CONTENTS

Important Contact Details

Pax Institute
Welcome
Institute letters and contact detail
Student Feedback

Introduction to Australia – Melbourne

Living in Australia
Living Cost
Budgeting
Shopping
Clothing
Public Transport

Orientation

Where to go with queries

Dates, Institute hours, timetables and study hours

ESOS

Student Services
Computers and Hardware
Lost & Found
Noticeboards
Student Card
Accommodation
Toilets

Fee Charges and Payment Policy

Academic
Career and Course Planning
Course Completion
Further Studies
Graduation
Language Literacy Support
Qualification / Award
Results & Certificates
Teachers
Text & Materials
Cheating & Plagiarism

Student Code of Conduct

Complaints and Appeals Policy

Refund Policy

Health & Safety
Evacuation Procedure
First Aid

Learning and Assessment Guidelines

Presentation of Assessment tasks
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection of Assessment tasks</td>
<td>25</td>
</tr>
<tr>
<td>Referencing</td>
<td>25</td>
</tr>
<tr>
<td>Cheating &amp; Plagiarism Statement</td>
<td>26</td>
</tr>
<tr>
<td>Conditions of Use of Institute computers and hardware</td>
<td>26</td>
</tr>
<tr>
<td>Recognition of qualifications issued by other RTO's</td>
<td>26</td>
</tr>
<tr>
<td>Recognition of Prior Learning</td>
<td>27</td>
</tr>
<tr>
<td>Student Support Services</td>
<td>27</td>
</tr>
<tr>
<td>External Student Support Services – List of Organisations</td>
<td>28</td>
</tr>
<tr>
<td>Access &amp; Equity</td>
<td>29</td>
</tr>
<tr>
<td>Discrimination &amp; Harassment</td>
<td>30</td>
</tr>
<tr>
<td>DIBP Contact information</td>
<td>30</td>
</tr>
<tr>
<td>Attendance requirements</td>
<td>30</td>
</tr>
<tr>
<td>Course Progress</td>
<td>31</td>
</tr>
<tr>
<td>Change of Address &amp; Telephone Number</td>
<td>32</td>
</tr>
<tr>
<td>Changes to your enrolment</td>
<td>32</td>
</tr>
<tr>
<td>Change of Provider</td>
<td>32</td>
</tr>
<tr>
<td>Full-Time Study &amp; Permission to work</td>
<td>32</td>
</tr>
<tr>
<td>Approved period of suspension of Studies</td>
<td>32</td>
</tr>
<tr>
<td>Suspension or cancellation of your enrolment</td>
<td>33</td>
</tr>
<tr>
<td>Overseas Health Cover</td>
<td>34</td>
</tr>
<tr>
<td>Under 18</td>
<td>34</td>
</tr>
<tr>
<td>Statement of Responsibilities as a Registered Training Provider</td>
<td>34</td>
</tr>
<tr>
<td>Privacy Statement</td>
<td>37</td>
</tr>
<tr>
<td>Privacy Act</td>
<td>37</td>
</tr>
</tbody>
</table>
Student Information: The Institute’s Intranet site – www.pax.edu.au has useful information for students.

Visit the intranet site often for new information

Welcome to Pax Institute of Education. We deliver quality education in Business and English language programs to a broad community of students in a supportive and caring environment.

ORGANISATIONAL CONTACTS

Main Reception – Navjot Kaur
Phone: +61 3 9041 3466
Email: info@pax.edu.au

VET Program Coordinator – Jyotsna Singh
Phone: +61 9041 3466
Email: compliance@pax.edu.au

Student Support and Finance – Rashmeen
Phone: +61 3 9041 3466
Email: rashmeen@pax.edu.au

Student support and Admissions – Maria
Phone: +61 3 9041 3466
Email: admissions@pax.edu.au

General Enquiries/Reception - Zeba Dhawan
Phone: +61 3 9041 3466
Email: zeba@pax.edu.au

IT support – Afzal
Phone: +61 3 9041 3466
Email: it@pax.edu.au

24 Hr Emergency Contact

Director – Timple Jain
Phone: +61 3 9041 3466
Mob: 0434 053 115
Email: timple@pax.edu.au

Campus Manager – Jasmeet Sekhon
Email: js@pax.edu.au
Phone: +61 3 9041 3466
Mob: 0434 895 716

Institute letters and contact details
Pax institute of Education will send letters, including attendance and course progress letters, invoices and other Institute notices and information to you via post to your residential address. Note that you must inform the Institute within 7 working days if any of your contact details change as per student visa requirements 8533. Refer to www.immi.gov.au for more information.

Student Feedback

The Institute and its staff are committed to improving its educational services. To assist us to approve your course and the Institute’s services we will ask you to comment on our course and the Institute’s services.

Introduction to Australia

Australia is a land of contrasts and diversity. Its landscape ranges from desert and bushland in the central areas, to rainforest in the North, to snowfields in the South East. Australia's nearest neighbour is Papua New Guinea, 200km north. Australia lies 1920km west of New Zealand, and 2000km to the north of Antarctica.

Melbourne

Melbourne is a modern city that is constantly changing. It is the only city in the world that has five international standard sporting facilities (including three with retractable roofs) on the fringe of its central business district; Melbourne Cricket Ground, Docklands Stadium, Rod Laver Arena, Hisense Arena and Olympic Park in Melbourne Park.

Melbourne plays host to the Australian Open Tennis Championships, the Australian Grand Prix, the Australian 500CC Motorcycle Grand Prix, Spring Racing Carnival, the Australian Football League Grand Final and many other special events.

Living in Australia

Living Cost

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the ‘living costs’ requirement helps to support the success of students in their studies by ensuring that they don’t have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A$18,610 a year for the main student;
- A$6,515 a year for the student’s partner;
- A$3,720 a year for the student’s first child; and
- A$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.
The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website. http://www.immi.gov.au/Pages/Welcome.aspx

Budgeting

Once you’ve settled in it's recommended you work out a budget covering costs including clothing, food, accommodation, transport and entertainment. Travel costs and child care, if applicable, should also be taken into account. It's important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where you money goes.

Read more about budgeting at www.understandingmoney.gov.au

Shopping

Australia’s major town centres and capital cities have world-class shopping facilities. Hours are generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths and Aldi. Major department stores in Australia include Myer and David Jones.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – A$2.50 to A$3.00;
- two litres of milk – A$2.20 to A$2.90;
- newspaper – A$1.50 to A$3.00;
- box of breakfast cereal – A$3.00 to A$4.00;
- jar of instant coffee – A$3.00 to A$4.00;
- bottle of soft drink – A$1.50 to A$3.00;
- bottle of shampoo – A$2.50 to A$4.50;
- bar of soap – A$1.50 to A$2.50;
- one apple – 50 cents to 80 cents;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – A$7.00 to A$8.00; and
- chicken (600 grams) – A$7.00 to A$8.00

Clothing

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.
Public Transport - MELBOURNE

Myki card must be purchased with at least the amount of daily travel. A top up is required to continue travel on trams, buses and trains. You must validate myki card when you enter the chosen transport and when you alight. This will ensure that you only pay for the use of transport on the day. You can purchase your myki card and the amount of topup at any railway station and selected outlets i.e. 7 Eleven, Newsagencies and anywhere where myki signs are displayed.

**Always carry a current myki card with you when you travel on public transport.**

You must *validate* your myki each time you travel, when you get on and get off. A big on-the-spot fine will result if you travel without a validated myki. *International students are not eligible for student travel concessions.*

You will receive an email prior to orientation to inform you where and when it will take place. This is an opportunity for students to meet teachers, administrators and managers.

At orientation students are provided with a student pack that includes important information relating to class times, OSHC Card, Student contact and local area information.

Where to go with queries

Level 16, 190 Queen Street, Melbourne

General Enquiries - Main Reception
Phone: +61 3 9041 3466
Email: info@pax.edu.au

Academic Enquiries, Accommodation Enquires, VET Co-ordinator – Jyotsna Singh
Phone: +61 9041 3466
Email: compliance@pax.edu.au

Student Support and Finance – Rashmeen
Phone: +61 3 9041 3466
Email: rashmeen@pax.edu.au

Zeba Dhawan (Admin/Reception)
General Enquiries, Student Concession Card/ Transport, Accommodation, Access to student files
Phone: +61 3 9041 3466
Email: zeba@pax.edu.au

IT support – Afzal
Phone: +61 3 9041 3466
Email: it@pax.edu.au

Student Support and Admissions – Maria
Phone: +61 3 9041 3466
Email: admissions@pax.edu.au

24 Hr Emergency Contact

Director – Timple Jain
Phone: +61 3 9041 3466
Mob: 0434 053 115
Email: timple@pax.edu.au

Campus Manager – Jasmeet Sekhon
Phone: +61 3 9041 3466
Mob: 0434 895 716
Email: js@pax.edu.au
Dates, College hours, timetables and study hours

Go to the respective reception areas for more information on Institute hours and term dates.

Public Holidays 2014 – 2015

<table>
<thead>
<tr>
<th>Holiday</th>
<th>2014</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year’s Day</td>
<td>Wednesday 1 January</td>
<td>Thursday 1 January</td>
</tr>
<tr>
<td>Australia Day</td>
<td>Monday 27 January *substitute for Sun 26 January</td>
<td>Monday 26 January</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday 10 March</td>
<td>Monday 9 March</td>
</tr>
<tr>
<td>Good Friday</td>
<td>Friday 18 April</td>
<td>Friday 3 April</td>
</tr>
<tr>
<td>Saturday before Easter Sunday</td>
<td>Saturday 19 April</td>
<td>Saturday 4 April</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday 21 April</td>
<td>Monday 6 April</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>Friday 25 April</td>
<td>Saturday 25 April</td>
</tr>
<tr>
<td>Queen’s Birthday</td>
<td>Monday 9 June</td>
<td>Monday 8 June</td>
</tr>
<tr>
<td>Melbourne Cup (all of Victoria unless alternate local holiday has been arranged by non-metro council)</td>
<td>Tuesday 4 November</td>
<td>Tuesday 3 November</td>
</tr>
</tbody>
</table>

*Monday 28 December *additional day

The Institute will be closed over the Christmas / New Year break

Timetables current student’s timetables are generally available in the week prior to the commencement of the new term. (Timetables for new students are available during orientation.)

Study Hours

Students will be required to attend 20-24 scheduled timetabled hours per week.

ESOS (Education Services for Overseas Student)

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 2007.

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.deewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study with meets the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.
Your rights:

The ESOS framework protects your rights, including:

- The 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 a written agreement with your provider before or as you pay fees setting out the services to be provided, fees payable and information about course refunds. You should keep a copy of your written agreement.
  - Your right to get 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.

The ESOS framework sets out the standards that Australian education provider who offer education services to overseas students, must obey. These standards cover a range of information that students have a right to know about Services that must be offered, include:

- Orientation and access to support services to help you study and adjust to life in Australia
- 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 and what support is available if you are not progressing well.
- If attendance will be monitored for your course
- A complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course. To do so if they have not completed six months of the final course of study planned to be undertaken in Australia.

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
- Inform your provider if you change your address
- Maintain satisfactory course progress and Attendance

For further information please visit: http://aei.gov.au
We offer a range of Student Support Services to students free of cost which includes the following services but not restricted to:

1. Academic Counselling
2. Course Progress and attendance
3. RPL/ Credit Transfer
4. Student Fees and Finance
5. Access to student files
6. Deferment, Suspension and Cancellation
7. Accommodation
8. Banking
9. Disability support
10. Student Concession Card/ Transport
11. IT Support
12. Health and Wellbeing
13. Any other enquiry

Please Note:
- If required, PAX will refer you to external agencies without any charges. However, external bodies may involve a cost.
- For a detailed list if external student service organizations please refer to Page 30 of student handbook in continuation to this document, available on Institute’s Intranet site www.pax.edu.au

Academic Counselling

The Institute is committed to supporting your academic progress and successful adjustment to Australian life. The Institute has staff that can counsel you and assist you with a range of issues from academic to personal.

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 are able to access the student support officer to discuss any academic issues.

Course Progress Counselling

Your teachers and your Student Support Coordinator monitor your course progress. If you are having difficulty with a subject, make a time to see your teacher as early as possible. If your performance is unsatisfactory your teacher or your Student Support Coordinator will counsel you.

Accommodation

The Student Support Officer is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements. Please note that Pax does not charge any fees to refer students to the external party for any accommodation services.

- Useful Links:
  - unilodge.com.au/lodge/melbourne/
  - www.realestate.com.au
  - www.domain.com.au
Student Common Areas

The student common areas are located on the same floor.

Computers and hardware

- **Access** The self-access labs are open for private study in rooms HUB101. Students also have access to computer facilities when classes are scheduled in these rooms.
- **Conditions of use** Read the Institute’s policy on your use of its computers and hardware.

Library

The small reading area is located within the Institute premises.

The Institute opening hours for staff and students is 8:30 am – 5:30 pm Monday to Sunday.

Lost & Found

If you lose or find something at the Institute, report it to reception or one of the staff members.

Noticeboards:

Student visa information, Institute notices, accommodation, employment, timetables, attendance records and things for sale as well as general information are posted on the noticeboards.

Student Card:

It is your Institute identification card. A Student Card also entitles you to students’ discounts at some tourist attractions, venues and the movies, etc. The fee for a replacement Student Card is $10.00. Student cards are issued at reception on Level 16, 190 Queen St, Melbourne.

Toilets:

If you see anything broken in the toilets, they do not work properly or they do not have any paper or soap, please report it to any of the Reception.

OHSC

If students need assistance getting their health card or have any questions, they should visit reception and speak to one of the administrators.

Access to Student Files

You have the right to request to see your Student file. If you wish to see your file, please go to your faculty reception.

Attendance Review

The Attendance Coordinator regularly reviews your attendance and will counsel you if you are at risk of not meeting your attendance requirements. It is important that you make an appointment to see the Attendance Co-ordinator if you have any questions or concerns about your attendance record.

Visa and Immigration Counselling

For questions or assistance with visa enquiries visit DIBP website [www.immi.gov.au](http://www.immi.gov.au) or go Reception; Reception staff may be able to assist you.
Fee Charges and Payment Policy

Tuition Fees

Fees are reviewed annually and may increase.

Health Insurance

The Australian Government requires that student visa holders be covered by medical insurance (Overseas Student Health Cover, OSHC) for the duration of their study in Australia. Students must make arrangements for their OSHC when accepting their offer of a place. OSHC is normally paid for the anticipated duration of the student’s program. The Institute’s recommended provider for medical insurance for international students is BUPA but you are free to use another provider. OSHC charges are regularly reviewed and those quoted on the offer letter are subject to change.

Payment of Tuition Fees

Students are expected to finalise initial payment prior to orientation / course start date.

Tuition fees are calculated and payable per term / half semester, in advance, by the PIE Payment Due date.

Students can obtain the following from the payment office:

- Fee statements (Statement of Student Debt)
- Invoice 2 weeks prior to Term Start Date
- Fees Due 14 days prior to Term Start Date

Unless stipulated in the Offer Letter, all fee payments must be made in Australian dollars, and finalised by the PIE Payment Due Date for each semester.

Difficulties with Payments

Students who have difficulty paying their tuition fees due to financial hardship may apply to pay their tuition fees under a payment plan. Students must apply in writing to the Payment Office and provide documentation as evidence of their financial hardship. Applications are reviewed on an individual basis and arranged on an invoice period only. Payment plans cannot be applied retrospectively and are not available to commencing students.

Students, who wish to apply for a payment plan arrangement, must submit a written request / application no later than the fee payment due date for the semester in which they are requesting a payment plan. Applications received after the fee payment due date will not be considered.

Students permitted to pay by plan are required to pay a proportion of their fee liability before the payment plan will be approved. The remaining balance will be paid under a payment plan with an instalment amount defined by the Institute through a Direct Debit System only. Any declined direct debit transaction will attract a Finance Administration Fee. Please note that all fees must be finalised in accordance with the agreed terms and conditions of the individual payment plan. Payment plans will be limited to the study period in which the request is made and no further extensions will be granted.

Non-Payment of Fees

Students need to be aware of that non-payment of fees will lead to cancellation of enrolment. It is important for students to note that if they believe that they will have some difficulty paying their fees, they should talk to the Student Financials Team. Students indebted to the Institute will not be issued with academic transcripts or any other official credentials, and will not be permitted to graduate.
In addition, currently enrolled students will be denied the following services:

- Results notification
- Transcript printing
- Certification
- Timetabling
- Release letter issuing
- Progression
- Commencement to pathway course
- Library Services

Failure to pay fees according to the payment guidelines may result in a student’s enrolment being cancelled. If, with notice, a student’s enrolment is cancelled for non-payments of fees and that student is subsequently permitted to have his/her enrolment reinstated, a $250 reinstatement fee will be levied. A student whose enrolment is cancelled will retain her/his fee liability, so that re-enrolment in a subsequent year or semester will not be permitted until such a time as the debt is either paid in full or agreement reached between the student and the Payment Office.

**Non Compulsory Fees:**

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Stay Fee</td>
<td>AU$ 140.00</td>
</tr>
<tr>
<td>Please refer to the AHN website:</td>
<td></td>
</tr>
<tr>
<td><a href="http://www.homestaynetwork.org/homestay">http://www.homestaynetwork.org/homestay</a></td>
<td></td>
</tr>
<tr>
<td>Airport Pickup Fee</td>
<td>AU$ 140.00</td>
</tr>
<tr>
<td>Late Payment processing Fee</td>
<td>AU$ 50.00 Per Week</td>
</tr>
<tr>
<td>Re Enrolment Fee after Cancellation of COE (Due to Non Payment / Disciplinary Action)</td>
<td>AU$ 100.00</td>
</tr>
<tr>
<td>Changes to COE / Course Variation</td>
<td>Nil</td>
</tr>
<tr>
<td>Printing</td>
<td>AU$ 0.10 Per page</td>
</tr>
<tr>
<td>Re-issue of student ID card</td>
<td>AU$ 10.00</td>
</tr>
<tr>
<td>Declined direct debit transaction</td>
<td>AU$ 10.00</td>
</tr>
<tr>
<td>Re-issue of Course Completed Certificate &amp; Statement of Result</td>
<td>AU$ 25.00</td>
</tr>
<tr>
<td>Re-issue of Statement of Attainment</td>
<td>AU$ 25.00</td>
</tr>
<tr>
<td>Suspension or Deferment Request</td>
<td>Nil</td>
</tr>
<tr>
<td>Release Letter Request</td>
<td>Nil</td>
</tr>
</tbody>
</table>

**Academic**

**Career and Course Planning** Make an appointment to see your Academic Coordinator if you want Course or Career advice

**Course Completion** While every effort is made to ensure that you can complete all of the subjects in your course within the time frame in our advertising material, we are unable to guarantee completion of component parts of the course within a certain time frame. If you do not successfully complete a Unit of Competency as per the schedule of your timetable, you may not be able to repeat this until a later timetable.

**Further Studies** See your Academic Coordinator if you want information on options for further study

**Graduation** Ceremonies for graduating students are generally held upon successful completion of your course. This is generally scheduled for the third week after the conclusion of your course, so that there is adequate time for your results to be collated and documentation prepared.
Language Literacy Support  You may need to attend English classes to assist you in satisfactorily completing your studies.

Qualification / Award
Information about the qualification that you are undertaking is available from www.pax.edu.au and from your academic department.

Results & Certificates
Your results will be available at the end of the second week of the next term. Go to your faculty reception if you wish to apply for a copy of your results.

If you have failed to achieve competency in any of your units, you have a short period of time in which to resubmit (or resit in the case of a test) your assessment task. You will need to see your trainer about this. Failure to do so, or delay, may mean that you will be required to re-enrol in the unit.

- If you require an Attendance certificate during your course, go to reception
- Your Statement of Academic Results will be available to you during the first week of the following term.
- Your Award Certificate will be available two weeks after end of Term. A Statement of Attainment will be issued if you do not complete your course.

- Requests for academic reports / documents at other times may incur an administrative-service charge.

Teachers are suitably qualified and experienced in the area or areas that they are teaching. Your teachers will guide, teach and assist you with your Academic progress. They also expect you to participate in class by asking questions and discussing with your classmates your understanding of the subject content. If you are having difficulty understanding something, see your teachers first, either in class, of if necessary, after class. Your teachers need to know if you are having difficulties before the assignment are due.

Text and Materials will be discussed during orientation.

Pax Institute of Education - Student Code of Conduct

The Objective of Pax Institute’s code of conduct and Disciplinary policy and procedure is to promote an environment in which students develop a positive and responsible attitude towards the work environment, customers and colleagues. As part of this Pax Institute supports a system of informed consequence for actions.

A disciplinary procedure exists for the proper management of disciplinary issues. The procedure is designed to ensure fairness and objectivity and its primary purpose is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behavior through fair and objective means.
Policy

All students enrolled at Pax Institute are required to maintain an appropriate code of conduct at all times.

Guidelines

Where behaviour is deemed to be improper or inappropriate as outlined below, Pax Institute will take action in accordance with the Student Disciplinary Policy described below.

1.0 Student Misbehaviour

1.1 Improper or inappropriate behaviour includes but is not restricted to:

- Being on Pax Institute premises and consuming or having consumed alcohol;
- Persistent disruptive behaviour;
- Verbally abusive or hostile behaviour affecting fellow students;
- Smoking or the use of prohibited or illegal substances at Pax Institute classes or on premises;
- Deliberate misuse of Pax Institute equipment or materials;
- Behaviour of a discriminatory nature;
- Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Pax Institute premises;
- Physical assault on a member of general or teaching staff, other students or members of the public or behaviour which is perceived to be threatening;
- Theft from staff or students at Pax Institute;
- Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;
- Arson at Pax Institute property;
- Wilful or malicious damage to Pax Institute property or equipment.
- Any student who has been found to willingly or accidentally activate fire or security alarms which result in the calling out of emergency services such as the fire department, police, ambulance or any other emergency service will be liable for whatever costs are incurred by their actions. Furthermore, students may be prosecuted under State or Federal laws in relation to their actions.
- Where a student has failed to attend classes for 10 consecutive days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student has found to be cheating within the meaning of the Academic Misconduct Policy as set out on the Pax Institute website.
- Where fees is due and payable by a student
- Conduct that is discriminatory and /or threatening on the basis of religion, culture, race, sexual differences, age, disability, or socio-economic status, whether to other students, staff members, or any other person at the Pax Institute premises.

1.2. Improper or inappropriate behaviour may result, after appropriate investigation, in suspension of enrolment. (Refer to Deferring, Suspending or Cancelling the Students Enrolment Policy and Procedure)

2.0 Serious Misconduct

2.1 Serious misconduct is deemed to be behaviour that is illegal, wilful or premeditated. This behaviour can result in immediate suspension pending investigation and may lead to expulsion.

2.2 Misconduct of a criminal nature will be reported to the appropriate authority.

3.0 Student Conduct
Students enrolled at Pax Institute should adhere to the following;

3.1 Respect of other people’s rights to hold different positions and views in our society;

3.2 Are receptive to others point of view;

3.3 Do not discriminate against another person for their beliefs, nationality, religion, age, associations or sex;

3.4 Not to impose their own values on other students.

3.5 Students are given the capacity and right to learn with equal opportunity to develop their maximum potential.

**Student Disciplinary Procedure**

**Procedure**

In the case where student behaviour conflicts with Pax Institute Student's Code of Conduct, disciplinary action will be taken and the following will occur in a private and confidential manner.

1.0 In the first instance the trainer or course coordinator issues the student with an official warning about his or her behaviour, one copy of this warning goes to the student and another copy will be filed in the student’s file.

**Note:**

In relations to the non-payment of fees the student will be sent a Reminder letter once the payment is due providing 14 days to a student to settle the outstanding fee, second will be a warning latter if student failed to settle its payment providing another 14 days to settle the fee and then a final Notice (Intention to report) if student failed to respond to the warning letter, informing them they have 20 working days from the to access the Institute’s complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and/or the appeal process, then the Institute must report the student to DIBP. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student’s welfare. For full details please refer to institute’s cancellation of enrolment due to non-payment of fees policy.

2.0 In the second instance of unacceptable behaviour the trainer will arrange a meeting with the course coordinator.

2.1 The details of all disciplinary interviews and warnings will be recorded using the Academic Misconduct form. The course coordinator will inform the student of the possible ramifications.

2.2 A note will be placed on the Student Management System to identify that a disciplinary interview has taken place and that details are located on the student’s file.

3.0 Persistent disciplinary problems are to be dealt with by the course coordinator in liaison with the trainer and Student Services and Records Manager. In the third instance the General Manager is to decide whether the student's behaviour shall lead to the expulsion of the student from Pax’s Institute of Education.

3.1 The details of all disciplinary interviews and warnings will be recorded using the Academic Misconduct Form

3.2. A note will be placed on the Student Management System to identify that a disciplinary interview has taken place and that details are located on the student’s file.
4.0 If the student is on an international student visa, Pax Institute must report to the Department of Education, Employment and Workplace Relations (DEEWR) any variation in the student’s enrolment as outlined in Pax Institute’s Deferral, Suspension & Cancellation policy.

4.0 In cases of serious misconduct the Campus Officer and Compliance Manager will make an immediate decision on suspension or expulsion.

Complaints and Appeals Policy

4.0 Complaints and Appeals Policy

4.1 Purpose

The purpose of this policy and procedure is to define the system available to students for dealing with complaints and appeals and to meet the standards that govern this Policy and Procedure are the SNR 16.7 National Code Standard 8.

4.2 Complaints

Requirements

4.2.1 Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise

4.2.2 Students are encouraged to raise the matter informally with their teacher, or the Course Coordinator. The outcome of any informal complaint will not be kept on the student file unless requested to do so by the student. If the matter has been raised informally by way of email; then, the email and any response thereto will be deleted unless otherwise requested by the student

4.2.3 If the informal complaint raises a matter of importance for Pax Institute of Education; then, the complaint and outcome will be documented, but, if possible, the name of the student will not be included in any documentation

4.2.4 If the complaint cannot be resolved informally; then, the student is encouraged to lodge a formal complaint

4.2.5 Students are encouraged to resolve their concerns and complaints using the Complaints and Appeals Procedure

4.2.6 The current complaints and appeals process and form must be available on Pax Institute website. Pax Institute will maintain a current copy for students and prospective students to inspect or read. A hard copy is available upon request from the Student Services Representative.

4.2.7 All complaints will be handled professionally and confidentially in order to achieve a satisfactory resolution

4.2.8 Unless otherwise decided by the PEO, the Course Coordinator will handle all formal complaints. If the formal complaint is in respect to the PEO; then, the CEO will handle that complaint. If the complaint is in respect to the Course Coordinator; then, the complaint will be handled by one of the members of the PEO.

4.2.9 All formal complaints should be lodged in writing by the student and the resolution process will commence within 10 working days of the lodging of the formal complaint

4.2.10 The complaint will be resolved fairly and equitably and at the earliest possible time. (No later than 20 working days)
4.2.11 If the student has made the complaint via ASQA, the PEO will be informed immediately. The complaint is to be resolved fairly and equitably within the time frame provided by ASQA.

4.2.12 Pax Institute will ensure that students have a clear understanding of the steps involved in the procedure.

4.2.13 Students will be provided with details of external authorities they may approach, if required.

4.2.14 At any stage in the complaints process students are entitled to have their own nominee included in the resolution process.

4.2.15 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

4.2.16 Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

4.2.17 Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to;

4.2.18 Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, and telephone 9602 5000 for a referral to a solicitor

4.2.19 If there is any matter arising from a student complaint that is a systemic issue which requires improvement action, the complaint will be reported to the relevant task group meeting (depending on the nature of the complaint) as part of the continuous improvement process

4.2.20 The outcome of the complaints will be provided in written to the student and documented in the Complaints and Appeals folder and an electronic register will be maintained on the intranet.

4.3 Appeals

4.3.0 Requirements

4.3.1 Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Institute. All training and assessment related appeals; would be managed by the Course Coordinator, unless the appeal is against a decision of the Course Coordinator. In that case the PEO shall manage the appeal.

4.3.2 Pax Institute will attempt to resolve the appeal informally and, if this cannot be achieved, the formal appeals process will commence.

4.3.3 A student’s enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

4.3.4 A student initiates the appeals process, both informal and formal, by completing the student appeals form. The complaints and appeals form is available at Pax Institute website or on request from the Course Coordinator.
4.3.5 International students only: Students wishing to lodge an appeal in respect to Pax Institute’s Intention to Report the student for unsatisfactory course progress, or on being notified that Pax Institute intends to suspend or cancel the enrolment of the student, must do so within 20 working days. (The 20 working days will be calculated from 2 days of the issuance of the Intention to Report letter, and the 20 working days will be calculated from the day the letter notifying of the intention to suspend or cancel.)

4.3.6 The resolution phase must commence within 10 working days of the appeal being lodged in writing.

4.3.7 A maximum time of 20 working days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.

4.3.8 The formal appeal process will be conducted by a legal representative engaged by Pax Institute and at no cost to the student.

4.3.9 Students appealing an assessment, including RPL outcome; will be given the opportunity for reassessment by a different assessor selected by Pax Institute of Education. Costs of reassessment will met by Pax Institute of Education. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is not satisfied with the result of the reassessment, the student may make a request of Pax Institute pursuant to clause 13. The reassessment shall be regarded as the completion of the internal formal appeal.

4.3.10 For all internal formal appeal;

4.3.11 The student will have an opportunity to present his or her case in person, or, if the students elects, in writing

4.3.12 A student may be accompanied and assisted by a support person at any relevant meetings.

4.3.13 In all other respects the legal representative will determine the appeals procedure.

4.3.14 The outcome of the formal internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and Pax Institute and placed in the student file as well as Complaints and Appeals Register. The student will be provided with a copy of the signed written document.

4.3.15 If the student appeal is successful Pax Institute must implement the decision as conveyed to the student.

4.3.16 If the student is not satisfied with the outcome of the formal internal appeal; the student may request the Institute to assist the student in an appeal to an external mediator. The external independent mediator is the Australian Council of Private Education and Training. (03 94161355) for domestic students and the Institute will ensure that there is no cost, to the student if the student elects to appeal to the external mediator. For further details on ACPET refer to http://acpet.edu.au/students/student-support/appeals#after. Pax Institute will allow complaints and appeals by their international students to be heard by independent state statutory bodies or the Commonwealth Ombudsman, under an agreement reached at COAG meeting in Canberra. The External Appeals process is conducted by the Overseas Student Ombudsman (OSO). The contact details of the OSO are as follows: phone 1300 362 072 or website www.oso.gov.au.

4.3.17 Pax Institute will ensure, if requested by the student, that the appeal is lodged within 3 working days after the request from the student

There are no further avenues within Pax Institute for appeals after an internal formal appeal phase has been completed.
Refund Policy

Purpose: The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

Responsibility: Administration Manager is responsible for reviewing the refund requests and processing them.

Procedure:
1. Refund application requests must be made in writing on the student refund request form provided at Pax Institute of education, or alternatively, the refund request form may be downloaded from the website (www.pax.edu.au).
2. Filled in form must be submitted with the administration department.
3. The Administration Manager will process and approve the refund amount (if applicable) based on the circumstances listed below.
4. Refund will be made directly to the account stated in the refund request form and the student will be informed about the same via an email.
5. If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email.
6. Any refund given will be recorded in the Institutes student management system so that each student’s financial status is known.

<table>
<thead>
<tr>
<th>FEE REFUND CONDITIONS</th>
<th>REFUND APPLICABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.0 Provider Default</strong></td>
<td><strong>This applies to all students at Pax Institute.</strong></td>
</tr>
<tr>
<td>Provider default is applicable in the following situations.</td>
<td>In the unlikely event that the college is unable to deliver your course in full, you will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows:</td>
</tr>
<tr>
<td>i The course does not begin on the agreed commencement date, or</td>
<td>The refund amount = weekly tuition fee x the number of weeks in the default period</td>
</tr>
<tr>
<td>ii The course ceases to be provided at any time after it commences but before it is completed, or</td>
<td>a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.</td>
</tr>
<tr>
<td>iii The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.</td>
<td>b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7</td>
</tr>
<tr>
<td></td>
<td>The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the Institute at no extra cost. You have the right to choose whether you would prefer a refund of course fees, or to accept a place at another college. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course the Tuition Protection Service will be responsible for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another college which will accept them into an alternative course</td>
</tr>
<tr>
<td><strong>2.0 Visa refused before course commencement</strong></td>
<td><strong>REFUND PROCEDURES:</strong></td>
</tr>
<tr>
<td>In the event where student’s initial visa is not granted.</td>
<td>• The student will need to supply in writing to the Institute the nominated method of reimbursement.</td>
</tr>
<tr>
<td></td>
<td>• The money will be refunded to the student within 14 days after the written request is received.</td>
</tr>
<tr>
<td></td>
<td>In the event that the student’s visa has been refused, the refund amount shall be calculated as follows under section 9 of the refund specifications:</td>
</tr>
<tr>
<td></td>
<td>The refund amount = the total course fee minus 5% of the course fee received up to a maximum of $500</td>
</tr>
<tr>
<td></td>
<td>The total course fee also includes any non-tuition fee paid.</td>
</tr>
<tr>
<td></td>
<td><strong>REFUND PROCEDURES:</strong></td>
</tr>
<tr>
<td></td>
<td>• A written request for refund and proof of visa refusal from</td>
</tr>
<tr>
<td>Section</td>
<td>Description</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
</tr>
</tbody>
</table>
| 2.2     | In the event where a student enrols in a Package Program and the first course has commenced and the student visa is refused before the commencement of second course. | The refund amount will be calculated for the student for the commenced course as follows: The refund amount = weekly tuition fee x the number of weeks in the default period. where:  
  a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.  
  b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7  
  If the student has paid any tuition fee for the second course, the refund will be calculated as: The refund amount = the total course fee minus 5% of the course fee received up to a maximum of $500. |
| 2.3     | No proof of refusal from the Australian Government. | Refund will not be granted. |
| 3.0     | Visa refused after commencement date |  
  3.1 In the event that a student’s visa is not granted and the course has commenced. | The refund amount = weekly tuition fee x the number of weeks in the default period.  
  a. The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar.  
  b. The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7  
  Tuition fee does not include any non-tuition fee that might have been paid by the student. |
| 4.0     | Cancellation before commencement date |  
  4.1 In the event that the student cancels their enrolment and requests a refund in writing 10 weeks or more prior to the course commencement. | A 70% refund of Monies paid for tuition fees will be issued to the student. |
|         |             |  
  5.4 In the event that the student requests a refund in writing 6 weeks up to 9 full weeks prior to the course commencement. | A refund of 50% of monies paid for the tuition fees will be issued to the student. |
|         |             |  
  4.3 In the event the student requests a refund in writing 5 full weeks or less prior to course commencement | No refund will be issued. |
|         |             |  
  4.4 If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons. | There will be no refund of monies paid towards initial deposit. |
| 5.0     | Cancellation on or after commencement date |  
  5.1 Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences. | No refund will be issued which includes all monies paid to Institute for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board. |
|         |             |  
  5.2 There is a student default due to any of the following reasons.  
  i. The student failed to pay an amount he or she is liable to pay in order to undertake the course.  
  ii. The student breached a condition of his or her student visa.  
  iii. Misbehaviour by the student | No refund will be issued to a student either before or after commencement of course. |
|         |             |  
  5.3 If a student fails to attend a course after the start of the Course. | No refund will be issued which includes all monies paid to Institute. |
|         |             |  
  5.4 In the event that the student seeks and is granted approval by Institute to transfer to another provider prior to completion of six months study of the principal course. | No refund will be issued of any course money paid in advance. |
|         |             |  
  5.5 If a Student chooses to pay Tuition Fees on an instalment basis on an | No refund will be issued for any course money (paid on instalment basis). Instalments paid will be for course fees due |
### 6.0 Conditions

**6.1** At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence. If the Credit Transfer allows shortening of the duration of the course pro-rata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.

**6.2** Fees not listed in this refund section are not refundable. Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

**6.3** Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

**6.4** If a student withdraws after any number of deferments the date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the college refund policy and other related policies.

This agreement and the availability of complaints and appeals processes don’t remove the right of the student to take action under Australia’s consumer protection laws (Standard 3.2 d – The National Code 2007).

### Health & Safety

If you have an accident, please go to the nearest reception immediately, and tell them about the accident.

**Fire Escape and Evacuation Procedure**  Please note the shortest route to an emergency exit/fire escape – shown on the Institute’s floor plan on display near the fire escapes on each floor. If the fire alarm sounds, stay calm and follow the directions of the Fire Wardens. Please leave the building quickly and quietly through one of the fire escapes and go directly to the assembly area so that the Institute can make sure you have left the building. It is very important that you do not panic.

Further details about the evacuation procedure, assembly point and fire wardens will be given during orientation. Please make yourself familiar with the evacuation maps posted around the Institute.

**First Aid**  If you feel ill speak to your teacher. If they cannot assist you, they will arrange for a first aid officer to attend to you.
A variety of approaches will be used in assisting your learning and assessing your knowledge and skills in the Courses that you will be undertaking at PIE. The Australian Vocational Education Sector (TAFE/VET) operates under a competency-based system of learning and assessment.

Competency-based assessment is the process of collecting evidence and making judgements on whether the required level of knowledge and performance has been achieved. This means that you need to be able to demonstrate or show that you are able to do certain tasks and understand certain information to the levels required by the subject. This approach may also allow you to input into negotiating how the evidence about your performance will be gathered.

You will be considered competent when you are able to apply your knowledge and skills to successfully complete work activities/assessment tasks in a range of situations and ideally a range of environments which might include the workplace. Thus, competency:

- Emphasises outcomes (the achievement of specific learning outcomes and skill levels as identified in the Unit outline).
- Focuses on what is expected of an employee in the workplace
- Highlights the application of skills and knowledge
- Focuses on what you can demonstrate that you are able to do
- Includes the demonstration of the ability to transfer and apply skills and knowledge to new situations

You should be able to demonstrate both specific competencies (related to the course of study that you are undertaking) and more generic "key competencies".

The key competencies are:

1. Collecting, analysing and organising information
2. Communicating ideas and information
3. Planning and organising activities
4. Working with others and in teams
5. Solving problems
6. Using mathematical ideas and techniques
7. Using technology

You are not required to simply memorise information. You must be able to demonstrate that you can use that information and apply it in a practical way. You will be required to use an “active” learning style, both in individual learning tasks and in group learning tasks within and outside the classroom.

An active learning style involves:

- Undertaking practical and applied tasks (for example, using a computer program to produce the outcome required)
- Thinking and questioning
- Analysing information, and putting related ideas together
- Setting and solving problems
- Discussing and contributing ideas using logical arguments
- Participating actively in the class and undertaking research outside the class
- Experiential learning, or learning by doing

Your trainer is the “facilitator” in your learning. This means that they guide and support your learning, but you must demonstrate that you have taken responsibility for your own learning during this process.
Training Methods

Business Studies

Students in Vocational Courses at PIE learn in class groups guided by experienced and qualified trainers. Support for class studies includes a dedicated Business Studies computer laboratory with current software, networked computers, printing, and data projectors. Also available are reference materials, access to current Business magazines such as BRW and extensive use of textbooks for delivery and support with assessment tasks.

Assessment tasks are on-going and generally completed in the class room. Both individual assessment and group assessment is used, so that support can be provided to students from non-English speaking backgrounds.

Additionally, trainers draw upon their wide range of vocational experience to assist student understanding of the detailed material by highlighting relevant concepts and providing practical examples. Teachers often set practical projects for student learning, encouraging teamwork and presentation of learning to demonstrate key competencies. This experiential approach will also involve case studies, fieldwork and interviews, to develop content for delivery of reports, research projects and other tangible outcomes which students can provide to employers to demonstrate their acquired skills.

Assessment Tasks

These will be ongoing, cover several competency areas, and be integrated within and across subjects where possible. A variety of assessment methods will be used in each module. These could include:

- Tests of knowledge and skill levels
- Projects which demonstrate that you can complete tasks to attain the required competencies and learning outcomes
- Practical demonstration of knowledge and skills (in classroom, simulated work environment, real work environment)
- A portfolio of evidence to demonstrate the attainment of knowledge and skills
- Formal and informal presentations
- Completion of checklists/documents
- Assessments, both closed and open book

Assessment Procedures at PIE

Students should note that it is a requirement of your Student Visa that you are making satisfactory course progress. If your Course Coordinator/Teacher feels that you are not making satisfactory progress, then your Head of Study will counsel you and you may be reported to DIBP.

Assessment tasks/requirements

In order to be identified as competent and to be able to pass a subject/module, you must be able to demonstrate that you have achieved the learning outcomes/competencies set down for the subject/module.

Thus, you must:

- Complete ALL the assessment tasks for the subject/module
- Submit the tasks on or before the due date specified by the teacher
- Satisfy the teacher that the work you have completed/submitted is your work

Fails/Re-sits & Re-submits

If you are not able to demonstrate the attainment of the required competencies of the unit, the following options exist:
• A “Not Yet Competent” will be recorded
• A “Not Yet Competent” will be recorded, and you may need to repeat the unit/module. At the discretion of your teacher/trainer and in consultation with the Course Coordinator/Teacher, further assessment could occur. Please note that teachers are under no obligation to hold re-sits, or grant extensions or allow re-submits of work. Your Head of Study will counsel you with regards to your academic progress in this case to determine the action needed to help you achieve competency in the unit/module.

If you are absent from assessment tasks, and can provide documents to explain your absence

If you are absent from an assessment due to illness or other circumstances, and you can provide documentation to explain the absence (for example, a medical certificate), you should arrange a time with your teacher to re-sit/re-submit the assessment.

If you are absent without an acceptable documented reason

Students who do not provide acceptable evidence to explain their absence from an assessment task will be considered Not Yet Competent in that task. At the discretion of the trainer a student may be able to be re-assessed for that task (i.e. where the trainer considers that the student has to date, demonstrated a willingness to participate in all learning and assessment activities to the best of their abilities).

If you do not complete assessment tasks, and/or reach competency standards by the due date

• Late work will only be accepted if it is submitted within 7 days of the due date, and the trainer has granted an extension
• Any work submitted outside the one-week extension period will only be assessed if the trainer agrees to accept the work or grant a re-sit/re-submit i.e where compassionate or compelling circumstances are established or the trainer considers that the student has to date, demonstrated a willingness to participate in all learning and assessment activities to the best of their abilities.

If you wish to apply to be re-assessed, you should obtain an Application for Re-sit/Re-submission of Assessment form from Reception and submit the form to your trainer. If the task is to be re-submitted or the re-assessment occurs within the study period in which the task is undertaken, the fee will not apply. If the re-submission or re-assessment is outside of the study period in which the task is undertaken, a fee of $50 will apply for each application. The payment is required before the re-submission or re-assessment can occur. You show your receipt for re-assessment to your trainer before they can proceed with your further assessment.

Backing-up your work

You are expected to back-up all work that you submit for assessment. You should back-up files on a USB (Memory stick), or your PIE email account and take photo copies of all work submitted. Neither loss of files, computer malfunction nor corruption of data is an acceptable excuse for work not being handed in on time. This is extremely important as it is not an acceptable excuse that work has been “lost”.

Results

The classroom teacher will give you feedback about your ongoing assessment tasks and your progress. If you have concerns about your results/feedback you should speak with your teacher about this. Your results will be recorded and maintained by the teacher. You should keep copies of all assessed work which has been completed and assessed until the completion of the subject/module. Final results for a subject/module will available within 2 weeks of the commencement of the next period of study.
Appeals about results

If you have concerns about your results, speak to your teacher first. If you do not feel that the matter has been resolved satisfactorily, then you should notify your Head of Study in writing about the matter. You will then be invited to make an appointment to see your Head of Study.

A written outcome of your appointment with your Course Coordinator/Teacher will be provided to you within 14 days of your appointment with the Course Coordinator/Teacher. If there are changes to be made to your result, these will be authorised to be made by the Head of Study. If you are not satisfied with the outcome of the process to date, then you should use the Complaints and Appeals procedure of the Institute. Details of this are on the institute website.

Presentation of Assessment tasks

The options for submission of assignments for assessment will be by negotiation with your trainer. The options could be:
1. Submit your printed assignment to your trainer in a clearly labelled* plastic sleeve with assignment cover sheet
2. Submit your assignment via email to your trainer
3. Keep a copy/back-up.
*Use the cover sheet provided and fills in all details correctly. Remember to sign and date every submission.

Protection of Assessment tasks

(1) Ensure that you make frequent back-ups (photocopies or save to your email account or usb of your work
(2) Keep a copy of all work submitted for assessment
(3) We recommend that you do not lend any of your original work to other students. When you are working on a group project, you should photocopy your work and keep the original.

Referencing

Whenever you use information that is printed, published on the Internet, or recorded by another person or organisation, you must acknowledge that person or organisation. To acknowledge the source of the information that you have used, use the following conventions.

1. A Bibliography (books only) or References (all sources) page lists the sources of the information that you have used. It should be included as the last page of your report/essay/assignment. The sources should be listed as follows:
   Author’s surname and initial, Book title, Publisher, Country of publication, Year of publication

   For example:
   T Webster and B Larter, Dynamics of Desktop Publishing Design, M & T Books, California, 1999

2. (i) In the text, a book should be referenced as follows:
   Author’s surname, Year of publication of source
   For example:
   Smith (1996) argues that managers today...

   (ii) If you directly quote from a reference, then the page number should also be given –
   For example: Smith (1996, p33) defines learning as the “acquisition of knowledge”.

   (iii) When identifying the materials that you have used from the Internet, the source should be noted in the text of your work as follows:
   Hypertext source, date of access to material
   For example:
The National Australia bank predicts that interest rates will remain steady for the next six months in Australia (www.nationalbank.com.au, July 2, 2003)

3. You should list all the websites that you have accessed after your References List.

**Cheating & Plagiarism Statement**

If you do not acknowledge the sources of your information as shown in the section on Referencing in this Handbook*, you will be taking the risk of being identified as plagiarising (stealing) other people’s work. This is not allowed. Students who are found to be plagiarising work will fail that piece of assessment.

Likewise, if a student is found to have used another student’s work, or copied from another student, or have used materials that they have taken into a test that are not allowed by the examiner, they will fail that piece of assessment.

➢ Note that the department has a strict policy on plagiarism — ask your teachers if you are unclear

**Conditions of Use of College computers and hardware**

You must behave responsibly when you use the Institute’s facilities. The Institute can stop you from using its facilities if you do not behave responsibly.

Information about using the Institute’s facilities will be provided to you during orientation and during your classes. Information is also available from the intranet.

**Recognition of qualifications issued by other RTO’s**

**Policy**

Pax Institute (PIE) acknowledges and supports the recognition of qualifications issued by other RTOs. In recognising and accepting Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations, PIE acknowledges and implements its responsibility to enable individuals to receive national recognition for their achievements. PIE informs clients and staff of PIE’s obligation to recognize AQF qualifications and statements of attainment issued by any other RTO.

**Procedure**

1. Students who have completed equivalent units at another RTO should provide both the original and a copy of the AQF Qualification and/or Statement of Attainment.
2. They should complete the Application for recognition of qualifications issued by other RTOs form available from Reception or the PIE Intranet.
3. The subject(s)/module(s)/learning segment(s) for which the student is seeking recognition from their previous RTO must have the same code as the module(s)/learning segment(s) at PIE.
4. Each case is assessed individually as exact equivalence needs to be determined. If the applicant is changing from one area of study to another, they may not be automatically eligible for credits.
5. Students are strongly advised to submit their application for recognition of qualifications issued by another RTO upon commencement or prior to commencement. This is to ensure that the student is not scheduled (timetabled) to undertake a unit for which they could otherwise claim recognition for.
   ➢ Important
6. Students must continue to attend their scheduled classes until their application for recognition of qualifications issued by another RTO has been assessed.
7. Where an application for National Recognition is granted the student may be expected to complete the qualification earlier than expected or the full time study load (20 hours per week) may be reduced for a study period. Details of which will be given to the student in writing.
**Recognition of Prior Learning**

RPL refers to your relevant prior learning/experience, which you believe demonstrates that you *already* have the knowledge and competencies of the module/s.

**Applying for RPL**

Ask for a copy of the Recognition of Prior Learning (RPL) Application Form from Reception or download a copy from the intranet. The form enables you to provide information about yourself and your request for recognition of prior learning and experience in order to gain credit for that experience against a particular subject/learning segment.

**Application Procedure**

1. You should meet with your Course Coordinator to discuss your application, so that you have a clear understanding of the procedure and the evidence/documents that you will need to provide to support your application.
2. After you have discussed your application with your Course Coordinator, complete all sections and return the form to your Course Coordinator.
3. Your Course Coordinator will then meet with the RPL Assessor to determine the fee for your RPL application, and inform you of this fee.
4. You should then pay the RPL fee at the reception, and show the receipt to the RPL Assessor at your first RPL interview

To proceed with the application, you should then note the following carefully.

**Supporting Evidence**

Please attach to the Recognition of Prior Learning (RPL) Application Form supporting evidence, which you believe will assist your application; for example copies of any statements, references or articles about your employment, evidence of education and training that you feel is relevant, a detailed Curriculum Vitae, letters references from previous employers/clients.

Also include:

- Relevant work samples, such as contracts, completed work projects, a folio of examples of previous work which indicates your level of competence
- Outlines of any formal or short courses which you have undertaken which demonstrate competence
- Any other information that you feel might aid your assessment (work experience, life experience, on-going training).

After submitting your application to your Course Coordinator, you will be invited to attend for an interview with the RPL Assessor. Bring along any further information that you feel will assist your application for RPL *together with your receipt for payment of your RPL Application Fee.*
Below is a list of external Support Services including emergency after-hours services:

**Emergency** (Police, Fire, Ambulance) 000

Victorian Multicultural Commission 9208 3184
Level 15, 1 Spring Street, Melbourne

Tenants Union [www.tuv.org.au](http://www.tuv.org.au) Advice Line 9416 2577

Royal Melbourne Hospital 9342 7000
Grattan Street, Parkville

Royal Women’s Hospital 9344 2000
312 Grattan Street, Melbourne

Community Legal Services [www.communitylaw.org.au](http://www.communitylaw.org.au)

Victims Referral & Assistance Service (Justice Department of Victoria) Helpline 9603 9797

Women’s Legal Services Victoria Advice Line 9642 0877
3rd floor, 43 Hardware Lane, Melbourne


WIRE Women’s Information & Referral Exchange [www.wire.org.au](http://www.wire.org.au) 1300 134 130

CASA Centre Against Sexual Assault After hours 9349 1766 or 1800 806 292
CASA House, Carlton 9344 2210

Domestic Violence and Incest Resource Centre 9486 9866

292 Wellington Street, Collingwood
Women’s Domestic Violence Crisis Service of Victoria 24-hour crisis line 9373 0123

Charitable Organisations (food, furniture, housing):
Salvation Army Emergency Relief 9386 4977
The Smith Family Assistance 9419 8500
St Vincent de Paul Society Victoria 10 am – 3pm 1300 305 330

Crisis Support Service 136 169
Grief Line 9596 7799
Lifeline 24-hour telephone counselling & referral 13 1114

AIDS Line 9347 6099
Men’s Referral Service 9428 2899
Alcoholics Anonymous 9429 1833
Pax Institute is inclusive of all students regardless of sex, race, impairment, or any other factor. The access and equity officer (Campus Officer and Compliance Manager) has access and equity as a nominated part of his duties.

Pax Institute provides all staff with copies of Access and equity, which they must adhere to. Staff and students, in their induction to Pax Institute, are made aware of Pax Institute access and equity policy and that they may contact the access and equity officer for information and/or support and Pax Institute access and equity policy.

**Purpose**

The management and staff of the Pax Institute are committed to achieving best practice in undertaking Higher and vocational education and training for their clients. In implementing education and assessment, Pax Institute adheres to the principles of Access and Equity i.e. that all aspects of the operation will reflect a non-discriminatory, flexible approach in business practice to best meet its clients, and potential client’s needs.

**Commitment**

Pax Institute will maintain business practice through all its organizational procedures to ensure that its education and assessment services and student support services reflect an inclusive, fair open and flexible approach by:

- Promoting the organisation and the services it offers in a manner that is relevant to a diverse range of potential clients
- Ensuring that the organisation offers client-focused procedures that acknowledge, assess and provide for the individual learning requirements of all clients
- Implementing inclusive education and assessment practices that provide maximum participation and empowerment of the client
- Moderating assessment and education services to meet the cultural needs of the clients.
- Providing opportunities for the trainers and assessors to undertake professional development on inclusive practice in assessment and education within the Vocational Education and Education Sector.
- Reviewing practices, policies, systems, workplace behavior and structures that may contribute to the discrimination or disadvantage of clients from marginalized groups of the population.
- Providing information and support to clients requiring language, literacy and/or numeracy support during their education and assessment activities.

Bullying, Harassment, Discrimination and Sexual Harassment shall not be tolerated, and shall result in immediate suspension from any duties, or sessions pending further actions.
Discrimination & Harassment

Discrimination & Harassment are against the law in all Australian education institutions. PIE will not tolerate any behaviour or intention to behave in a way which discriminates against, or harasses another person. The Institute is committed to observing the Equal Opportunity Act 1995 (Vic) and Federal Anti-Discrimination Laws. More information is available from the PIE Intranet or you can contact:

Level 3, 380 Lonsdale Street, Melbourne 3000
Advice Line & Complaints 9281 7100

DIBP Contact information

The Department of Immigration & Border protection is located at Casselden Place, 2 Lonsdale Street (Corner of Lonsdale and Spring Streets) Melbourne

The DIBP information contained in this Handbook is included to help you understand some of the rules governing your stay in Australia as a student visa holder. Institute Staff can help you access DIBP information however, it is essential that you take responsibility for complying with DIBP rules.

- See DIBP website  http://www.immi.gov.au

Attendance Requirements

Attendance is calculated over a semester and over the amount of scheduled class contact hours. For example if you are enrolled in 20 class contact hours per week then your attendance is calculated on 20 hours per week.

To maintain satisfactory attendance you must not attend less than 80% of your class contact hours as calculated over a semester.

The Attendance Co-ordinator will regularly review your attendance record.

Important

If you will be absent from the Institute, seek advice from staff at the level 16, 190 Queen Street Melbourne Reception area as soon as possible.

Students, whose attendance is good i.e. attend class and arrive to class on time, often make better academic progress (obtain the best results). If you are late your teacher may ask you to join the class after the break. If you are allowed to enter late, you will not receive full attendance for that class. You are also expected to remain in class until the teacher dismisses the class.

You are at risk of breaching attendance requirements:

- If you are absent for 5 (five) consecutive days
- It is becoming likely that you will not be able to achieve the required 80% minimum attendance

Counselling with regards to your attendance

- You will be required to attend an attendance counselling session.
- A record of your attendance at the counselling session will be held by the attendance department.
If you are in breach of attendance requirements:

_The Institute will send you a letter informing you of the Institute’s intention to report to DIBP that the Institute considers that you are in breach of attendance regulations._

- If you disagree with the Institute’s decision to report you then you will have 20 working days to make a formal complaint to the Institute. To do this you need to fill in a complaints and appeals form - this will start the Complaints and Appeals Process where you and the Institute will assess your situation. Talk to the Attendance Co-ordinator or go to Student Reception for a copy of the form.
- If you do not fill in a complaints and appeals form within 20 working days then the Institute will proceed with reporting you to DIBP for breach of attendance requirements.
- If you withdraw from the Complaints and Appeals process or the decision of the Institute to report you for unsatisfactory attendance is found to be correct then the Institute will proceed with the report to DIBP.

_Important:_

It is very important that you understand DIBP attendance requirements and what to do if you disagree with Institute’s decision to report you to DIBP for unsatisfactory attendance. _See the Attendance Co-ordinator as soon as possible if you do not understand._

Attendance requirements at the Institute are calculated over the semester unless your enrolment is for one term only (then your attendance is calculated over one term).

You should attend classes even after you have received the Institute’s letter of its intention to report to DIBP and/or the request to access the Complaints and Appeals procedures at the Institute.

PIE’s attendance monitoring policies and procedures are available from the intranet.

**Monitoring Course Progress Policy**

**Early Intervention strategy**

- At the end of each unit the Trainer will provide the detailed competency report to the Course Coordinator. If a student has been assessed as Not Yet Competent in any unit, the Trainer will inform the Course Coordinator. Such a student is considered to be at potential risk of progress in the course. The Course Coordinator will attempt to ascertain the reasons for the student not being assessed as Competent, and implement procedures to assist the student.
- An early intervention strategy will be initiated by course coordinator as soon as first NYC is recorded for a student. Course coordinator will send a letter of early intervention to the student reminding course progress policy and procedure of PAX Institute. An early intervention will take place once only during the course of study followed by intervention strategy letter and intention to report if required.
- Those students will be required to attend an Early Intervention Strategy meeting with the Course Coordinator and fill out the Early Intervention Strategy form. Any student who fails to attend the meeting will be contacted to arrange another Early Intervention Strategy Meeting.

**Procedure to monitor course progress**

- Students who have unsatisfactory course progress in two consecutive study periods will be reported to DIBP. Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period. A failure to achieve competency in at least 50% of the units required to be undertaken in a single study period will trigger a review of course progress and implementation of an intervention strategy by the Institute. A study period is ten weeks of study.
- At the completion of a study period the Course Coordinator will review the course progress of all students and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period.
● Within 21 days of the completion of a study period all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken will be sent a letter
● (Generated manually) requiring them to attend an Intervention Strategy meeting (ISM) with the Course Coordinator.

At the ISM the Course Coordinator will consider, and implement if applicable, the following intervention strategies:

- Identify the problems that are impeding the course progress of the student.
- Arrange with the student for additional work to be undertaken within an agreed timeframe using the study timetable.
- The completion of all outstanding assessments according to an agreed timeframe.
- Assessing whether the course is still suitable for the student.
- Whether the reassessing of any tasks is appropriate.
- Arranging for the review of any agreed additional work.
- Reinforcing to the student that unsatisfactory course progress in two consecutive study periods may lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

- Place a copy of any warning letter and all other relevant documents in the student file and log it on the Course Progress Register.

- If a student fails to achieve competency in at least 50% of the units required to be undertaken in two consecutive study periods; then Pax Institute must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student must be informed they have 20 working days from the (date after 2 days of issue) to appeal to the Institute and the grounds available for any appeal. If the appeal is not upheld, or the student withdraws from the appeal process, then the Institute must report the student to DIBP within 5 working days from the end of appeal period of 20 working days.

- The student may appeal on the following grounds:
  - Pax Institute has failed to record or calculate a student's marks satisfactorily,
  - Compassionate or compelling circumstances,
  - Pax Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

- Note: The appeals process includes both the informal and formal process as set out in the Institute’s Policies and Procedures Manual. If the student is successful in the appeal then the student will not be reported to DIBP for unsatisfactory course progress. If the appeal is unsuccessful; then the student will be reported to DIBP, and DEEWR will be notified, through PRISMS

**Change of Address & Phone Number**

Student Visa Condition 8533 - make sure that the Institute has your current contact details. It is very important that you tell the Institute within 7 days if your contact details changes. Ask for a Change of Address form from Student Reception

**Changes to your enrolment**

Many changes to your enrolment status for example, change of course, early completion of your course, withdrawal from your course requires that the Institute notify DIBP. Further information will be available at orientation and during your period of enrolment at Pax Institute.
Change of Provider

A student who wishes to transfer to another Education Provider prior to completing 6 months of a course they are enrolled into at the Institute which is the Principal course, should go to Reception for a copy of the application form or access the application form from the intranet. The Institute’s policy and procedures on transfer are also available from the intranet. The Institute will assess each application as per its policy and procedures. Where the Letter of Release is granted it will be provided at no cost to the student.

Full Time Study & Permission to work

Full-time study

International students must study 100% of a full-time study load, unless due to exemptions, less hours are required to complete the qualification. If you wish to finish your course earlier speak to your Coordinator, they may be able to help you.

Permission to work

Permission to work is automatically granted with your student visa. You can work a maximum of 40 hours per fortnight in the weeks that you have scheduled classes. You can work full time during your term breaks. For more information go to DIBP website

Approved Period of Suspension of Studies

You may apply to suspend your studies if you can demonstrate that you have exceptional or compassionate circumstances to do so. See below for some examples of what the Institute considers are exceptional or compassionate circumstances.

You must submit an application form to Reception beforehand. Submit your application as soon as you are able. Submitting an application to defer or suspend your studies after you have not attended class may lead to enrolment and CoE cancellation.

The Enrolment officer will assess your application. The Enrolment officer will then decide whether to approve your application. We recommend that you do not make any plans or purchase your flight ticket until your leave has been approved. Remember, taking time-off during your course can have an impact on your course progress.

The Enrolment officer will counsel you about the possible consequences of your absence. You may also need to see your Coordinator.

PIE’s approved suspension or deferral of studies policy is available from the intranet.

Suspension or cancellation of your enrolment

Where the student requests to defer/suspend their studies:

The Institute may only enable students to defer or suspend (including granting leave) their studies in certain limited circumstances. In addition, the Institute may temporarily suspend or cancel a student's enrolment in certain limited circumstances (compelling or compassionate reasons)

For instance the following:

- where a medical condition prevents a student from attending class
- where an emergency requires the student to return to your home country
- where the student is involved in a traumatic event
- where there is a death of a close family member
- where the student are unable to make travel arrangements
- where the student’s visa is not yet granted
- due to the unavailability of pre-requisite units
Circumstances in which the Institute may cancel or suspend a student’s enrolment or temporarily exclude from class are as follows:

*Academic or non-academic acts of misbehavior such as:*

- Cheating in assessment tasks
- Plagiarism
- In class disruptive or disrespectful behaviour towards the teacher/lecturer/trainer or students
- Refusing to participate in class activities, group work or satisfactorily engage with, or complete, other set work or course requirements e.g. off-campus activities or work-based training
- Refusing to agree to a course progress intervention strategy or attend course progress counselling
- Repeatedly leaving class early or arriving late to class
- Failing to observe enrolment terms and conditions as specified in the enrolment contract with PIE
- Not observing any PIE policy or procedure in force at the time
- Refusing to access and use the student ID email system
- Discriminating against, or harassing, any person in any manner or for any reason
- Using offensive language
- Physically intimidating others
- Acting in an unsafe manner that places yourself and/or others at risk
- Acting in an unsafe manner which causes harm to yourself or others
- Being under the influence of alcohol or drugs
- Smoking in non-smoking areas
- Non-payment of fees
- Default on an agreed overdue tuition fees payment plan
- Any other unlawful activity

The student may appeal the Institute’s decision to suspend or cancel their studies by accessing the Institute’s complaints and appeals processes. The student will have 20 working days to do so after receiving the written notification. The Institute will not cancel a student’s enrolment until the outcome of the internal complaints and appeals process unless there are extenuating circumstances relating to the welfare of student or others.

**Overseas Health Cover**

All student visa holders must have Overseas Student Health Cover. OSHC Worldcare provides your Health Cover. Go to Student Reception or visit the OSHC Worldcare website for more information [https://www.oshcworldcare.com.au/](https://www.oshcworldcare.com.au/)

**Under 18**

Pax Institute do not enrol students under the age of 18 years.

---

**Statement of Responsibilities as a Registered Training Provider**

**PIE Code of Practice**

1.Provision of Education

1.1
PAX INSTITUTE (PIE) adopts policies and management practices to maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of students.

1.2 PIE provides a learning environment that is conducive to successful outcomes for students.

1.3 PIE has the capacity to deliver the courses for which it has been registered, provides adequate facilities and uses methods and materials appropriate to the learning needs of students.

1.4 PIE monitors and assesses the performance and progress of its students.

1.5 PIE ensures that the teaching staffs has:

The competencies to at least to the level being delivered
Demonstrated achievement of Certificate IV in Assessment and Workplace Training, or be under the direct supervision of someone who is.

PIE complies with all relevant guidelines in regard to the delivery and assessment of courses.

1.6 PIE requires its teaching staff to be sensitive to the cultural and learning needs of the students.

1.7 PIE complies with all laws regarding the operation of its premises and ensures that facilities and equipment are adequate for the courses being delivered.

1.8 PIE complies with all requirements regarding the management of RPL and the assessment of prior learning.

2. Marketing of Education

2.1 PIE markets its educational services with integrity and accuracy, and does not use vague and ambiguous wording in its marketing materials.

2.2 No false or misleading comparisons are drawn with any other provider or course.

2.3 PIE markets its services consistently with the educational, cultural and regulatory systems of countries in which it seeks to market and does not detract from the reputation or interests of other providers.

2.4 PIE is responsible under this Code for the actions of its appointed agents in relation to the marketing of services to, and the application processes for international students, and makes every reasonable effort to ensure that at all times these agents act in the best interests of applicants and PIE.

3. Access and Equity Principles

3.1 PIE ensures that access to programs is available to all persons regardless of age, colour, gender, disability, race or social/ethnic background.

3.2 PIE does not discriminate against students on the basis of age, colour, disability, race, gender, social/ethnic background or employer.

3.3
PIE closely monitors all advertising and promotions to ensure that they are free of any discrimination against any person.

3.4 PIE ensures that all of its members of staff are fully aware of their responsibility for adhering to, and implementing Access & Equity principles.

4. Provision of Information

4.1 PIE supplies accurate, relevant and up-to-date information to prospective students.

4.2 PIE supplies this information to students before it enters into written agreements with students and regularly reviews all information provided to ensure that it is accurate and relevant.

4.3 Before a course commences, PIE provides students with an orientation program, a copy of the curriculum (either hard copy or via Intranet), a Student Handbook and details of learning resources.

5. Recruitment

5.1 Recruitment of students is conducted at all times in an ethical and responsible manner. Offers of place in a course are based on an assessment of the extent to which the experience, qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

5.2 PIE ensures that suitably qualified staff assesses the background of intending students.

5.3 PIE provides students with information regarding:
   - Application processes and selection criteria
   - Fees and costs involved in undertaking courses
   - Fee refund policy
   - Qualifications to be issued on completion or part completion of courses
   - Competencies to be achieved during their course
   - Assessment procedures including Recognition of Prior Learning
   - Complaints and Appeals procedure
   - Facilities and equipment
   - Student support services
   - Procedures for the safeguarding of the fees of both domestic and overseas students

6. Financial Standards

6.1 PIE adopts procedures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of PIE.

6.2 PIE provides all students with details of the refund policy.

6.3 PIE has a refund policy that is fair and equitable.

6.4 PIE ensures that the contractual and financial relationship between the student and PIE is fully and properly documented, and that copies of the documentation are made available to the student.

6.5 Such documentation includes: the rights and responsibilities of students; costs of courses, payments arrangements; refund conditions; and any other matters that place obligations on students.

7. Support Services
7.1 PIE provides adequate protection for the health, safety and welfare of students, including adequate and appropriate support services in terms of academic and personal student counselling.

8. Complaints and Appeals Mechanism

8.1 PIE provides students with access to a fair and equitable process for dealing with Complaints and Appeals and also provides an avenue for students to Appeal against decisions that affect the students’ progress.

8.2 Every effort is made by PIE to resolve students Complaints. To this end, a member of staff is identified to students as the reference person for such matters. The Complaints and Appeals mechanism as a whole is made known to students at the time of enrolment.

8.3 Where a Complaint cannot be resolved internally, PIE will advise the student of where assistance is available with an independent outside arbitrator.

9. Record Keeping

9.1 PIE maintains complete and accurate records of the attendance and progress of its students, as well as financial records that reflect all payments and charges and the balance due. PIE will provide copies of these records to students on request. PIE maintains a trust account for both local and international students to ensure security of students’ fees.

10. Qualifications

10.1 PIE complies with all requirements of Government authorities in regard to the information contained in Diplomas, Certificates and Statements of Attainment.

10.2 PIE issues qualifications in accordance with the Conditions of Registration.

11. Insurance

11.1 PIE maintains adequate and appropriate insurance, including Public Liability and Work Cover.

12. Quality Assurance

12.1 PIE adopts and maintains a quality assurance system that includes clearly documented procedures for managing and monitoring all courses and for reviewing student/ client satisfaction.

13. AQF

PIE is committed to being fully compliant with all aspects of AQF requirements

Privacy Statement

Information is collected during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; 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 Registration Authorities and Providers of Education and Training to Overseas Students.
Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities, and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or requested by law.

**Privacy Act**

**Purpose**

We are committed to respecting the privacy of all personal information as well as complying with the relevant state and federal principles on privacy. This policy explains how we manage personal information in relation to these principles and to meet the Privacy Act 1988.

**Collection of Information**

In connection with providing our services we need to collect personal and sensitive information. The reason is to enable us to:

- Identify and manage our relationships with students;
- Maintain quality course and assessment development;
- Ensure quality business planning;
- Market of our services appropriately;
- Distribute information about various opportunities to our students; and
- To meet Pax Institute obligations to state and federal government bodies.

We will obtain, only by lawful means, personal information by:

- Interviews, assessments, and training sessions with students;
- Resumes, references, and additional information student’s provide the company;
- Former employers, educational institutions, and professional and/or regulatory bodies;
- Workplace complaints received about students involved in on-the-job training; and
- Workplace accidents in which students in on-the job training are involved;

If the information we seek is not provided we may not be able to fully assist with the application.

**Use and Disclosure of Information**

We will only use this information for:

- The main purpose of our business;
- Development of our products and services;
- Other purposes where you would reasonably expect us to use this information;
- Where written consent is given by you to it being used for another purpose; and
- When required to do so by law;

In order to fulfill the above we may release your personal information to third party whom we have a business relationship with, such as:

- Contractors;
- Suppliers;
- Potential employers;
- Actual employers;
- Where we have a legal obligation to provide such information to specific groups.

In the event of your illness or injury, we may use or disclose your health information to any medical or first aid provider for the purposes of administering assistance to you. We may also
disclose such information for any other purpose if it relates to the safe conduct of the workplace.

Accessing and Correcting our Information

You can access the personal information that we hold about you, where legally possible. We endeavor to ensure all of our information about you is accurate and current, but if you identify some inaccuracies and inform us we will take appropriate steps to correct the information. An access fee may be charged to cover our costs of providing this information to you.

Storage and Disposal of Information

We will take reasonable steps to protect personal information from misuse and loss from unauthorized access, modification or disclosure. We destroy unused personal identifiable information via a secure manner.