

The PAX Student Handbook is available at <http://www.pax.edu.au/downloads.html> you can access this any time when you log-in into your account.

## PAX TEAM

POSITION	NAME	EMAIL ADDRESS
Chief Executive Officer (CEO)	Ms. Timple JAIN	timple@pax.edu.au
Administration Manager	Ms. Eliana Galvis	eliana@pax.edu.au
Finance Team	Mr. Sonu KUMAR	finance@pax.edu.au
Finance Team	Mr. GUILHERME SILVA	receivable@pax.edu.au
Admissions Officer	Mr. Harjobanpreet Singh	admissions@pax.edu.au
Work Based Training (WBT) Coordinator (SIT)	Mr. Jan Co	jan@pax.edu.au

## WHOM TO APPROACH IN PAX DURING YOUR STUDENT JOURNEY

### **Reception/Student Support Officers:**

- Handles walk-in, telephone, website and email enquiries;
- If need be they will forward your queries further to the concerned department;
- Provide support services to students including providing local and travel information and general support;
- Resets student’s system login password/ expiry date;
- Organize student uniforms, shoes and tool kits for Hospitality students;
- Assist you for Student Forms;
- You can submit your document requests at the reception and our team will ensure that your request is processed in a timely manner;
- Can fix your appointments with PAX Team;
- Will schedule your course progress meetings with the Academic Staff;
- Any other general queries.

### **Marketing Officers Team**

- Will liaise with you directly or through your Education Agent for your enrolment related queries;
- Will assist you for your admissions related queries;
- Will assist you in resolving post enrolment issues if any;
- In case you do not attend the Orientation session they will ensure that you are inducted before you start your course at PAX;
- They will assist the Academic Management team if your course progress is poor. They will counsel you for right measures to address your non-performance in the course.

### **Admissions Team:**

- Will liaise with you directly or through your PAX Marketing Officer/Education Agent for your admissions related queries;
- Create your student profile on Student Management System (SMS) and generate offer letters and course acceptance agreements;
- Generate your CoE’s and update course commencements on PRISMS;
- Can address your current enrolment and future enrolment queries;
- Would be able to assist you for pathway programs at PAX;

- Will verify your Credit Transfer certificates/SOA's before forwarding them to the Compliance Team for assessing the CT's availed;
- Will schedule your Orientation Program.

## **Administration Staff:**

The Administration Student Support team will assist to make your student journey smooth at PAX Institute. They maintain and monitor your course progress on Student Management System. They liaise with the Government bodies like PRISMS for student updates.

### **Administration Manager**

- The point of contact for your Timetables, Room allocations and scheduling Kitchen classes (for Hospitality students);
- Can assist you for course progress queries;
- Will be conducting Intervention Strategy Meetings and guide you for completing the course on time;
- Can assist you with any queries related to the training resources and trainers;
- Heads the Academic Student Support team;
- Can assist for any trouble shooter related to printing or computer labs.
- The point of contact for the deferment/suspension during your enrolment in a course (only on compassionate grounds), bona-fide letters course progress letters and invitation letters any other letters during your enrolment at PAX Institute;
- Processes Academic Progress Warning reports and forwards to Academic team for implementation of Intervention Strategy.
- Processes Intention to Report (ITR) Notice reports and forwards to Academic team for implementation.
- If the student still does not perform as per the requirement then reports the student on PRISMS for "Unsatisfactory course progress" as per PAX Course Progress and Intervention Strategy Policy and Procedure;
- The point of contact for all timetable;
- And Customised Timetables i.e. the students who have a special timetable as they have availed Credits Transfer of units in the enrolment of the course;
- Credit Transfer processing and related queries;
- Responsible for generation and Issuance of Statement of Attainment and Qualification Certificates after verifying the 'Competency' on the Student Management System.

### **Academic Student Support Team:**

- The Academic Student Support Officers will be one point of contact for any academic matters including Moodle;
- They will update your results on the Student Management System;
- They will monitor your attendance and course progress throughout your course;
- They will issue Bona-fide letters course progress letters and invitation letters or any other letters during your enrolment at PAX Institute
- They will also issue the Interim Results and update you every term for your academic progress.

## **Finance Team:**

- Will assist you for your Fee payment Plans;
- Will follow up and ensure that you honor your payment plans;
- Will verify your fees from time to time when you submit any request to PAX during your student journey;
- Will follow up with you for Non-payment of fees regularly.

- Will report the students for 'Non-payment' of tuition fee as per the final recommendation from the Finance department.

## TERMS AT PAX

**Term:** Study Period = 10 weeks    **Mid Term:** Study Period (1<sup>st</sup> Term) = 5 weeks

**Special Intakes:** The number of Study Period weeks will vary as per the start date of the course.

**Term Holidays** = 3 weeks during the year and 6 weeks in December.

**Two Consecutive Study Periods** = Two Terms, one after another.

## ACADEMIC COURSE PROGRESS

At PAX Institute we want your Student Journey to be smooth. Your success stories are what we want to hear and share. To achieve the successful outcome of your course, we will assist you to complete your course in your Confirmation of Enrolment (CoE) duration.

We regularly monitor your course progress. If you do not attend the classes, our team will contact you and follow up with your wellbeing.

### **NOTE:**

**Students are required to maintain minimum 70% attendance in every term as per the scheduled Timetable.**

At PAX Institute we adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements.

Students who persist in failing to meet course progress requirements - even after several attempts by PAX Institute to notify and counsel them through the intervention strategy - shall be reported to Department of Home Affairs in accordance with the ESOS Act 2000 and NCP 2018.

PAX Institute reasons that course progress is closely linked to student's active participation in the in-class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a study period.

**COURSE PROGRESS INTERVENTION STRATEGY AND REPORTING**

Stages of Intervention	Time Frame	Action to be taken	Responsibility
<p><b>Stage 1:</b> Students who are deemed NYC or who have not submitted assessment per due date, in any Term of their studies will receive an <b>Early Intervention Email</b>.</p>	<p>The email will be sent by the Academic Team once the first NYC result is determined for a student.</p> <p>The outcome will be recorded on the student management system.</p>	<ul style="list-style-type: none"> <li>- Monitoring of students with unsatisfactory academic progress during the study period;</li> <li>- Issuance of the <b>Early Intervention Email</b>;</li> <li>- Meeting with Academic Support team as required.</li> </ul>	Academic Support team
<p><b>Stage 2:</b> Students who would have a Course Progress below &lt;50% in their Term, will receive a <b>Warning Email</b>.</p>	<p>The <b>Warning email</b> is issued in the third week (3rd week) of the Term Break. This is followed by <b>Intervention Meetings</b> between the students and Academic Department.</p>	<ul style="list-style-type: none"> <li>- Issuance of the <b>Warning Email</b>;</li> <li>- <b>Call for Intervention Meeting</b>.</li> </ul>	Academic Support team Administration Manager
<p><b>Stage 3:</b> Students who would have a Course Progress below &lt;50% in <b>the 2 consecutive terms, will receive a second warning letter</b>.</p>	<p>The <b>Warning email</b> is issued in the second week of the Term Break. This is followed by <b>Intervention Meetings</b> between the students and Academic Department.</p>	<ul style="list-style-type: none"> <li>- Issuance of the <b>Warning Email</b>;</li> <li>- <b>Call for Intervention Meeting</b>.</li> </ul>	Academic Support team Administration Manager
<p><b>Stage 4:</b> Students who would have a Course Progress below &lt;50% in <b>the 2 consecutive terms and have not been able to meet progress requirements post second warning, will receive the Intention to Report (ITR) Email</b>.</p>	<p>The <b>ITR Email</b> is issued between week 2 to 4 of the term.</p>	<ul style="list-style-type: none"> <li>- Issuance of an <b>email of Intention to Report (ITR)</b>.</li> </ul>	Administration Manager
<p><b>Stage 5:</b> A. Students who choose to access this Appeal process will not be reported if they appeal within 20 working days indicating PAX intention to notify.</p>	<p>Within 20 days of issuance of the notification of Intention to Report.</p>	<ul style="list-style-type: none"> <li>- Students must continue to attend classes during the appeals process</li> <li>- <b>ITR Meeting</b> between the student and Academic Department is conducted</li> <li>- If the appeal is successful, then the student is given an opportunity to progress in their course and will not be reported.</li> <li>- If the appeal is unsuccessful, student is given 5 days to access the External Appeal</li> </ul>	Administration Manager

<p>B. Students who choose not to access this Appeal process will be reported in PRISMS.</p>		<ul style="list-style-type: none"> <li>- The student will be informed of the Outcome of the appeal through written notification on WISENET</li> <li>- The Appeal Registry is updated.</li> </ul> <p>PAX will notify the Secretary of the Department of Education through PRISMS within 10 working days after the appeal period.</p>	
<p><b>STAGE 6:</b>                  Students choose to access External appeal</p>	<p>Within 5 days from the notification of the Outcome of the Appeal.</p>	<ul style="list-style-type: none"> <li>- PAX will not report the student to DHA via PRISMS until the outcome of the External appeal is notified by the Ombudsman to PAX.</li> <li>- Students must continue to attend classes during the appeals process</li> <li>- Once the outcome is notified by the Ombudsman, PAX will take the advised action as per the PAX Course progress Policy and Procedure.</li> </ul>	<p>Administration Manager</p>

**The student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.**

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), PAX does not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the PAX’s intervention strategy, and PAX does not report the student.

**The student’s appeal is un-successful.**

The student will be notified of the outcome of the internal appeal and given 2 days to access the External appeal with Ombudsman website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

**The student has chosen not to access the complaints and appeals processes within the 20-working day period.**

The student withdraws from the process, or the process is completed and results in a decision supporting PAX (i.e. the student’s appeal was unsuccessful) PAX must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress within 10 working days after the appeal period.

## STUDENT ATTENDANCE

PAX Institute reasons that course progress is closely linked to student's active participation in class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

PAX Institute monitors the student attendance for all timetabled classes. The student attendance is marked in two sessions – in the first half and then in second half. The students are encouraged to participate in the in-class activities so that their course progress is considered in a holistic manner.

- If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.
- In this case, PAX shall reduce the duration of the course to the minimum duration based on the following but not limited to
  - student's existing knowledge;
  - units yet to be delivered;
  - nature/requirements of the units to be delivered;
  - student current industry skills;
  - Any workplace training (WBT) requirements, etc.

**Whilst maintaining a minimum of 20 scheduled course contact hours per week.**

### NOTE:

According to the Department of Home Affairs, who issues your visa, you are still required to:

- maintain their course enrolment
- ensure satisfactory course attendance, and
- ensure satisfactory course progress.

Student visa holders who cancel their enrolment and stop attending classes, or fail to meet satisfactory course progress, may be in breach of their visa conditions.

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/temporary-relaxation-of-working-hours-for-student-visa-holders>

## STUDENT CONTACT DETAILS

The Department of Home Affairs refers to PAX Institute for your contact details through PRISMS. Therefore, you **MUST** maintain a current residential address and contact number with PAX Institute at all times. Please fill in the Student Details Form from the reception **WITHIN 7 days** if your student contact details have changes.

**ASSESSMENT/RE-ASSESSMENT**

**Assessment:** The means by which progress or achievement in a unit is evaluated. This can include assessment methods such as essays, examinations, projects, practical tasks, and tutorial participation.

**Submission:** When the assessments are first handed in for marking/grading according to assessment requirements for each unit of competency.

**Resubmission:** When an assessment task is submitted again by the student for assessment after minor corrections/modifications approved and allowed by the trainer/assessor within an agreed time frame. Resubmission is an informal process and can be arranged between student and trainer/assessor through mutual understanding. Trainers/Assessors may allow up to two resubmission attempts before deciding the next step.

**Reassessment:** When the students are required to repeat or redo their assessments. If a student does not qualify for two attempts of resubmission, or is still deemed Not Yet Competent (NYC) after the resubmission, they will need to go through the reassessment process. To qualify for reassessment, the student must have completed and submitted the required assessments for the unit of competency as per the unit assessment schedule.

**Resit (or Repeat):** When the students are required to re-enrol in a unit of competency and attend all the schedule classes and assessment in a subsequent academic term. The student will need to re-sit the unit in the following term/semester if they are not deemed eligible for any of the above post-assessment options; i.e., both the options of resubmission and reassessment have been exhausted. The student will also need to re-sit the unit if the result from reassessment is still Not Yet Competent (NYC). Re-sit may result in extension of course duration and may affect student’s original completion date of the course. If a course is extended by an academic term, a pro-rata term fee based on total course fee will apply as per the course fees specified in the International Student Agreement.

Re-assessment 2nd Attempt	AUD 100.00
Re-assessment due to act of plagiarism or other form of academic misconduct	AUD 300.00
Re-issue of Testamurs, Record of Results, Statement of Attainment per document	AUD 100.00

**COURSE EXTENSION**

Course extension arising due to implementation of intervention strategy or on request by student to complete pending units due to compassionate or compelling reasons, will be charged based on the total duration of the extension.

**Extension course fee will be calculated as:** (Total Course Fee / Total duration of the course in weeks) X duration of extension courses in weeks.

**STUDENT SUPPORT SERVICES**

**Services may include (but are not limited to):**

- Study support and study skills programs;
- Language, Literacy and Numeracy (LLN) programs or referrals to these programs;

- Equipment, resources and/or programs to increase access for learners with disabilities;
- Mediation services or referrals to these services;
- Flexible scheduling and delivery of training and assessment;
- Counselling services or referrals to these services;
- Information technology (IT) support.

## Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit [australia.gov.au](http://australia.gov.au) (opens in a new window) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) (opens in a new window) to find the relevant government agency for where you are living and studying.

## Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au) (opens in a new window). A number of OSO (opens in a new window) publications, including newsletters, can be found on the [OSO website](#) (opens in a new window).

## Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the [Tuition Protection Service](#) (opens in a new window) website.

## Emergency matters

- **Contact details** – 000
- **Service details** - Life threatening situations, such as a car crash or a fire.

## Local police – non urgent matters



- **Contact details** – 000
- **Service details** - Police attendance for non-urgent matters.

## Lifeline (opens in a new window)

- **Contact details** - 13 11 14
- **Service details** - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

## Kids Helpline

- **Contact details** - 1800 551 800
- **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

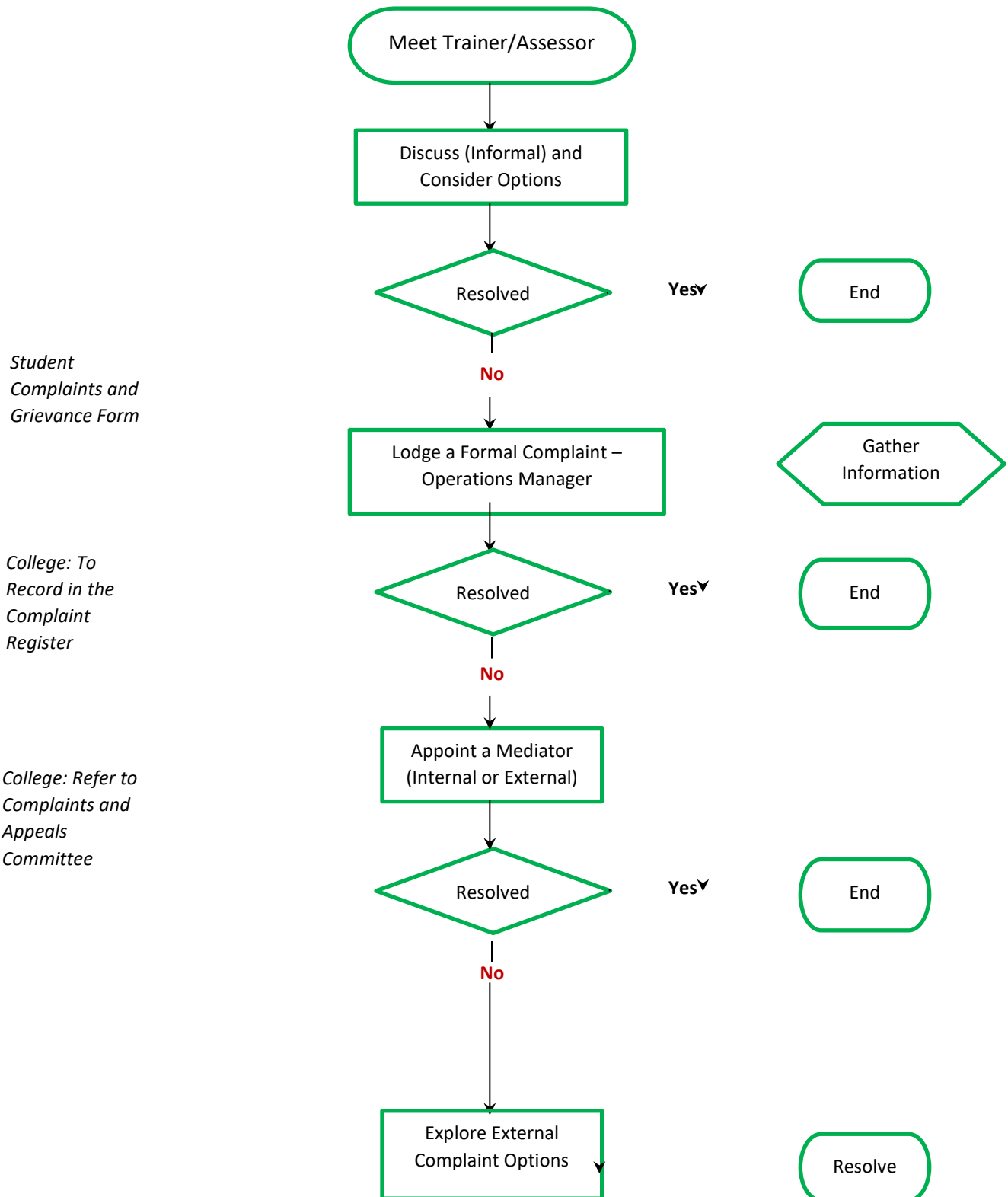
## Poison Information Centre

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

## Sexual Assault counseling service

- **Contact details** - Search online for 'rape crisis center' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counseling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

**STUDENT COMPLAINT PROCEDURE**



**STUDENT VISA & STUDY ACKNOWLEDGEMENT**

As part of your Student Visa conditions and Study requirements you are required to comply with specific legislation. This form is to ensure you have been made and are fully aware of those conditions.

<b>Department of Home Affairs</b>	
<b>8202 – Meet the course Requirements</b>	
<a href="https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500">https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500</a>	
<input type="checkbox"/>	You must: <ul style="list-style-type: none"> <li>• remain enrolled in a registered course (if you are a Foreign Affairs or Defense sponsored student or a secondary exchange student you must maintain full-time enrolment in your course of study or training)</li> </ul>
<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• maintain enrolment in a registered course that is the same Australian Qualifications Framework (AQF) level or higher for which you were granted your student visa.</li> </ul>
<input type="checkbox"/>	maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.
<b>Working Restrictions</b>	
<input type="checkbox"/>	Temporary working hours: Normally visa holders can only work up to 48 hours in a fortnight. A fortnight means the period of 14 days starting on a Monday.
<a href="https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500">https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500</a>	
<input type="checkbox"/>	<p><b>You must</b> continue to balance your study and work commitments even though there is flexibility in the number of hours you can work.</p> <p>Students must still:</p> <ul style="list-style-type: none"> <li>• <b>maintain their course enrolment</b></li> <li>• <b>ensure satisfactory course attendance, and</b></li> <li>• <b>ensure satisfactory course progress.</b></li> </ul> <p>Student visa holders who cancel their enrolment and stop attending classes, or fail to meet satisfactory course progress, may be in breach of their visa conditions.</p>
<b>Australian Quality Skills Authority</b>	
<b>Satisfactory course requirements need to be maintained</b>	
<a href="https://internationaleducation.gov.au/regulatory-information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf">https://internationaleducation.gov.au/regulatory-information/Documents/National%20Code%202018%20Factsheets/Standard%208.pdf</a>	
<input type="checkbox"/>	<p>Students need to continue to balance their work and study commitments despite the increased allowance of work hours.</p> <p>Student visa holders who cancel their enrolment and stop attending classes, or fail to meet satisfactory course progress, may be in breach of their visa conditions.</p>

**Student Signature**

**Date**

**STUDENT ACCEPTANCE & DECLARATION**

<input type="checkbox"/>	I hereby acknowledge that I have attended the Orientation and received the PAX Institute Familiarisation Document
<input type="checkbox"/>	I understand that it is my responsibility to inform PAX Institute if there are any changes to my residential address or mobile phone number within 7 days of the change during my course of studies
<input type="checkbox"/>	I understand that I <b>must</b> retain a copy of every Assessment that I am submitting during my course of study at PAX Institute
<input type="checkbox"/>	I have been familiarised with the Policies and Procedures related to my student journey at PAX for e.g., Course Progress and Intervention Strategy, Attendance Policy, Complaints and Appeals Policy, Deferral, Suspension, Cancellation and Non-commencement of Student Enrolment, Transfer between Registered Providers etc.
<input type="checkbox"/>	I understand that I have the responsibility to read the Student Handbook available at the PAX website
<input type="checkbox"/>	I understand that I need to <b>maintain minimum 50% course progress in every Term</b> and maintain satisfactory attendance as per my Timetabled Class Schedule and work towards my successful course progress
<input type="checkbox"/>	I am to maintain a minimum of 20 Hours per week attendance for my course
<input type="checkbox"/>	I understand that I am to prioritise my studies over work commitments
<input type="checkbox"/>	I will comply with the PAX Student Code of Conduct
<input type="checkbox"/>	I am aware that during my study at PAX, I will be entitled to defer/suspend my course <b>ONLY</b> based on compassionate and compelling circumstances which will be assessed by PAX.
<input type="checkbox"/>	I will ensure to comply the student visa requirements as per the Department of Home Affairs.

**Student Signature**

**Date**