what intervention is and when it is activated and how it helps the student. The intervention may have possible implications on study duration, course completion and student visa.

The Intervention policy will be implemented throughout the course as per **Academic Course Progress Policy** and procedures and **Intervention Strategy Policy and Procedures**.

### Question 1: What is the meaning of “intervention Strategy”?

*Dictionary Meaning of Intervention: to take part in something to prevent or alter a result or course of events.*

Our intervention simply means that ISMT will intervene if the student has failed a unit of competency. ISMT directly intervenes not to punish, but merely to help and assist the student in catching up with the Course. Failing a unit of competency means that the student cannot complete the entire course within a time frame specified in the eCoE.

**Question 2: How will the student know that ISMT is implementing its Intervention strategy?**

ISMT systematically makes results for every unit of competency at the end of the 5 weeks. If the student fails the unit, ISMT invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. So, the student will receive written correspondence.

**Question 3: What should the student immediately do after receiving an intervention-related correspondence?**

First, the Student must not feel anxious after receiving the letter. The student should immediately get in touch with ISMT Officer listed on the Intervention letter. The student can ring the officer or come for a friendly chat at ISMT campus.

**Question 4: Once the identified student responds to ISMT, how ISMT will help the student in catching up with the study?**

First, ISMT will conduct a *diagnosis* as to what factors lead to the student's poor course progress. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc.

So, this step allows the Student to provide reasons explaining course progress. Depending on the reasons provided, ISMT will designate a support officer to help the student until the student is back on track. Detailed information is provided in **the Intervention Steps**.

**Question 5: What help is available to students as per ISMT Intervention Policy & procedure?**

Once, the student explains the reasons for falling behind in the course; ISMT will help students using the following means:

- ISMT can provide additional trainer/assessor contact
  - ISMT can offer extra classes to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help from our trainers and assessors and other support staff.
  - ISMT trainers can provide extra off-campus support via phone, Skype and email whenever students feel stuck during a task. This will allow you to gain immediate help so that you can move on in your assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his/ her independent task completion.

- ISMT can make a study group for the student. This is a great way to study while collaborating as the group.
- ISMT assessors can make reasonable adjustments during assessment processes. Our adjustments are mentioned in our student handbook. For example, giving extra time to identified students to complete a test, presenting assessments using alternative modality (e.g., presenting verbal material visually, reading out assessment orally etc.).
- ISMT can alter your course length by adjusting study load on eCoE. This can only happen in limited circumstances. List of circumstances:
  - a) there are compassionate or compelling circumstances, as assessed by ISMT by verifiable evidence,
  - b) ISMT has approved deferral or suspension of the overseas student's enrolment as per the Policy on Defer- ring, suspending or cancelling the overseas student's enrolment.
- ISMT staff can provide personal and study counselling. Personal counselling example is:
  - having a friendly chat with the student,
  - helping the student to form a study group,
  - referring the student to specialist external help if a serious condition has been identified,
- ISMT can assist students with issues outside ISMT. For example, student accommodation problems, assistance with information regarding health professionals etc.
- ISMT has transition support available for students who are finding it difficult to adjust to the Australian study environment. This support might include ISMT having a chat with the student, forming a group of like-minded students, referring students to their local communities outside ISMT and around their suburbs of accommodation.
- ISMT Trainers and assessor will provide study tips. For example, study tips to do practical tasks whereby the students will be assigned simulated roles to give a real feel of the assessment task. Other methods are also employed based on the individual problem identified.
- All of the above in some combination.

**Question 6: How about if ISMT has made any error in making the student results or marking the student's assessments?**

If the student thinks that there has been an error in preparing student results or some error in marking the Assessment, the Student can **APPEAL** the assessment decision within **20 -**



**working days** of the result release. Since, human error is possible, ISMT is happy to re-look at your results and assessment marking in response to your appeal.

Moreover, ISMT **re-examines** student results for those who have failed the unit (s) of competency, ensuring that results are accurate, and students are **not disadvantaged** due to the error made by the assessor.

#### **Question 7: What members of ISMT staff students can be contacted without hesitation?**

Students can always contact their respective **trainers** and **assessors** (using email, phone, Skype). Additionally, the Students can contact the **CEO** during college hours. Furthermore, all students can contact **2 student support officers** 24-7 (any time of the day) during any emergency. Student handbook and your Orientation session also provides details of the two (2) support staff.

#### **Question 8: What if the student does not access ISMT Intervention after failing a unit of competency?**

If the student does not respond to ISMT Intervention, the student is at a risk of not finishing the course within time frame specified on the eCoE.

Also, the student is at increased risk of not achieving satisfactory course progress (i.e., failing 2 or more units out of 4 units) in **two consecutive study periods**. Not achieving satisfactory course progress (i.e., failing 2 or more units out of 4 units) in two consecutive study periods without responding to ISMT intervention and complaints and appeal processes, is a **Student Breach of Course progress** and **Student visa**.

**Student Breach of Course progress** will have negative impact on the Student Visa.

### **EVIDENCE RECORDING & RETENTION**

International Students are notified that when an intervention strategy is activated, documentation or notes will be kept in the student's file (aXcelerate, electronic or hardcopy) for all follow-up meetings, the provided support and strategies undertaken by the overseas student and trainer/assessor notes. If the Intervention affects study duration, all changes will be notified in **PRISMS** and students will be given the new eCoE (s).

Students who fail to attend intervention or do not respond, will be treated as per **Course Progress Policy & procedure** and evidence is recorded in student file (aXcelerate, electronic or hardcopy).

## Training and assessment

IMST. is committed to delivering high quality training and assessment services that meet the expectations of students.

### Competency based training and assessment

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards (reference: State Government of Victoria, Australia).

Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.

### Principles of Training and Assessment

Training and assessment strategies developed by IMST follow the principles:

- Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.
- All competencies will require the development of a training and assessment strategy.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups
- Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

### Quality training and assessment principles

IMST. will apply the *Principles of Assessment and the Rules of Evidence* to achieve positive outcomes.

## Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

### Fair

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, [www.ISMT.edu.au](http://www.ISMT.edu.au). Appeal forms will also be provided along with the Learner Assessment Guides.

### Flexible

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

### Valid

Assessment is valid when the process is sound and assesses what it claims to assess.

Validity requires that:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

### Reliable



Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

### **Rules of Evidence**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

#### **Valid**

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

#### **Sufficient**

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

#### **Authentic**

The assessor is assured that the evidence presented for assessment is the learner's own work.

#### **Current**

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. This is particularly relevant to RPL.

### **Assessment Policy**

ISMT acknowledges the critical role that assessment plays in determining the competency of students/learners. In developing the assessment (including RPL) for the units of competencies, the RTO ensures:

- Compliance with the assessment guidelines from the relevant training package and unit of competency.
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).

- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- Evidence collected conforms to the rules of evidence.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students/learners.
- Assessment complies with IMST's access and equity policy.
- All students/learners have access to re-assessment on appeal.
- All students have up to **2 attempts** free of charge in completing the assessment and after that fees will be charged and student will be out on risk at failing the unit of competency.

IMST. implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. ISMT recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package. Numerous approaches to assessment are used by the Institute staff. Assessment approaches may include observation of performance in class, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams.

Students will be given advance notice of the due date and the nature of assessments and will not be expected to sit an assessment they have not prepared for.

A complete qualification includes several units of competency. Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked **S – Satisfactory** or **U – Unsatisfactory**. After each assessment, verbal and written feedback will be provided. The result for an overall Unit of competency will be recorded as **C – Competent** and **NYC – Not Yet Competent**. Therefore, within a particular unit of competency, the student must get S – Satisfactory grade in each of the assessment task to get overall **C-Competent** grade.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at an individual task, they will be deemed **Not Yet Competent (NYC)** and must re-enrol and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

1. the student can provide a certificate from a registered medical practitioner indicating that he/she was medically unable to attend the assessment; or

2. the student can provide independent evidence of exceptional compassionate circumstances that are beyond the student's control. For example, an instance of serious illness or death of a close family member.

## Currency of training / new qualifications

ISMT implements a policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that Students are fully informed of the process and subsequent transition arrangements.

## Student orientation

Orientation is conducted on **the first day** of your course commencement. The purpose is to fully inform new students of the salient information that the student is required to know to complete their study successfully at the College. Orientation also covers information on the campus facilities, work health and safety, student support, libraries around St Leonard's, places of interest nearby to the College campus, Sydney CBD, costs of living, transportation, facilities, banking and accommodation and introduction to policies and procedures affecting you. In addition, the student will be introduced to the local area, Level 1, 575 - 597 Pacific Highway, St Leonard's, NSW 2065 (e.g., shops, Cafes, interesting get together spots, art galleries, cinemas, organic shops). Students will be given ample opportunities to ask questions.

Orientation session will also cover information about the College and student's obligations. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

## Work placement arrangements

The following qualifications:

- CHC33015 Certificate III in Individual Support
- CHC43115 Certificate IV Ageing Support
- CHC43015 Certificate IV in Disability
- CHC53115 Diploma of Community
- HLT33115 Certificate III in Health Services Assistance

have work placement components which will be delivered at host provider facility during training. ISMT has an arrangement with host provider for work placement components where it will be conducted.

These courses require students to attend between 80 to 120 hours of Work placement on individual Course basis. ISMT trainer and assessor will visit these places on a pre-determined

frequency and assess the student at work. He may also ask feedback from the Host on student's performance.

## **Student plagiarism, cheating and collusion**

ISMT has a zero tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work. Plagiarism includes the following:

- Copying from another student
- Handing in another person's work with or without the author's knowledge
- Copying an entire source and presenting it as your own
- Copying sections from a source without appropriate acknowledgement
- Paraphrasing material from a source without appropriate acknowledgement
- Constant non submission of assessments by their due dates

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again. If student continues to plagiarise even after cautionary notices, ISMT reserves the right to cancel the enrolment of the student and report the student to DHA.

## **Other Misconducts and Classroom Behaviour**

Non-academic misconduct includes but is not limited to the following:

- Behave in a manner that tarnishes the College's reputation and name
- Steal College or other students' property
- Damage College or other students' property
- Engage in unlawful activities on College premises
- Misuse College equipment
- Threaten, bully, harass, abuse, discriminate or vilify College staff members or students
- Disrupt classes and fail to follow Trainers' and other College staffs' reasonable directions
- Falsify Medical Certificates and other documents
- Physical fighting on College grounds, in class and anywhere else on College premises
- Provide College with false documents e.g. Qualifications, Statements of Attainment, References
- Online abuse to any student or staff

Academic and non-academic misconduct offences may result in the termination of a student's enrolment.

### **Unlawful activity**

ISMT reserves the right to instantly terminate any student who participates in unlawful activity and will report any such behavior to the legal authorities.

### **Classroom Behaviour**

Students should respect their trainers and fellow students at all times and not participate in any misconduct.

Students are requested not to speak in languages other than English in the classroom.

The use of inappropriate language/swearing is not permitted anywhere in the college and most specifically will not be tolerated in the classroom.

Students and staff should leave rooms neat and tidy. No food or drinks are permitted in lecture room. Chewing gum is not permitted on College's premises.

Students are not to enter in the staff room or staff kitchen. Students who wish to leave their lunch or morning tea in the fridge or use heating facilities, should ask their trainers or a College's representative for assistance.

Information of any such misconduct can be communicated by the victim and others to DoS/CEO through lodging a complaint. Please visit our Complaints and Appeals procedure section of this handbook.

### **Breach of Code of Conduct**

This Student Code of Conduct applies to all students of IMST, across all courses. A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on ISMT premises.
- Acts against the Equal Opportunity practices of ISMT which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
  - Age
  - Impairment
  - Industrial activity
  - Lawful sexual activity
  - Marital status
  - Physical features
  - Political belief or activity
  - Pregnancy
  - Race
  - Religious belief or activity
  - Sex

- Status as a parent or a carer
- Disobeys or disregards any lawful direction given by an officer of The Institute.
- Acts dishonestly or unfairly in connection with an assessment conducted by IMST.
- Deliberately prohibits any teaching activity, assessment or meeting of IMST.
- Engages in any conduct or activity damaging to the management and good governance of IMST.
- Wilfully damages or wrongfully deals with any ISMT property.
- Attends ISMT whilst under the influence of alcohol or affected by drugs.
- Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
- Fails to pay fee on time
- Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or wilfully places another person in a position of risk or danger.
- Constantly interrupts class time using mobile phones/other electronic devices Uses abusive language

**The following are the expectations from the expectations from the Student:**

- The expectation that students will not engage in cheating or plagiarism or collusion.
- The expectation that students will submit work when required.
- The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.
- The expectation that students will maintain consistent attendance by attending all required classes and assessments.
- The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress.
- The expectation that students “at risk” of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.
- Follow any reasonable direction from a member of IMST. Avoid swearing, drinking, and eating in classrooms and other learning areas
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt classes.
- Attend all scheduled classes

**Student rights:**

All students have the right to:

- Be treated fairly and with respect by ISMT staff and other students
- Rights of consumer protection
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counselling, if desired or required



- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint / appeal without fear of retaliation or victimization
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the College's property protected from damage or other misuse.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously

## Academic Misconduct

Students are also required to adhere to the Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course. As outlined in the Code of Conduct, students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about their meanings. While most students are familiar with cheating, the fundamental confusion occurs when students do not reference another author's ideas or words resulting in *plagiarism*. The following information is intended to provide guidance and prevent their occurrence.

## Cheating

Actions that are defined as cheating during the assessment process:

- Referring to unauthorized information, phones, and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorized person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes Cheating in any form during assessments will result in the student's assessment submission being rendered invalid.

## Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission, this also constitutes plagiarism. If a Student copies another Student's work and passes this off as their own, this is also a form of plagiarism and cheating.

During the assessment process you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not reference the original author, you are plagiarizing. Although, it is advised to reference Harvard Style, but other legitimate styles are also accepted as long as authorship is acknowledged. If students are including other people's work in submissions, for example, passages from books or websites, the reference should be made to the source.

For further information on what constitutes plagiarism please refer to:

**Email- [info@ismt.edu.au](mailto:info@ismt.edu.au)**

Submitting plagiarized work during, as completed assessments will result in the student's assessment submission being rendered invalid.

## Collusion

Collusion is the presentation of an assignment by a student as his / her individual work, which is in fact, might be the result of unauthorized collaboration with other students or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism often occur in-group work. Unauthorized collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the student Code of Conduct. It is deemed 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed, you may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled
- be refused an entry in other institutions within Australia as it is taken seriously.



## Protection for Overseas Students

Overseas students on a student visa, must study with an education provider and in a course that can be found on the Commonwealth register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which study is undertaken meets the high standards necessary for overseas students.

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, duration of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement and proof of payments will be kept by the student and the RTO
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in similar course if the provider is unable to teach the course.
- The right to know:
  - How to use the provider's student support services.
  - Who the contact officer is for overseas students?
  - How to apply for course credit.
  - How to apply for enrolment deferment, enrolment suspension or cancellation.
  - The provider's requirements for satisfactory progress in the courses of study.
  - How attendance will be monitored.
  - How to use the provider's complaints and appeals process.
- The student responsibilities include:
  - Satisfy the student visa condition.
  - Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
  - Meet the terms of the written agreement with the provider.
  - Inform the provider of any change of address.
  - Maintain satisfactory course progress.
  - Follow the provider's attendance policy.

A full copy of the ESOS Framework is available at the following link:

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

## **Harassment, victimisation or bullying**

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

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates, or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc. Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised, or bullied by a staff member or student, you should follow these steps. If you feel that you are being harassed, victimised, or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ISMT Complaints and Appeals procedure and detailed in this Handbook.

## **Equal opportunity**

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

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

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

## Privacy Policy

In collecting your personal information ISMT will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent.
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
  - The disclosure is required or authorised by or under law; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ISMT's Privacy Policy can also be found in website [ISMT.edu.au](http://ISMT.edu.au).

## Fees, Charges and Refunds

### Protection of fees paid in advance

- ISMT protects the fees that are paid in advance by international students.

For international student fee protection is ensured as follows:

- ISMT does not require international students to pay more than 50% of course fees prior to course commencement. However, ISMT provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, ISMT will require students to pay the full cost of the course prior to course commencement.



- ISMT pays into the Tuition Protection Service (TPS) provided by the Australian Government.

Prospective and current students are advised of the fees associated with a course on the relevant Course Outline and on the Student Agreement. In compliance with Clause 2 and 4 of the National Code 2018, this is provided prior to enrolment or commencement of training, whichever is first.

Refund information is outlined in the Student Agreement and in the Student Handbook. ISMT publish in a prominent place on its website (i) All tuition and non-tuition fees (as shown on Course Outlines), (ii) This Fees and Refunds Policy.

Fees will only be collected once a signed copy of the signed Student Agreement is received by ISMT

### **Inclusions in course fees**

The Offer Letter and Agreement is clearly itemising tuition, as well as non-tuition fees.

Course fees means the tuition fee, and non-tuition fees e.g. materials fee and other expenses. Tuition Fee includes all of training/teaching and assessments required for the students to achieve the qualification or course in which they are enrolling within the attempts allowed. Material fees include copies of text book extract, hand-out and other mandatory learning materials, prepared by ISMT. Any other textbook or reference book and materials that may need to be consulted but not necessarily required to be purchased, are not included in materials fees and will be mentioned as additional cost, should the student wish to purchase such materials. If text/library books are lost and need to be replaced, the student will be required to cover the cost of the replacement materials.

- Tuition fees include the issuance of one set of testamur and record of results and/or statement of attainment (in case of withdrawal or partial completion). For additional copies or re-issuing of any of these documents, an additional fee is applicable. Refer Schedule of Charges.
- Non-Tuition Fee also include fees apply for re-assessment, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task (VET students only), Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Course fees do not include Overseas Student Health Cover or optional extras such as airport pick-ups; Direct debit setup; transaction and dishonour fees (where applicable); Credit card payment surcharges; stationaries like pen, pin; uniform etc. These fees will be additional costs as outlined in the Schedule of Charges, if applicable.

### **Payments**

Payments can be accepted by EFTPOS, electronic transfer, credit card, money order or direct debit. Credit card payments incur a surcharge per transaction.

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.



Students will be communicated before 14 calendar days of a payment due date. For delays in payment, an additional fee may be charged as late payment fee (consult schedule of charges). Debts will be referred to a debt collection agency where fees are more than 40 days past due. ISMT reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

International students who do not pay their fees will receive two warnings regarding non-payment of fees and thereafter will be reported to DET via PRISMS under student default.

Receipts of payments made by international students will be kept for at least 2 years after the person ceases to be an accepted student.

## **Refunds**

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ISMT in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

### **Refunds Process**

Refund applications must be made in writing to the Chief Executive Officer. Refunds are expected to be paid from college's end in AUD without any accrued interest within 28 working days (but not later than 90 calendar days of application, if any banking/technical reasons make it delayed) of receipt of a written application and will include a statement explaining how the refund was calculated. Student has to provide own bank account details or indicate the specified person in the designated section of this agreement to receive the refund.

Students may be charged a non-refundable application processing fee / enrolment fee which is outlined on the fee section. This fee is non-refundable except in the unlikely situation where ISMT is required to cancel a course for insufficient numbers, own inability to commence a course or for other unforeseen circumstances. In this case, students will receive a full refund of their application processing fee / enrolment fee.

## Course Fee Refund

### How to lodge a refund application

#### Terminology used for refunds

**Tuition fees:** Fees paid by the student to the CRICOS RTO for the training and assessment services provided by the RTO. The Tuition fees do not include any other fees, e.g., materials fees, OSHC, application fees, airport pick up fees etc.

**Materials fees:** Fees paid by the student to the RTO for course related materials, e.g., materials supplied for student learning.

**Enrolment Application fees:** Fees paid by the student to the RTO for the costs of processing a student enrolment application and time that ISMT has spent in assessing students for enrolment.

**Bank Charges:** Any refunded amount attracting bank charges and currency exchange fees will be applied at the rate charged to the Institute.

Refund applications must be made in writing to the Institute by way of filling out the refund application form that is available on our website. The student refund application form must be used as the written application for the refund. Alternatively, the Institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within 2-weeks of receiving the refund application form. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for refund.

#### Student course withdrawal:

- if the student wants to withdraw from the course after some fees have been paid, refunds will be made in accordance with the refund policy outlined here.
- If a course withdrawal is notified in writing and received by ISMT on the commencement date or after the course commences, the refund for the current unit of competency will not be provided as ISMT has already reserved its seat for the student. All future pre-paid fees will be refunded after deducting the fees for the current unit (\$625) and the enrolment application fees (\$250).
- The refund of the pre-paid tuition fee for the future unit (s) of competency (where the student has notified before the commencement date of the Unit (s) of competency) after deducting the Enrolment Application fees, will be made available.

#### Refunds will be calculated as follows:

- A tuition fee per unit of competency is \$625 Student's Default  
Student default is a set of circumstances whereby the student is in breach of this written agreement. All students are required to provide reasons relating to the course fees refunds. A space is allocated in the refund application form for students to provide reasons for refunds. Provided reasons will be assessed to make refund judgements



relevant to specific situations. The rationale here is that the future pre-paid fee minus enrolment application fees and fees for current unit will be refunded.

- **Qualification not being delivered:**  
in the unlikely event that the Institute is unable to deliver your full course, you will be offered a full refund of all the prepaid course fees, application fees and materials fees. The refund will be paid to you within 2 weeks of the day on which the course offer is ceased. In the case of the provider's default there is no requirement for a student to lodge a refund application form as the Institute will initiate processing refunds.
- **Return of course material:**  
The student who will return the course material in the unused / original condition will receive a full refund of the material fees. This applies to all refunds where the student is returning course materials.
- **Refunds after Visa Refusal:**  
Where a prospective student gets a refusal of their initial student visa by the Australian Government issuing authority, all the prepaid course fees and materials fees (if materials are returned in original form) will be fully refunded. However, the Enrolment application fees will remain non-refundable. To receive the refund, students are required to provide authenticated evidence of the student visa refusal to the Institute. Students **MUST** attach this evidence to the refund application. Refund application is available from the Institute's website or can be sent to student by post or email. The refund application must be used to apply for all refunds and must be addressed to the CEO of the Institute, Dr Sanjay Nijhawan. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## Complains and appeals

ISMT has a specific complaints and appeals process that will ensure students'/International students' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, international students, trainers, assessors, other college staff and stakeholders will have a public access to Complaint and Appeal forms, policies and processes. Additionally, all international students will be provided appeal forms with the Assessment results to ensure that international students have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with the policy and procedures are also available on ISMT website. All complaints and appeals are documented in complaints and appeals registers respectively.

### Stage 1: informal resolution

ISMT staff is a happy to achieve informal resolution with the student. In this case, the CEO of ISMT can be involved if the staff member or the student deems it necessary. During the informal



process, the student can simply raise their concerns with the relevant staff member via a chat or email. The student and staff member can resolve the matter at their level provided the student is happy with the resolution. ISMT staff will provide the student with the final resolution outcome via email so that the record of the resolution is maintained. How to discuss complaint informally? At first, the student can discuss a grievance informally by approaching the relevant person. If the student is happy with the resolution provided, complaint process will stop here, and staff member will note down the resolution and will document it in the continuous improvement register. In some cases, the informal resolution and a mediated solution will be inappropriate. For example, if the institution has failed to follow its own policies and procedures, this type of complaint will be a subject to Formal lodgement, and in most cases, will be resolved independently. Each party may be accompanied and assisted by a support person at any relevant meetings.

## **Stage 2: formal complaint**

If the student is still not happy with the Informal resolution, the matter can be formally escalated. Students can formally raise concerns relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise. A complaint may be in relation to another student, college staff, college management or any matter in relation to studying at ISMT or a third-party delivering (i.e., Education agents doing recruitment and marketing) services on behalf of IMST's. All formal complaints must be submitted by the Student in writing (i.e., by filling out the Complaint Form). ISMT has ensured that complaints forms are easy to read and complete. Complaint forms are to be found on our website, college reception and / or can be requested via email from ISMT.

Complaint resolution time: ISMT will respond to all complaints within 30 calendar days of the receipt. After receiving a written complaint or appeal, ISMT will begin the resolution process within 10 calendar days of the provider receiving the formal written lodgement of the complaint or appeal.

Complaint resolution outcome: ISMT will provide a written statement of the outcome including details and reasons for the decision.

College Complaint Resolution Committee: the CEO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of any complaint. Members of the committee should include:

- A representative of IMST
- An ISMT training staff member
- A person not directly involved in providing the services for which students are raising their concerns.
- Student can involve their representative if the student is willing

Although, the complaint committee will have an independent member, ISMT will provide an independent review (i.e., external to ISMT) for the complaint only if independent review is requested in writing by the student and when the internal complaint and appeal process is exhausted. The Stage 3 will be implemented in that case.





How to lodge a Formal complaint? It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form. The Complaint form is available on ISMT website, [www.ISMT.edu.au](http://www.ISMT.edu.au), to all persons (i.e., college staff, trainer/assessor, the international student, stakeholder) wishing to make a complaint. If required, ISMT staff will assist you in filling out the form. Complaint form can be submitted to any staff member ensuring that the student does not shy away from handing the form. Each party may be accompanied and assisted by a support person at any relevant meetings. After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by ISMT staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. International students will be informed by way of writing if the resolution will take longer than 60 calendar days.

Resolution Outcome: ISMT complaint and appeal resolution committee will inform all parties involved of the outcome in writing or via email. Although ISMT will try to resolve all complaints and appeals within 30 Calendar days, for complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all international students will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. ISM management will maintain the complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaint's procedure will be reviewed as part of the Institute of Science Management and Technology's continuous improvement procedure. Independent resolution of complaints and appeals –

### **Stage 3: appeal**

The Institute will encourage the parties to approach a complaint or appeal with an open view. We will attempt to resolve problems through discussion and conciliation and formal internal processes. Where a complaint or appeal cannot be resolved through discussion and conciliation and internal review, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the Institute by involving a Mediation agency. ISMT has arrangements with Student Mediation Scheme, [infoaus@resolution](mailto:infoaus@resolution). The review is free of charge for the student. ISMT will provide an independent review (i.e., external to ISMT) for the external mediation only if requested in writing by the student. The student will be provided the Form with the Stage 2 outcome to lodge independent review. The student can submit the independent review form to any staff member of ISMT.

ISMT is the member of the Student Mediation Scheme availing the following services:

- Appointment of a mediator;
- Arranging a mutually convenient date and location for any preliminary conference and the mediation;
- Arranging the mediation venue and any teleconference for the preliminary conference, if applicable;
- Notifying the parties and the mediator of the arrangements;
- Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.



It is the responsibility of IMST to ensure adherence to the external review of complaint and appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting International students with the appeal procedure and supply of appeal forms. ISMT support staff is happy to assist the student in filling out the external mediation form. Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. However, for any independent pursuits, students are to do this at their own expense. Students wishing to take this course of action are advised to contact a solicitor. However, students are provided a fair independent resolution processes free of charge by the College. If the student is still unsatisfied with the external review the student can contact ASQA and lodge a written complaint against ISMT. The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262. ISMT may provide further information upon inquiry in relation to this. Availability of Student Support in Lodging Complaints Students will be given adequate information about the complaints and appeals processes during their orientation programme. When the student is lodging a complaint or appeal, student support officer or Course Coordinator will help the student in providing all necessary information required for lodgement and resolution. The student will be adequately supported using all available means. More details are provided in the procedure section of the policy and procedure.

## **Issuing of certification documents**

On completion of your course and payment of all relevant fees, we will issue you with certification within thirty (30) days. For VET students this will include a Testamur and record of results that will show the units of competency achieved in the course and corresponding results.

Where a VET student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested. ISMT reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where ISMT is not permitted to do so by law ISMT must have a valid USI on file for the student for a qualification or Statement to be issued

## **Re-Issuing Statements and Qualifications**

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Schedule of Charges.

## Schedule of fees

Items	Australian Dollar (GST included, if not indicated otherwise)
Changes in CoE details	\$50.00
Charge for Overdue Tuition Fee	\$100 per instance
Deferral Fee	\$250
RPL Fee per Unit	\$500
Re-Assessment Fee (2 attempts)	Free of charge
Repeat unit fee	\$750
Re-Assessment Fee (after initial 2 attempts, 2 more attempts are allowed)	\$500 per unit
Interim Academic Transcript	\$20
Reference Letter	\$10
Reissuance of Records (Certificate & Transcript)	\$80
Airport Pick Up arrangement fee	Outsourced contact ISMT for details
Temporary Accommodation Arrangement Fee	Outsourced contact ISMT for details
Loss of Library books	Replacement cost
Loss of Course Materials issues before	Replacement cost