



MILCOM
TRAINING | DEVELOPMENT | SOLUTIONS



INTERNATIONAL STUDENT HANDBOOK

INTERNATIONAL STUDENT HANDBOOK

Welcome to MILCOM

Thank you for considering MILCOM Communications Pty Ltd, trading as MILCOM Institute as your education and training destination in Brisbane, Australia.

MILCOM Institute, is a Registered Training Organisation (RTO No.6859) catering for the learning needs of the Business and Telecommunications Industry.

MILCOM is registered with the Australian Quality Skills Authority (ASQA). We adhere to strict quality standards in our administration, training and assessment services to you.



As part of our quality commitment, this Student Handbook provides information on learners' student journey with us. It tells you what you can expect from MILCOM Institute when enrolling and studying with us, and it outlines what we expect from you as a learner.

This Student Handbook is designed to provide intending international students with information about the services provided by MILCOM Institute and our approach to providing you with a safe and supported environment.

If you have any questions regarding the information contained in this Student Handbook, please call MILCOM's course advisors on +61 7 4904 5313 or send an email with your question to international@milcom.edu.au.

Good luck with your student journey at MILCOM!

Ashish Chadha
CEO

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Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.

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Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.

International students rate Australia highly

In 2018, the Australian Government, in collaboration with peak education bodies and state/territory government education departments, conducted a survey of current international students to obtain information about their living and learning experience in Australia. The key findings of the survey included:

- 89% of international student respondents are 'satisfied' or 'very satisfied' with their overall experience in Australia.
- 89% of international student respondents are 'satisfied' or 'very satisfied' with their study experience in Australia.
- 90% of international student respondents are 'satisfied' or 'very satisfied' with living in Australia.

Your learning environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

Australia – a research intensive country

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery of the accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.

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- Australia is investing over A\$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

Life in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.

The first migrants were mostly from Britain and Ireland and this Anglo–Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

Fundamental freedoms

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

Respect for the equal worth, dignity and freedom of the individual

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

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Freedom of speech

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

Support for parliamentary democracy and the rule of law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

Equality under the law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

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Equality of men and women

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

Equality of opportunity and a spirit of egalitarianism

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

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Australian society today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Laws and social customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

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Campus Location and Information

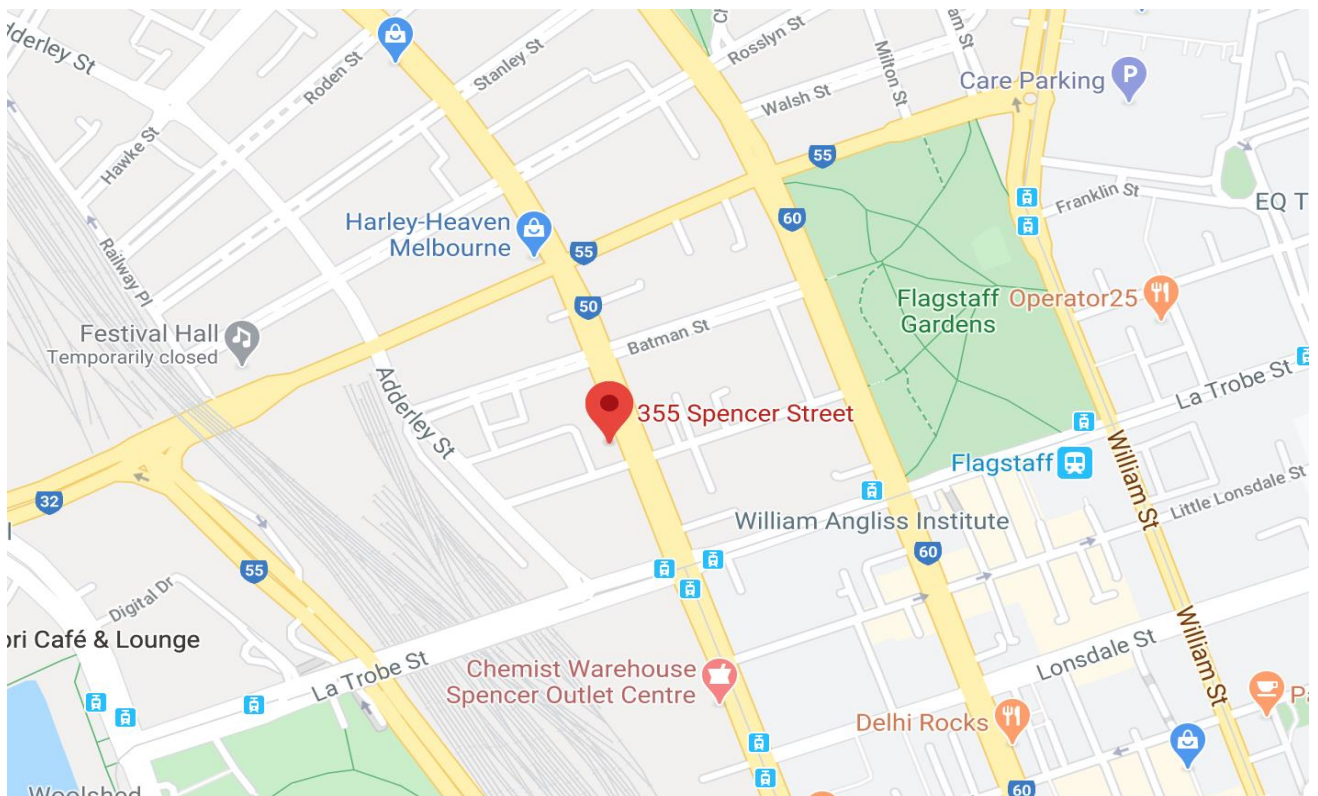
BRISBANE - QUEENSLAND

Construction Training Centre, Ian Barclay Building (Room 1.9)
460 - 492 Beaudesert Road, Salisbury QLD 4107



MELBOURNE - VICTORIA

Ground Floor, 355 Spencer Street, West Melbourne VIC 3003



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Arriving at the campus by Rail

Brisbane – Queensland Suburban Rail has two nearby stations – Salisbury (which is closer for walking) and Rocklea. Both stations are on the Beenleigh line from Brisbane.

Melbourne – Closest Train station is Southern Cross, which is connected by all lines across Melbourne metropolitan and suburban region.

Arriving at the campus by Car

Brisbane – Easy access with parking available outside the campus

Melbourne – Plenty of on-road parking (paid) within walking distance (50-200m) from the campus.

Facilities



Our classrooms at both the campuses are modern and flexible with internet access and Free Wi-fi.

MILCOM has appointed a full-time, on-site Student Support Manager at both campuses to provide student support and related services including (but not limited to) academic issues, language issues, accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

There are plenty of café/restaurants or other food outlets within 1 Km of the campuses.

Student Support

You can contact the following Student Support Managers for the respective queries at:

Name: Shivani Nayak (Brisbane)

1300 369 320 or email: shivani.nayak@milcom.edu.au

Name: Manish Tangry (Melbourne)

1300 369 320 or email: manish.tangry@milcom.edu.au

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1. Our Vision

✚ **MILCOM is not just a training company but a participant in the industry**

We take pride in our association and active participation in the dynamic telecommunications and business industry. Our team provides and consults with PWC's Skills for Australia for the development of training packages.

✚ **We have experience, we have pedigree**

MILCOM has been providing training since 1999 and has built a strong reputation of being a quality training provider and has trained over 20,000 learners. We adhere to strict quality standards in our administration, training and assessment services to our learners. Our philosophy of 'training' has always been and still is based on providing current, state-of-the-art, practical learning environments for our participants.

✚ **There are challenges, but we are always in a state of preparation**

For every qualification delivered in MILCOM Institute, MILCOM Institute has undertaken Industry Consultation with Industry Stakeholders within the organisation to ensure training and assessment is aligned to current methods, technology, and appropriateness of performance expectations for the workplace tasks specified in both the training package and the client work expectations.

✚ **We have the team**

MILCOM Institute prides itself on the high calibre of its management, teaching and administrative staff.

MILCOM Institute has well qualified, experienced, enthusiastic and dedicated staff to ensure the smooth and appropriate functioning of the College. Strong financial and student management are key determinants of the success or failure of any teaching establishment. We are renowned for our practical, hands-on approach to training. Our training centres (for domestic students) are conveniently located in major capital cities (For International students – Salisbury QLD and West Melbourne VIC only) and are set up with state-of-the-art training equipment.

Our trainers are industry experts with the required depth of current knowledge and industry experience to allow learners to practice new skills in a supervised simulated work environment. Learners and employers can be confident that the acquired skills can be directly applied on the job.

Our training facilities provide a safe and enjoyable learning environment, equipped with the latest tools and safety equipment for your trade.

✚ **We don't just deliver competency-based training, we deliver what is required to produce real outcomes**

What sets us apart from our competitors is the currency and depth of industry expertise and instructional skills of our expert trainers, who share their insights for job relevant learning outcomes directly applicable in the workplace.

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2. Governance

MILCOM Institute is governed by numerous legislations, regulations and guidelines, including but not limited to the following:

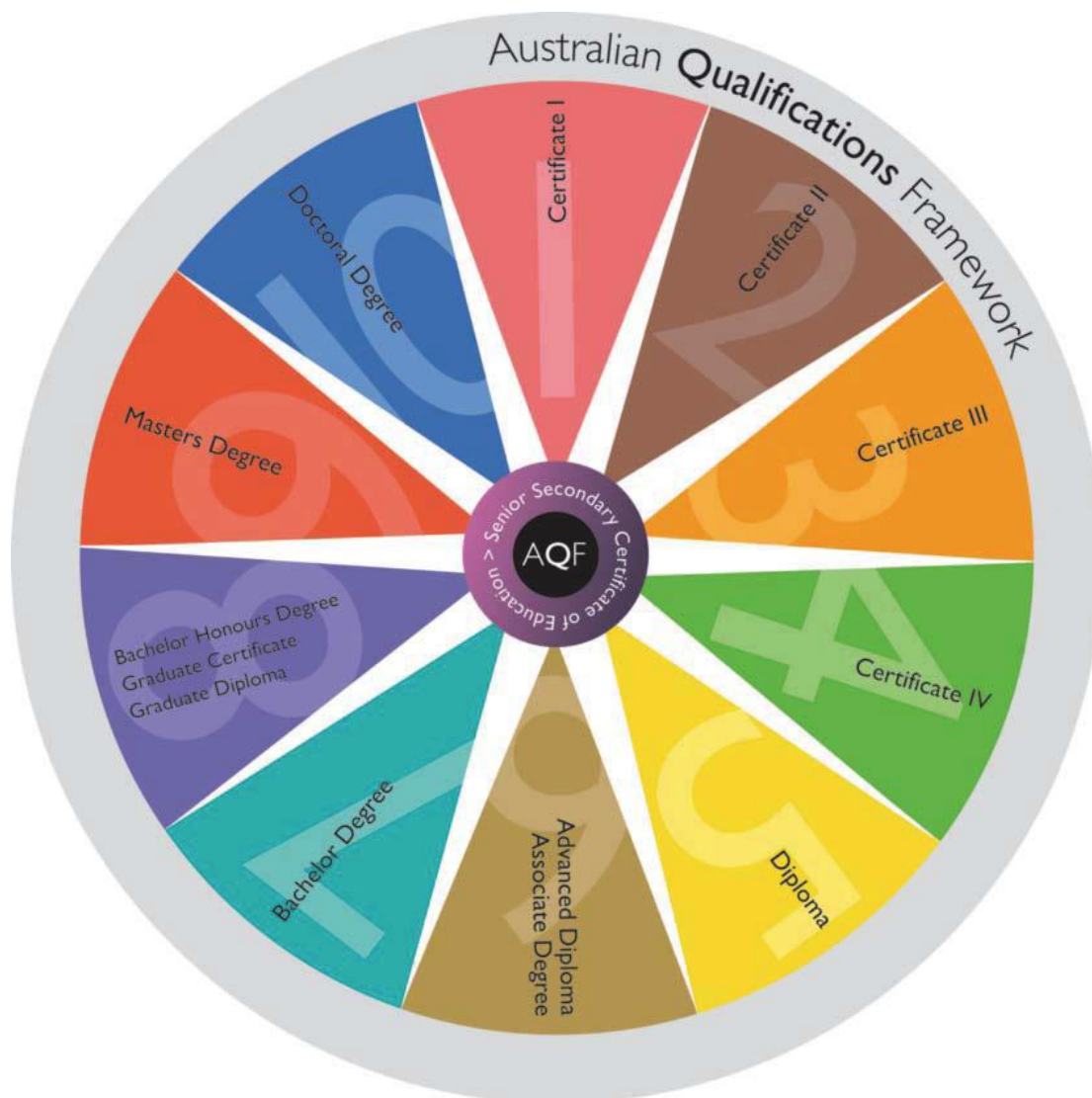
- Education Services for Overseas Students Act 2000, or ESOS Act
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Tuition Protection Service (TPS)
- Privacy Act 1988 (Cth) & Regulations 2006
- Data Provision Requirements 2012
- VET Data Policy and all NCVET Policies
- Australian Privacy Principles
- Sex Discrimination Act 1984
- Work Health & Safety Act 2011
- Age Discrimination Act 2004
- Anti-Discrimination Act 1997
- Standards for Registered Training Organisations (RTO) 2015
- Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
- The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
- Freedom of Information Act 1982
- Student Identifiers Act 2014 (Cth)

In addition, staff and learners at MILCOM Institute must also meet various legislative requirements, mentioned in the training packages.

3. The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) created a national system of cross-sectoral qualifications capable of supporting the increasingly diverse needs of the workforce and learners in the Vocational Education and Training sector. This diagram shows the interlinking and pathways that relate to the various qualification levels.

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4. MILCOM Provides

- ❖ Learning that is professionally and workplace relevant that improves career opportunities;
- ❖ Flexible training options, recognising the needs of each individual learner;
- ❖ Trainers/Assessors with recent and relevant industry experts who are required to maintain currency in their industry experience;
- ❖ Innovative and responsive training delivery;
- ❖ Inclusive, integrated and flexible training delivery models;
- ❖ Expertise to identify and clarify training needs and delivering training that meets those needs;
- ❖ Learning programs that make sense in the work environment;
- ❖ Training that gives Students the required skills for the present and future;
- ❖ Where appropriate, practical, hands-on skills linked to underpinning knowledge;
- ❖ Learning environments that adapt to change;
- ❖ Learning that can lead to career advancement.

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As a Registered Training Organisation, MILCOM Institute strives to ensure quality in all aspects of its training service delivery while meeting the requirements of the VET Quality Framework.

The Management and staff of MILCOM Institute are committed to ensuring that access and equity considerations are incorporated into the provision of training delivery and assessment. Our students have the best possible training delivery and learning experience tailored to each student's specific learning needs. We achieve this by employing qualified and vocationally experienced staff, offering our students flexible training options.

5. Credit Transfer

MILCOM Institute recognises the AQF Qualifications and Statement of Attainments issued by any other Registered Training Organisation or any other education provider in Australia. The underlying principle of Nationally Recognised Training is that a student does not have to repeat training and assessment that has already been undertaken.

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Procedure	
(1)	MILCOM Institute encourages all potential students to apply for Credit Transfer who have completed any qualification or unit relevant to their intended course. Relevant information is also available on the website and Student Handbook.
(2)	The Administration Manager keeps updating CT related documents and forms, based on latest Industry and Training Package. To be available for Credit Transfer, student must have completed the qualification or unit of competency.
(3)	During Enrolment process, the Student Support Manager (SSM) provides potential student with the information of CT. Where CT is requested, certified copies of Certificates and/or Statement of Attainment must be provided.
(4)	SSM forwards the potential student's request to apply for CT to Administration team to process the enrolment.
(5)	Any unit that is same or deemed to be equivalent on training.gov.au will be Credit Transfer.
(8)	Any other credit applications based on alternative units or other study are to be by the RPL process as these require the skills of an assessor to map the evidence.
(9)	The Credit Transfer results will be authorised by the Administration Manager or delegate with all required paperwork and outcome will be notified to the student and the Student Management System (SMS) will be updated accordingly.

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(10)	<p>Before providing credit on the basis of a qualification, statement of attainment or record of results, the staff either authenticates the information by directly accessing the USI transcript online or by contacting the organisation that issued the document to confirm the content is valid.</p> <p>Administration staff adjusts the Training Plan to reflect the granting of CT against the specified units of competency.</p>
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(For detailed information, please refer to Course Credit – RPL & CT Policy and Procedure)

6. Recognition of Prior Learning

MILCOM Institute provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and/or life experience. The underlying principle of Recognition of Prior Learning (RPL) is that no individual/participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

If students think they are eligible for Recognition of Prior Learning (“RPL”) qualification, then they need to discuss this with an appropriate member of staff. They will be required to complete an application for RPL form along with the supplementary Form for each RPL application.

There is a fee charged for processing RPL applications. There is no guarantee that the RPL will be approved.

(For detailed information, please refer to Course Credit – RPL & CT Policy and Procedure)

7. Education and Training Delivery

MILCOM Institute ensures that training and assessment occur in accordance with the requirements of the accredited Training Program or endorsed Training Package. MILCOM Institute adheres to policies and management practices that maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of its students and, where relevant, their employers.

MILCOM Institute maintains a learning environment that is conducive to learning and the professional development of learners. MILCOM Institute maintains compliant systems for recording and archiving client enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued. MILCOM Institute will treat all personal records of clients confidentially and complies with the national privacy standards.

8. Course information

MILCOM Institute offers Nationally recognised qualifications under the Australian Qualifications Framework (AQF). MILCOM Institute’s CRICOS Scope of Registration can be found on <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03491G>

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9. Training

The course details will provide you with information about:

- ❖ Which units of competency you will attain from the training and assessment once you are deemed competent;
- ❖ Expected total duration of the course and the expected time you need to invest, which may include activities and self-paced learning outside of formal class attendance time;
- ❖ What job outcomes and further education pathways the training may lead to;
- ❖ Any training pre-requisites;
- ❖ Any resource requirements for studying your chosen course (e.g. access to a computer and the internet for online component);
- ❖ The total cost of the training including tuition fees and cost of training materials.

10. Academic Journey

Student Orientation is a welcome and orientation program for new students commencing their student journey at MILCOM. The program consists of presentations, campus tour, enrolment and information that assists the new students settle into their new study environment. All incoming students are expected to attend the orientation program. The orientation session provides all new students with information about the training, assessment and support Services provided and their responsibilities as student, key policies that impact upon their course progress and completion, and their rights and obligations at the college. Students who miss the scheduled orientation session will be provided with a copy of the orientation presentation and information handed out during the session and given an opportunity to attend the next program if they wish to do so.

Following the orientation session, students are provided with their Student ID, International Student Handbook, guidance to apply for Unique Student Identifier (USI) <https://www.usi.gov.au/> and other relevant information. The students are provided with their timetables and extended any further assistance they may need through college's student support system including the Student Welfare Officer.

The college is committed to providing a positive and a culturally vibrant learning experience to all of its students; and ensuring student safety, welfare, and general well-being through a client-focussed approach and continuous engagement. Students are free to contact anyone from the college administration and management, if they need more information or discuss any specific issues. If you have any problems with your course or settling into a new city and culture, then please speak to the Student Support Services Officer who is available to discuss, in confidence, any problems you might have in relation to your study or other matters.

The Student Support Services Officer's role is to provide information, advice and assistance to all students in a wide range of areas such as:

- Orientation
- Student Enrolment
- Academic progress
- Further study options
- Housing and accommodation

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- Study problems
- Financial issues
- Health matters

All discussions will be treated in confidence.

MILCOM Institute surveys all learners and employers using the Quality Indicators. The Australian Quality Framework (AQF) Quality Indicators are part of the AQF Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies.

Three Quality Indicators have been endorsed by the National Quality Council (NQC): Learner Engagement, Employer Satisfaction and Competency Completion. These are designed to help MILCOM Institute conduct evidence-based and outcomes-focused continuous quality improvement and assist Registering Bodies assess the risk of MILCOM Institute's operations.

Learners may receive a written a feedback questionnaire during and at the completion of their Training Program. This is to further monitor the quality and relevance of the ongoing training and career pathway opportunities of clients after they have completed each certificate. MILCOM Institute is committed to facilitating a learning process that both benefit the client and the Employer. MILCOM Institute will ensure that feedback is used for the appraisal of training conducted and guides future training.

11. Course Progress and Monitoring

Milcom Institute will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Milcom Institute intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

Milcom Institute assess student's progress at the end of each compulsory Term. The Term is usually 10 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable Milcom Institute to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

- ❖ Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term
- ❖ Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- ❖ Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutives successfully completed Terms or NOT responding to intervention meeting invitation within 5 working days from the receiving the invitation.

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Milcom Institute will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

Procedure

- 1) The student's course progress will be monitored from the start of the course. If student is seen that he/she has failed to achieve 50% or more of the course progress of the term till date, the Student Support Manager will issue an initial notification warning stating that they have fallen below 50% academic performance for the term to date, and failing to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term.
- 2) At the end of each Unit, the trainer will provide a detailed results sheet to the Administration Manager.
- 3) The Administration Manager will run an excel-generated report to identify all students-at-risk based on the successful completion of less than 50% of the course requirements for the completed Term.
- 4) If a student has been assessed as Not Competent in more than 50% of course requirements in any completed term, the Administration Manager must be informed.
- 5) Whenever a student fails to present successful completion of 50% or more in a given term, they will receive the 1st warning letter where an early intervention process will be initiated by the Institute. Students are requested to see their trainers for an early Intervention Strategy Meeting (ISM).
- 6) After the enrolment completion of one term if a student fails to present successful completion of 50% or more of the course, they will receive the 2nd warning letter. Within 5 days of receipt of this 2nd warning letter, students are required to attend the ISM with the trainer and Administration Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following term.
- 7) The student will be issued a Notification of Intention of Reporting letter (NIR) stating that he/she has failed to obtain a satisfactory course progress and failing to obtain satisfactory course progress in two consecutive completed terms, therefore in breach of the RTO course progress requirement. NIR will also be issued if student fails to respond to 2nd warning letter within 5 days of receiving the letter. If the student is international student, their visa condition will be in breach and they will be reported to the Department of Home Affairs (DHA) on the failure of an appeal.
- 8) The NIR will inform the student that he/she is able to access the Milcom Institute's Complaints and Appeals process and that the student has 20 working days from the receipt of the NIR in which to do so.
- 9) If a student fails to appeal the decision within the 20-working day period, the Administration Manager will report the student to DHA via PRISMS by cancelling the student enrolment on the basis of unsatisfactory course progress.
- 10) If a student appeals the decision the appeals process will be followed in accordance with the Complaints and Appeals Policy and Procedure.

Intervention Strategy

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Intervention strategies are formed on a case by case basis and will be initiated by a meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. The meeting and outcomes are to be agreed and documented by both the student and the Milcom Institute Administration.

Intervention strategies that may be adopted to assist the student in completing the course within the expected duration may include, but are not limited to:

- ❖ Extra tuition and support to be organised
- ❖ Timetable adjustments
- ❖ Personal strategies to improve the student's ability to complete the course requirements
- ❖ Review of assessment strategies
- ❖ Variation/extension of student's enrolment
- ❖ Requesting the student to re-submit assessments
- ❖ Providing one-to-one assistance and counselling to help the student satisfactorily complete their course
- ❖ Allowing the student to defer the course on a reasonable and justifiable grounds.
- ❖ At the ISM, the Administration Manager will consider (and, implement if applicable) the following intervention strategies.
- ❖ Identify any problems that are impeding the course progress of the student and put measures in place to resolve these problems.
- ❖ Arrange with the student for additional work to be undertaken, within an agreed timeframe,
- ❖ The completion of all outstanding assessments, according to an agreed timeframe,
- ❖ Assess whether the course is still suitable for the student,
- ❖ Assess whether the reassessing of any assessment tasks is appropriate
- ❖ An Intervention Strategy will be developed with an agreed individual support plan being signed by student.
- ❖ During the ISM the student will be advised that unsatisfactory course progress in 2 consecutive Terms may lead to the student being reported to DHA and the cancellation of his/her visa, subject to the outcome of any appeals process.

Any student who fails to attend the ISM will be contacted to arrange another ISM as a soon as possible. Milcom Institute will keep copies of these documents in the student's file, together with a record of any decisions that are made.

Intervention Strategy – Procedure

Milcom Institute will only extend the duration of the student's enrolment only in the case where it is identified that the student will not be able to complete the course within the expected duration, as specified on the student's Confirmation of Enrolment (CoE), as the result of:

- ❖ Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);

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- ❖ The RTO implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- ❖ An approved deferment or suspension of study has been granted under the ESOS standard 9.

Any variations to the CoE are retained within the student file. All communication and any strategies arranged will be documented. An approved deferment of student enrolment should be in accordance with Standard 9 of National Code 2018.

Completion within Expected Duration of Study

- ❖ At Milcom Institute, the course progress procedure requires that at the end of each Term, the results of each student are checked to determine the course progress status for that Term.
- ❖ Milcom Institute will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration.
- ❖ Milcom Institute will implement the intervention strategy (see above) for students who are at risk of not meeting satisfactory course progress in an attempt to support students completing within their expected course duration.
- ❖ Milcom Institute will report the student enrolment change through PRISMS when there are changes to the original course duration.
- ❖ Records of variation must be maintained in the student file.
- ❖ The expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
- ❖ All Milcom Institute students are required to complete their studies within the timeframe indicated on their CoE and student visa. Milcom Institute shall attempt all possible measures to ensure that all students are given the opportunity to complete their studies within this timeframe. A copy of CoE will be kept in each student's file and variations to the CoE will also be retained within the student file and the same information is stored in the student management system.

(For detailed information, please refer to Course Progress Policy and Procedure)

12. Plagiarism, Cheating and Collusion

Milcom Institute requires that students complete all assessments/provide assessment evidence ethically and without cheating, plagiarism and collusion. The Administration Manager and trainer/assessors will ensure that academic integrity is maintained in all learning and assessment activities by providing information to students to ensure they understand what constitutes cheating, plagiarism and collusion and what will be the outcome if they undertake such practice. Milcom Institute has the following definitions for cheating, plagiarism and collusion.

Cheating: this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

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Plagiarism: plagiarism is the submission of somebody else's work as if it was the student's 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, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

Collusion: this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person 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 can occur in group work.

Where it is found that cheating, plagiarism or collusion has occurred, this will result in the student's assessment submission being invalidated and student's will be investigated for academic misconduct.

13. Copyright

You must be careful when photocopying the work of others. The owner of the material may take legal action against you or the Institute if the owner's copyright has been infringed. You can do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with or is employed by, an educational institution.

14. Assessments and Reports

The Students are provided with a Learner Guide for each unit of competence. The Learner Guide specifies the Assessment, submission guidelines, timeline and Assessment criteria for each individual assessment.

MILCOM's Assessment and Re-assessment policies specify the requirements which student must be aware of. There are available on MILCOM Institute's website.

Assessment of Competence

All students need to demonstrate they have acquired the skills and knowledge necessary to obtain certification, as it indicates a student is competent and able to carry out the tasks associated with their course to the standard required in the workplace. Competency can be demonstrated through multiple assessment methods, such as written tests, assignments, third party reports, observation checklists, projects and attendance.

The training and assessment are conducted in accordance with the Principles of Assessment and Rules of Evidence.

Principles of Assessment:

To ensure quality outcomes, assessment should be:

- Fair;

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- Flexible;
- Valid;
- Reliable.

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.

Assessment methods may include:

- Written/Oral theory assessments;
- Project work;
- Observations;
- Some regulatory tests may have mandated special requirements;
- Other assessment methodologies which align with the qualification and student requirements.

Trainer/Assessor will gather evidence of competencies over the duration of the Training Program. Throughout each unit of competency, there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to find out how you are progressing with your learning towards achieving the required competence.

Assessment Submission

Assessments may either be handed to your Trainer/Course Coordinator by the due date. You must ensure that you complete all details on the Assessment Cover Sheet including your Name, Student ID, Course Code and Name, and sign and date at the bottom of the cover sheet.

You must always keep a copy of your completed assessments.

Assessment Extensions

The Trainer may grant students an extension of up to two weeks for the completion and submission of any course project work, as appropriate to the circumstances. The students must submit the work at least three (3) days prior to the due date. Extensions in excess of two weeks should not be necessary.

Late Submissions

All student work for a particular course is generally assessed at the same time to ensure consistency and fairness of marking. For this to occur all work must be submitted by the due date.

Late submission of work, without an extension, will not be accepted.

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In extraordinary circumstances, a late request for extension may be granted at the discretion of the Training Manager. Any extenuating and extraordinary circumstances must be supported by relevant evidence and in writing.

Re-sits

MILCOM Institute allows students two opportunities (per assessment) to be assessed as competent. i.e. 2 attempts at theory assessment and 2 attempts per practical assessment. Students will be tutored until a satisfactory result is obtained within the above limits.

Should a student not achieve competence after the first attempt, the trainer/assessor has;

- the option to rectify minor issues in the assessment area prior to completion of training. They will discuss the areas of concern and work to obtain the rectification of the minor points. The trainer will make notes of any corrective actions taken and the resultant outcomes on the assessment papers or learning managements system with notes entered into the student management system.
- discuss with the student an option to undertake the second attempt following the completion of undertaking a second formal delivery as a tutorial leading to the second assessment attempt. The offer to undertake tutorial study either in face to face classes or through use of the Learning management system is free of charge. Upon completion of the tutorial support program, the student can undertake a second attempt at the assessment. Notes of the counselling given will be stored upon the MILCOM Institute student management system.

If the student does not gain a 'competent' outcome after the second attempt, they will be counselled again and advised that it will be necessary for them to undertake a full repeat of the unit(s) in which the issue occurs. This will be a direct cost to the student.

15. ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code (2018).

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you.

You can find out more about the framework at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>.

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16. Protection for Overseas Students

As an overseas student on a student visa, you 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 you are studying meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

17. Fees, Charges and Refunds

A non-refundable application fee is applicable to all of our courses. This fee is due at the time of accepting your Letter of Offer. Material Fee (Non-tuition Fee) of \$200 is applicable for all courses except Graduate level courses (AQF Level 8). For Graduate level courses (AQF Level 8) material fee (Non-tuition Fee) of \$500 is applicable. These fees and charges will be shown in your Letter of Offer.

Method of Payments

- Electronic Transfer
- Cash or Bank Cheque

Account Name:	Milcom Communications Pty Ltd Trading as Milcom Institute
Bank:	Commonwealth Bank
BSB Number:	064 117
Account Number:	1051 0853
BIC/Swift Address:	CTBAAU2S
Reference:	Student Name Student ID

NOTE: Please ensure to provide your name as reference when transferring your fees.

Under ESOS legislations, MILCOM Institute will not collect in excess of 50% of the total tuition payable prior to commencement of the course. While MILCOM cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Other Course Fees that may be incurred (Non-tuition):

Application Fee (Non – refundable) (except Graduate level courses (AQF level 8))	\$250
Application Fee (Non – refundable) (all Graduate level courses (AQF level 8))	\$1000
RPL (Non – refundable)	\$250 per unit (subject)
Re-enrolment Fee*	\$200

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Administration Fee	Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser
Credit Transfer	No charge
Re-assessment Fees	\$40.00 per class hour
Re-issue of a testamur (Certificate) or Statement of Attainment	\$150 per certificate or statement of attainment or Record of Results
Student Photocopying	<ul style="list-style-type: none"> • B/W 10c per copy; Colour 50c per copy
Any fees paid by credit card will incur a credit card surcharge	<ul style="list-style-type: none"> • VISA and MasterCard – 2.5% • AMEX – 3.5%
Any fees not paid by the due date will incur a late payment fee, based on the amount overdue prorated over the period of time overdue.	18% of outstanding fees

*Re-enrolment fee is charged in the case where student enrolment is cancelled because of student's actions. In case academic progress is not maintained by student and he/she need to extend his/her COE to complete the qualification, re-enrolment fee is charged in addition with re-assessment fees for the units to be completed.

Re-assessment fee is charged when student is failed in any unit after 2 attempts and COE is NOT extended to complete all the required units of competencies of qualification. Re-assessment fee of unit/s is calculated on the basis of total number of units of competencies in the qualification and the total duration of the qualification.

Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion. Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion.

RPL Assessment fees and the fee to re-issue of a testamur (Certificate) or Statement of Attainment are paid on application.

The Administration Fee is associated with withdrawal of enrolment prior to course commencement. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. The fee is deducted from the total tuition paid and the unused tuition fees for any future terms will be refunded. Student Photocopying fees are paid to student administration.

Fee Protection

The following fee collection measures will be implemented:

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- International students must pay the fees for the first study period's tuition plus material fees prior to the course commencing.
- All fees are to be deposited directly into MILCOM Institute's holding account. All tuition fees are to remain in this account until the student has commenced study with MILCOM Institute.
- On course commencement, MILCOM Institute will transfer enrolment fees from the holding account to the general account.
- All remaining enrolment fees paid prior to the commencement of each study period is paid directly into the general account.

Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing MILCOM Institute's website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

1. *Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.*
2. *MILCOM Institute is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.*
3. *Where the student breaches MILCOM Institute Policies and Procedures no refund is payable.*
4. *Students cannot apply for a refund where there is default on payment of Tuition and material fees.*
5. *Payment of a refund application cancels a student's enrolment.*

Full Refunds

MILCOM Institute will make a refund of course fees paid in the following circumstances:

1. Visa refused before commencement date

In the event that a student's initial visa is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.

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2. MILCOM Institute does not commence or ceases delivery of a course

MILCOM Institute reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If MILCOM Institute does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where MILCOM Institute is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, MILCOM Institute may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, MILCOM Institute will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

Partial Refund

1. Student withdraws more than 60 days before course commencement date or within cooling off period

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waive the Administration fee for withdrawals within the 3-day cooling off period.

2. Student withdraws less than 60 days but more than 28 days before course commencement date

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

No Fee Refund

3. Student withdraws less than 28 days before course commencement date

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

MILCOM Institute will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

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In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by MILCOM Institute to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with MILCOM Institute' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to MILCOM Institute.

In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Refund Procedure

All applications for refund must be made in writing using 'Refund Form' and must be submitted to Finance Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. MILCOM Institute will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.

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Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. MILCOM Institute will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by MILCOM Institute (Refer Policy and procedure- Complaints and Appeals).

Summary of Refunds

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
MILCOM Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	Full refund less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s

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Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
MILCOM Institute is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

*****Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser*****

Application fee is non-refundable under all circumstances and is charged as \$250.00 for all VET courses except Graduate Certificate and Graduate Diploma. For Graduate Certificate and Graduate Diploma, application fees is charged as \$1000.00

Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, MILCOM Institute will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to MILCOM Institute's Complaint and Appeal policy

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6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
 - Student name, contact detail and total fee that the student is indebted to Milcom Institute.
 - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at Milcom Institute will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.

Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared

Maintaining Records of Refunds

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides MILCOM Institute or that MILCOM Institute collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service.

Appealing Refund decisions

All students have the right to appeal a refund decision made by MILCOM Institute (Refer Policy and procedure- Complaints and Appeals).

Privacy Policy

Information collected about an individual learner or intended applicant in application form and agreement during the student enrolment, can be provided by Milcom Institute, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Milcom Institute is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in agreement and acceptance of offer and during the course of their study), may be used or disclosed by Milcom Institute for statistical, administrative, regulatory and research purposes. Milcom Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

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Personal information that has been disclosed to NCVET may be used or disclosed by NCVET for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and

Administering VET, including program administration, regulation, monitoring and evaluation.

18. Additional Charges

Re-Issue Fees

Any re-issue of certificates, statement of attainments, or records of results will incur a \$150 charge for each document.

Reassessment Charges

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Not Competent (NC). The student can have a total of 2 attempts to complete each task and achieve a 'Satisfactory' outcome.

The student will be advised of the timeframe for resubmission (usually within one fortnight) and advised what they must include in their re-submission (usually the whole task again). If, after the second attempt, the student is still assessed as Not Satisfactory for a task, they will need to complete additional training and assessment to support them in achieving a Competent outcome. This may incur an additional fee. This is calculated as AUD 40.00 per class hour.

Excursion Charges

Information on any excursion fees (if applicable), will be provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion.

Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion. To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessment on time.

19. Your Rights and Responsibilities

The ESOS framework protects your rights, including:

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- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent.
- Your right to sign Enrolment Acceptance Agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money.
- You should keep a copy of your Enrolment Acceptance Agreement.
- Your right to receive the education you paid for.
- The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- Your right to know: How to use your provider's student support services; Who the contact officer or officers are for overseas students; If you can apply for course credit;
- When your enrolment can be deferred, suspended or cancelled;
- What your provider's requirements are for satisfactory progress in the courses you study;
- If attendance will be monitored for those courses;
- What will happen if you want to change providers; and
- How to use your provider's complaints and appeals process.

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the Enrolment Acceptance Agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;

20. Complaints and appeals

Students have access to the Institute's complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against MILCOM Institute in its assessment process, decisions relating to academic or attendance records, and any other concerns which students may have.

Students are able to submit a complaint against MILCOM Institute or any person employed by the Institute if they feel a person has acted inappropriately, or the systems and practices of the Institute are not meeting expectations, or the Institute is treating a person unfairly. All complaints are handled with confidence and are reviewed by the Institute's management. Complaints and appeals are at no cost to the student.

A student may also appeal a decision made by MILCOM Institute in relation to a complaint or an assessment outcome. Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by the Institute by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

Students should contact Administration to obtain a copy of the Complaints and Appeals Procedure or to obtain a copy of the Complaints Form. If a student is still not satisfied with the outcome, they have the option of appealing to the Overseas Students Ombudsman. The phone number for the Overseas Students Ombudsman is 1300 362 072. Information on the Overseas Students Ombudsman is available at

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<http://www.ombudsman.gov.au/> . Online Complaint Form:

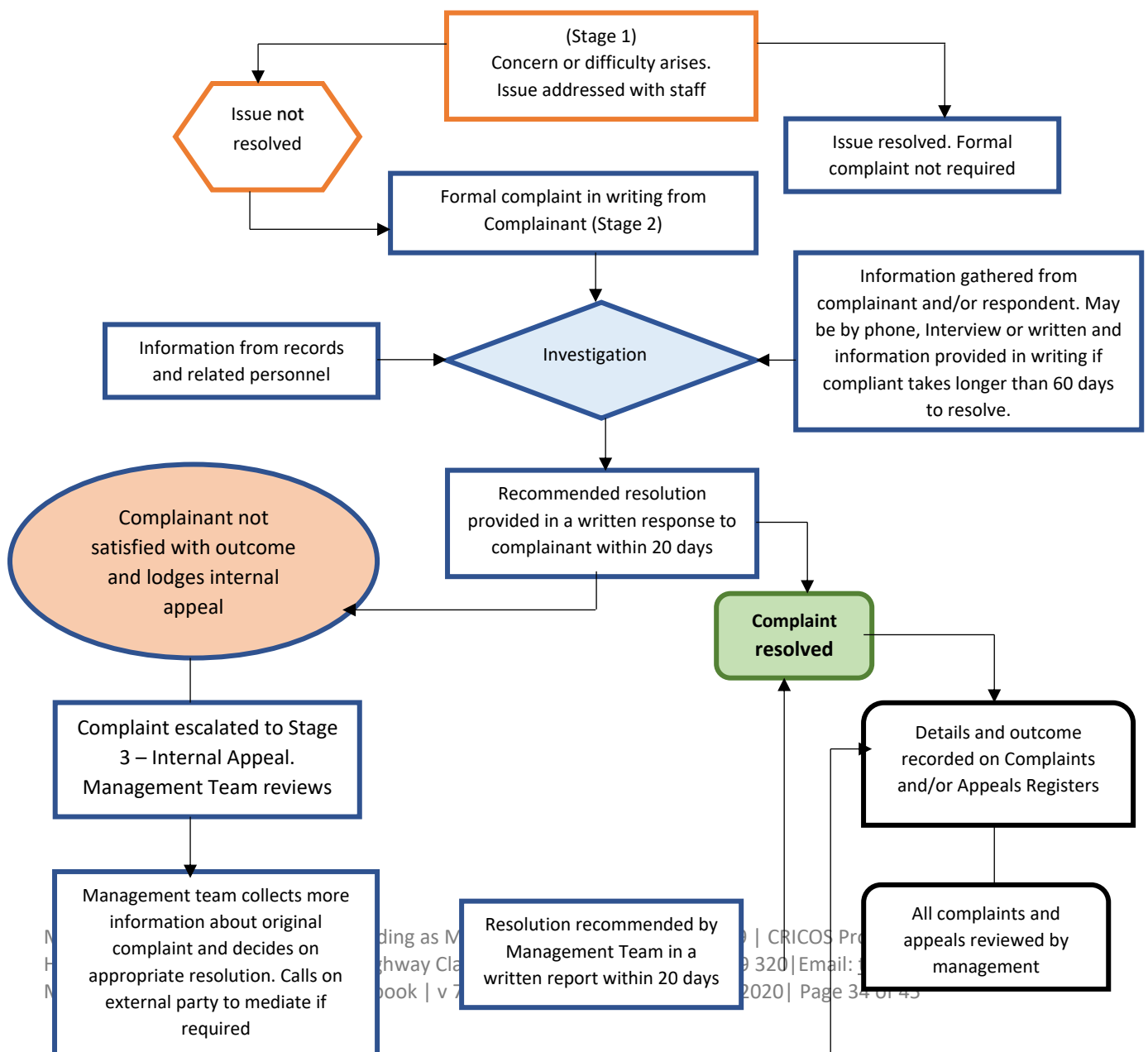
<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

(For detailed information, please refer to Complaints and Appeals Policy and Procedure)

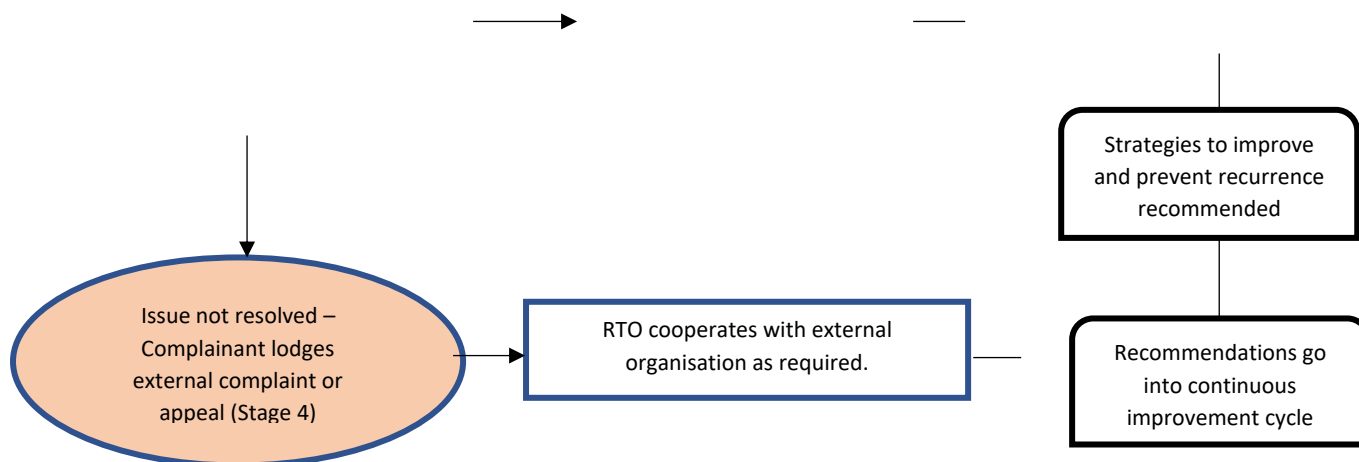
Contact details: Commonwealth Ombudsman

<http://www.ombudsman.gov.au/about/overseas-students>

Complaints and Appeals flowchart



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21. Unique Student Identifier (USI)

Every student studying nationally recognised training needs to have a Unique Student Identifier (USI). For more information about the USI, and about creating or accessing your USI, visit the Australian Government site (www.usi.gov.au).

MILCOM is also able to help you with setting up your USI, subject to you agreeing to MILCOM’s USI Privacy Notice. Please contact our course advisors on toll-free 1300 369 320 to obtain this notice or download the form from our website www.milcom.edu.au.

22. Student Support Services Policy

This policy/procedure supports the requirements to provide student support services to all students. This policy also ensures that Milcom Institute has sufficient support staff with all adequate facilities and resources.

This policy ensures that all students are given support at Milcom Institute. This support includes both academic support, language support and personal support and the following procedures ensure that students are made aware of the support available.

There is no cost to access student support services provided within Milcom Institute. There are also no costs for a referral to an external support service however accessing services outside Milcom Institute may incur costs and student will be notified of this prior to engaging external support services.

Procedure

Milcom Institute is committed to ensure that all students receive support (wherever required) to adjust to life and study in Australia. The learning and support needs of all students is assessed upon entry into their course. Information to make this assessment is gathered through the information provided by the student on the application and/or enrolment forms, through LLN, discussion with the student during their induction/orientation to the course about how to access the support services. All support services information will be regularly reviewed to ensure it is current and accurate. Adequate academic and student support staff to student ratio would be maintained. Milcom Institute would ensure that high quality support and assistance is provided at all times and would maintain the following ratio:

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- 1:15 Academic staff to student ratio for academic and language (LLN) support;
- 1:75 Student Support Services staff to student ratio.

In an event of any support sessions having student numbers exceeding the above-mentioned ratio for academic and language support, the support sessions will be divided into groups, with each group being allocated different support sessions, with no group exceeding 1:15 ratio. Additional trainers and assessors or language teachers (ELICOS) will be sourced to ensure high quality support services are being provided to the students. The same strategy is applicable for the student Support Service staff also. If the number exceeds to the above specified ratio, additional support staff will be employed or contracted and have formal qualifications in counselling and/or relevant experience who is able to advise and provide counselling to students in an intercultural context about language, academic and future progressive advice and welfare matters.

To achieve this, Milcom Institute would contract VET trainers and assessors for the minimum duration of 40 hours every week (full time trainer/assessor) for delivery and assessing and additional 8 hours of academic support or pro-rata (whenever and wherever applicable). ELICOS teacher with a qualification having at least Post-Graduation in TESOL or TESOL as a method will also be contracted for a minimum of 8 hours every week for providing language support. The student support staff will be employed or contracted on a full-time basis.

Student Orientation

At the beginning of a course of study the students are to be given a short orientation and which includes the following:

- Brief on support services to assist overseas students to help them adjust to study and life in Australia.
- English Language and study assistance programs
- Legal, emergency and health services
- Facilities and resources at Milcom Institute
- Students are informed about all relevant policies and procedures including course progress, refund and complaints and appeal (*please refer to the complaints and appeal policy and procedure*).
- A tour of the Institute identifying classrooms, student areas, student administration area, and any other relevant areas within the Institute such as toilets, fire exits, and restricted areas.
- All students are to receive a copy of the 'Student Orientation Handbook' and each section explained to students.
- Services available to students with general or personal issues which are adversely affecting their education in Australia
- Services student can access for information on their employment rights and condition, and how to resolve workplace issues, such as through Fair Work Ombudsman.
- The detailed information on how to seek assistance for a report an incident that significantly impact on student's wellbeing, including critical incidents can be obtained from '*critical incident policy and procedure*'

Nominated Student Support Manager

Whilst all staff employed by Milcom Institute has the responsibility to provide support to all students, Milcom Institute nominates a 'Student Support Manager' who shall be available to all students, on an appointment basis, through the standard Institute hours of business.

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Students can access the Student Support Manager directly or via student administrations and an appointment will be organised as soon as practical. All Student Support Managers have access to up-to-date details of the Student Support Services. Currently the role and responsibility this 'Student Support Manager' is maintained by the person detailed below:

Brisbane:

Name: Shivani Nayak **Ph:** 1300 369 320 **Email:** shivani.nayak@milcom.edu.au

Melbourne:

Name: Manish Tangry **Ph:** 1300 369 320 **Email:** manish.tangry@milcom.edu.au

Milcom Institute ensures that all Student Support Managers who interact directly with overseas students are aware of obligations under ESOS framework and potential implications for overseas students arising from the exercise of these obligations.

Student Support Services

The following support services are to be available and accessible for all students studying with Milcom Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the Institute at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.

- ***Study and Life in Australia***

All students go through an Orientation Program during at Milcom Institute before the commencement of their course. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne and/or Brisbane. Contents of Orientation program include:

- Orientation to Life in Melbourne and/or Brisbane and Australia and a tour of Milcom Institute campus.
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Information on other support available e.g. Legal, emergency and health services available
- Visa requirements and their work conditions
- Overview on ATO requirements and their employment right

- ***English Language and Study Assistance Programs***

Identifying LLN Support:

All the International students commencing any VET qualification at Milcom Institute are required to complete an LLN test on the orientation day to assist Milcom Institute to identify student's needs for additional support during their study with Milcom Institute. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

Student Support during training:

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Milcom Institute will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the Administration/Student Support Manager. The Trainer/Assessor will create a short report in conjunction with the Administration/Student Support Manager.

When support needs arise, the Student Support Manager and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to ELICOS or other language courses.
- Referral to an external agency (e.g. Department of Home Affairs)
- Creation of an Individual Training Plan

Responsibilities for initiating the above support services are:

Learner Support	Responsibility	Approval
Modification of Training and Assessment resources	Trainer/Assessors	Chief Operating Officer
Modification of the classroom configuration to improve mobility	Trainer/Assessors	Administration/Student Support Manager
Referral to ELICOS or other language courses	Trainer/Assessors	Administration Manager
Referral to an external agency (e.g. Department of Home Affairs)	Administration Manager	Chief Executive Officer
Creation of an Individual Training Plan	Administration Manager	Chief Operating Officer
Monitoring of Individual Training Plans	Administration Manager	Chief Operating Officer

- **Facilities and resources**
At orientation students are given a guided tour of the campus and all Milcom Institute's facilities and during that process they will become aware of all the resources available to them.
- **Policies and Procedures**
All students will be given a brief about relevant policies and procedures, not limited to Milcom Institute's course progress policy and procedure, Fee and Refund policy and procedure and Complaints and Appeal policy and procedure. Student will be able to access these policies by requesting Student Support Manager or by contacting Administration Manager.
- **Work Rights**

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At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

- **Academic issues**

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

Students' course progress is monitored; and guidance and support provided where non-satisfactory results are identified. A student is able to access the Student Support Manager to discuss any academic or other related issues to studying at the Institute at any time. The Student Support Manager will be able to provide advice and guidance, or referral, where required.

- **Personal / Social issues**

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Manager feels further support should be gained, a referral to an appropriate support service will be organised.

- **Accommodation**

While Milcom Institute does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Manager can refer students to appropriate accommodation services.

- **Medical Issues**

Student Support Managers will have a list of medical professionals within access from the Institute location and any student with medical concerns should inform the Student Support Manager who will assist them in finding an appropriate medical professional. Local medical services can be gained from the Student Support Manager. For any critical incident, Milcom Institute have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

For more details, please refer to Critical Incident – Policy and Procedure.

- **Legal Services**

Milcom Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Support Manager feels it appropriate for you to gain professional legal advice, they will refer you to an appropriate legal professional.

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- **Social Programs**

Apart from the Student Orientation Program the Student Support Manager will occasionally organise social events that allow all students enrolled with the Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Manager.

Student Support Services Referral List

The Student Support Manager can provide links to external sources of support where staff at Milcom Institute are not qualified, or it is in the student's best interests to seek professional advice. All preferred/suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Manager.

23. International Student Transfer

Requests to transfer to MILCOM Institute from another Training Provider

The following procedure is relevant to any student who applies for a course within MILCOM Institute and is currently studying onshore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their passport (along with original passport to certify the copy) to look up PRISMS. Once this information is obtained the following steps are taken:

- i. Administration Manager accesses the student information via documents provided by student along with a copy of his/her passport. The current student visa can be verified by Visa Entitlement Verification Online (VEVO). They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as normal as for all students.
- iii. Where a student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
- iv. If no releasing information is found, MILCOM Institute will not enrol the student, who have not completed 6 months of their principal course of study.
- v. If student release is found and the student has no outstanding matters of concern, the application proceeds as normal as for all applicants.
- vi. If no satisfactory information is obtained from PRISMS regarding such applicant, the application will not be processed, and the student would be informed that they are unable to transfer at this time.

MILCOM Institute will not knowingly enrol an overseas student transferring to MILCOM Institute from another education provider, who has not completed at least 6 months of their principal course, except where any of the following applies:

- Releasing education provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- Releasing education 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;
- Releasing education provider has agreed to the overseas student's release and recorded the date of

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effect and reason for release in prisms;

- 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.

Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, MILCOM Institute will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.

Requests to transfer from MILCOM Institute to another Training Provider

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

- i. Students must make a written request (must be in person with submission of Cancellation of Enrolment Form) to Administration Manager to transfer to another provider.
- ii. The student is asked to provide a valid 'Letter of Offer' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iii. Circumstances in which MILCOM Institute will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where MILCOM Institute has assessed that:
 - MILCOM Institute has cancelled/ceased to offer the students program as outlined in the Enrolment Acceptance Agreement
 - Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required)
 - Overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy
 - There is sufficient evidence of compassionate or compelling circumstances
 - There is evidence that the overseas student's reasonable expectations about their current course are not being met
 - There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student
 - Exceptional circumstances (documentation required to support circumstances).

In assessing the application to transfer, the Administration Manager will check the following points:

- Ensure any outstanding fees are paid
- Ensure the student is fully aware of all issues relating the transferring of providers.

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- iv. Once the above points have been addressed by the Administration Manager, student's enrolment at MILCOM Institute will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allow them to study the intended course.
- v. The Administration Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
- vi. Where the transfer is not in the best interest of the student, the request to transfer to another education provider will be refused. Reasons for refusal may include but are not limited to:
 - Outstanding payment
 - New course location or outcome is not suitable to student situation
 - Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
- vii. This decision of the appropriateness of the transfer will be made by the Administration Manager and shall be given to the student in writing. The above process should not take more than 5 working days once the student has provided the necessary documentation
- viii. In an event where the student's application of transferring to another provider is refused, the overseas student will be informed in writing about student's right to appeal against the decision.
- ix. Overseas Student will have access to MILCOM Institute's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome was informed to the student.
- x. MILCOM Institute will not finalise the student's refusal status until the appeal finds in favour of the institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- xi. All requests, considerations, decisions and documentation to be placed in student's file for 2 years after the overseas student ceases to be an accepted student.
- xii. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. The refund will only be processed in accordance to the refund policy.

(For detailed information, please refer to Overseas Student Transfer to Other Providers Policy and Procedure)

24. Deferral, Suspension and Cancellation of Enrolment

Deferment, Suspension or Cancellation

- Serious illness or injury supported by the medical certificate states the student's inability 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;
- A traumatic experience which could include involvement in, or witnessing of a serious accident;
- 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);
- Misbehaviour by the student;

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- Student's failure to pay the amount which he/she was required to pay to undertake or continue the course as stated in the Enrolment Acceptance Agreement;
- Breach of course progress or attendance requirements, which occur in accordance with National Code Standard 8.

(For detailed information, please refer to Deferment, Suspension or Cancellation Policy and Procedure)

25. Australian Privacy Principles

Information collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Information collected about during your enrolment can be provided by MILCOM Institute, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Milcom Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this document and during the course of your study), may be used or disclosed by Milcom Institute for statistical, administrative, regulatory and research purposes. Milcom Institute may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

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NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

26. Access to your Records

You may access or obtain a copy of the records that MILCOM holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Student Support using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Amendment to records - If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended. Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

27. Work, Health and Safety (WHS) and Welfare

MILCOM Institute takes its responsibilities seriously in providing a safe work/study environment free from discrimination, bullying, harassment (in all forms) as well as access and equity to ensure all potential students have equal access.

If at any stage a student feels they are a victim of or witness any unwarranted behaviour, they are encouraged to speak up and report the incidence.

Where possible, all communications will be kept confidential however the relevant authority may be contacted if applicable (police, fire, ambulance).

All students and staff have the right to study and work in an environment free from offensive behaviour, bullying, sexual intimidation, racial vilification or any other form of harassment or discrimination.

28. Issuing of Qualifications and Statement of Attainment

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within - 30 calendar days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

MILCOM reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where MILCOM is not permitted to do so by law.

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Re-Issuing Statements and Qualifications

Records of qualifications and statements of 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 the current Fees, Charges and Refund Policy for the current fee.

29. Training Evaluation and Feedback

MILCOM Institute surveys all students and employers using the Quality Indicators. The Australian Quality Framework (AQF) Quality Indicators are part of the AQF Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies.

Three Quality Indicators have been endorsed by the National Quality Council (NQC): Learner Engagement, Employer Satisfaction and Competency Completion. These are designed to help MILCOM Institute conduct evidence-based and outcomes-focused continuous quality improvement and assist Registering Bodies to assess the risk of MILCOM Institute's operations.

The Learner Outcome Survey (SOS)

If your training is funded by the Higher Education and Skills Group, you will be invited to participate in the National Learners Outcome Survey/ The Learner Outcome Survey (SOS). The Learner Outcome Survey (SOS) is an annual survey of Learners who successfully completed some vocational training in Australia. The survey has been conducted annually by the NCVET since 1997.

The survey is funded by the Australian Government Department of Education, and Training (DET). NCVET manages the research, analysis and reporting of the survey.

Why is the survey conducted?

The aim of the Learner Outcomes Survey is to improve the economic and social outcomes of Learners who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes from training (e.g. employment and further study outcomes);
- Relevance of the training;
- Benefits of the training;
- Satisfaction with the training;
- Reasons for not continuing the training (where applicable).

The information is used by national and state/territory bodies, along with local training providers to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of VET system. The information collected assists in administering, planning and evaluating the VET system.

More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.html>.