



Student Handbook

Welcome

It is with pride and pleasure I welcome you to Carrick Institute of Education. Your decision to join the Institute is sound and one from which you will gain immense satisfaction.

As a student of Carrick Institute of Education, you are expected to apply yourself to Institute regulations, your study and display professional behaviour at all times. With that approach, you can expect from the Institute strong support and efficient services to ensure you have the finest opportunity to achieve your best.

Carrick Institute of Education was established in 1987 as the first private Institute of its kind in Australia. The Institute's aim is to provide training courses for current and potential employees in the travel, tourism, hospitality, business and retail industries.

In association with Carrick Institute of Education, the Australian Institute of Language (ACL) was established in 1989 and currently specialises in providing English language courses for overseas students.

The Institute continues to work toward its goal of excellence in industry training. In recognition of these standards and training excellence, the Institute has been awarded six State and two National Training Awards.

On behalf of all staff at Carrick Institute of Education, I hope your studies will be challenging and enjoyable and I wish you a successful and fulfilling course.

Catherine Carrick
Chief Executive Officer

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1. INTRODUCTION

This Student Manual is designed to provide students with relevant information to assist them in their studies and Institute life at Carrick Institute of Education. Use the “Quick Guide: Who Can Help Me?” on the next page to quickly locate the most appropriate person to email with your query. You may also like to refer to the Frequently Asked Questions (FAQ’s) received at orientation.

We have attempted to make this Student Handbook as comprehensive and helpful as possible. However, if you feel we have missed something, please email your ideas and suggestions to the Student Services Officer at Melbourne studentservicesmelb@carrickeducation.edu.au or Sydney studentservicessyd@carrickeducation.edu.au.

A more comprehensive record of Carrick Institute of Education policy and procedures for students can be viewed under MyCarrick on the official Carrick Institute of Education website at www.carrickeducation.edu.au . You can access MyCarrick on the Carrick Website in the Resource Centre; you will also go through Carrick Website with your Teacher in your first week at Carrick Institute of Education.

2. WHO CAN HELP ME

Please allow 72 hours for reply

<p>TUITION FEE PAYMENTS</p> <p>Payment being made before or on time</p> <p>Delayed payment Fees</p> <p>Schedule of payment plans</p>	<p>Melbourne campus: go to Reception Lv 9, Admissions.</p> <p>Sydney campus: go to Bursar at Market Street Between 8.30am – 1.00pm & 2.00pm – 3.30pm Or deposit directly into: Carrick Institute of Education account Westpac Bank Branch No: 033 005 Account No: 111253</p> <p>Email: Melbourne campus students – feesmelb@carrickeducation.edu.au</p> <p>Email: Sydney campus students – feessyd@carrickeducation.edu.au</p> <p>***This email must be sent prior to the payment due date, late payments can incur a penalty of 7.5% of the amount of fees due If fees are late a further a 2.5% penalty when payment are made by credit card.</p>
<p>COURSE ENQUIRIES</p> <p>Deferral of course Melbourne</p> <p>Deferral of course Sydney</p> <p>Re-Assessment of failed units</p> <p>Re-Assessment of failed units</p>	<p>Email: Melbourne campus students – deferralvocmelb@carrickeducation.edu.au</p> <p>Email: Sydney campus students – deferralvocsyd@carrickeducation.edu.au</p> <p>Email: Melbourne campus students – reassessmentsmelb@carrickeducation.edu.au</p> <p>Email: Sydney campus students – reassessmentsydney@carrickeducation.edu.au</p>
<p>ENGLISH LANGUAGE ENQUIRIES</p> <p>Any enquiries relating to your studies</p>	<p>Email: Melbourne campus students – englishmelb@carrickeducation.edu.au</p> <p>Email: Sydney campus students – englishsyd@carrickeducation.edu.au</p>
<p>ACCOMMODATION</p>	<p>Email: Melbourne campus students –</p>

Assistance with accommodation	homestaymelb@carrickeducation.edu.au Email: Sydney campus students – homestaysyd@carrickeducation.edu.au
COMPLAINTS & APPEALS Any student issues	Email: Melbourne campus students – complaintsmelb@carrickeducation.edu.au Email: Sydney campus students – complaintssyd@carrickeducation.edu.au
ATTENDANCE AND RESULTS Attendance Statement of Results	Email: Melbourne campus students – attendancemelb@carrickeducation.edu.au Email: Sydney campus students – attendancesyd@carrickeducation.edu.au Email: Melbourne campus students – resultsvocmelb@carrickeducation.edu.au Email: Sydney campus students – resultsvocsyd@carrickeducation.edu.au
STUDENT CERTIFICATES	Students can send an email to request for their Student Certificates, Completion Letters and Academic Transcripts Email: Melbourne campus students – certificatesmelb@carrickeducation.edu.au Email: Sydney campus students – certificatessyd@carrickeducation.edu.au
TIMETABLE ENQUIRIES To find out your timetable: For Timetable Issues (only):	Timetable is posted one week prior to term commencing. Melbourne campus see level 7 Common Room Sydney campus see student breakout area pin board. Email: Melbourne campus students – timetabemelb@carrickeducation.edu.au Email: Sydney campus students – timetablesydney@carrickeducation.edu.au
TEXT OR MANUALS To purchase/order or collect manuals/text	Melbourne campus: Can purchase manuals/text from the resource centre. Sydney campus: Collect order form for manuals/text from Reception or Bursar

<p>MEDIBANK CARDS</p> <p>Status of Medibank card.</p> <p>To extend a Medibank card.</p> <p>To re-issue Medibank card</p>	<p>Email: Melbourne & Sydney campus students – oshc@carrickeducation.edu.au</p> <p>Please visit Medibank Melbourne Campus Galleria - Bourke St & Elizabeth St, Melb QV Centre –Swanston & Lonsdale St Melb</p> <p>Please visit Medibank Sydney Campus 32 Martin Place Sydney NSW 2000</p>
<p>STUDENT CARDS</p> <p>Issue & replacements</p>	<p>Student cards are issued the first week of course for new students. Ask reception for details.</p> <p>Replacement student cards will incur a cost of \$5.00</p>

3. ABSENCE

International students are required to attend a minimum 80% of their classes otherwise their visas may be cancelled. Medical Certificates must be presented when returning to your studies and a copy kept by the student for immigration purposes.

For more details on absences and attendance please refer to MyCarrick on the Carrick Website for policy SMP 11 Student Attendance Policy.

Melbourne Campus (03) 9650 6877

Email: melbourneinfo@carrickeducation.edu.au

Sydney Campus (02) 8236 6877

Email: sydneyinfo@carrickeducation.edu.au

4. ACADEMIC PROGRESS POLICY

Guidelines

The purpose of Carrick Institute of Education's Academic Progress Policy is to allow the identification of students who are experiencing difficulties in their studies and are at risk of exclusion. This will in turn allow teaching staff to provide timely and constructive feedback to students at risk of exclusion and enable them to take action to improve their academic performance.

This policy applies to the academic progress of all students currently studying at Carrick Institute of Education

A review cycle is held at the conclusion of each term (4 times a year) with teaching staff to ensure all students' performance is monitored.

All education and training conducted within the vocational department of Carrick Institute of Education is competency-based and has vocational outcomes. Under Australia's National Training Framework (NTF), competency-based assessment is defined as demonstrating:

“whether a person has the skills, knowledge and experience required to perform specific tasks in the workplace, or to gain credit towards a vocational education and training qualification or course. Assessment is based on industry determined competency standards.” ANTA (July 1998) About competency-based assessment, The Australian Training Information Network (TRAIN)

To be successful in all vocational programs, students need to achieve the level of understanding, knowledge and skill expected by industry.

These outcomes are graded using the grading system listed below.

Progress of a student enrolled in any program at Carrick Institute of Education in a particular term / stage is deemed to be unsatisfactory if the student is deemed Not Yet Competent after **1 re-assessment for 50% of the units** within the term / stage that he/she is enrolled in (see TA 3 Assessment Policy: 7.0 Repeat of Unit of Competency)

Carrick Institute of Education Vocational Grading System

This grading system is applied to all units of competency within Carrick Institute of Education which are delivered and assessed for the purpose of reflecting real work tasks that meet industry requirements.

Not yet competent (0% - 64%)	Work not yet demonstrating achievement to the specified standard of one or more elements of the unit of competency.
Pass (Competent) (65% - 74%)	Work demonstrating achievement to the specified standard of all the elements of the unit of competency.
Credit (75% - 84%)	Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with Credit.
Distinction (85% - 94%)	Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with Distinction.
High Distinction (95% - 100%)	Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with High Distinction

Guidelines

Recording of Academic Results

When a Unit of Competency has been completed in class, the teacher will then record the student's final result on the Student Assessment Result spread sheet.

The **Student Assessment Result** spreadsheet is then emailed to the Vocational Department.

The Vocational Administration Coordinator will look at the results to make sure all data has been entered correctly i.e.

Course Title and Course Code

Term Date and Year

Teacher's Name

Correct Unit Entered

This is then forwarded to the Vocational Program Coordinator to enter to Students **Statement of Results** on student database – Wisenet. Please see AP 20 Result's entered on Wisenet Procedure.

Once result has been entered to each student's **Statement of Result** the "Student Assessment Result" is then signed and dated by the Vocational Program Coordinator and filed in the "Vocational Results Individual Term" folder.

Students Requesting Academic Results

Students are able to view their results at any stage during their studies.

Guidelines:

1. Students who wish to view a particular term of their interim result are to email resultsvocmelb@carrickeducation.edu.au
2. Students who wish to view their interim result to date are either able to email resultsvocmelb@carrickeducation.edu.au for an appointment to review results or can go the Carrick Institute of Education Reception to view their results. (Students are to show their Student ID Card for proof of identity before results can be viewed)
3. Students who wish to receive a copy of their interim results are to complete the Statement of Results Request Form. This form must then be submitted to Carrick Institute of Education Reception for processing. Please see AP 30 Statement of Result Request Form

Related Documents

TA 3 Student Assessment Policy

AP 30 Statement of Result Request Forms

5. ACCESS & EQUITY

Policy

The principal role of the Access and Equity Policy is to promote full and equal participation of all students and staff of the Carrick Institute of Education and to foster an environment free of discrimination and harassment.

Guidelines

1. The Carrick Institute of Education is committed to effecting change that promotes equality of opportunity for all. The Access and Equity policy is guided by the following principles:

1.1 That all staff and students have a right to equality of opportunity.

1.2 That there is recognition of, respect for and promotion of diversity within our community.

1.3 That there is encouragement of initiatives to effect change.

1.4 That while some people clearly need our advocacy, we support and encourage people on the journey of self-determination and self advocacy (empowerment).

1.5 That everybody has a right to participate in decisions that affect their lives.

2. The Student Services Officer in conjunction with the Student Services department provides information at orientation on the following services:

2.1 Disability Services

2.2 Harassment and Discrimination Complaints

2.3 Equal Opportunity for Women

2.4 Equal Employment Opportunities

2.5 Indigenous People

2.6 People from non-english speaking background

2.7 People in rural and remote areas

3. The Student Services Department and Human Resources Department ensure that the structures and practices of Carrick Institute of Education are in line with state and national legislation regarding all areas of Equal Opportunity, including sex discrimination, racial discrimination, disability discrimination and Equal Opportunity for women in the workforce, in particular by supervising the incorporation of the principles of state and national legislation into Carrick policy. The Institute also refers to the Access and Equity policy when complying with state and national education standards. (ESOS Act 2000, The National Code, AQTF Standards)

3.1 Equal Opportunity Act, 1995 (Vic)

http://www.austlii.edu.au/au/legis/vic/consol_act/EOA1995250/

3.2 Sex Discrimination Act, 1984 (Cth)

http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/

3.3 Disability Discrimination Act, 1992 (Cth)

http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/

3.4 Workplace Relations Act, 1996 (Cth)

http://www.austlii.edu.au/au/legis/cth/consol_act/wra1996220/

3.5 Racial Discrimination Act, 1975 (Cth)

http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/

3.6 Racial and Religious Tolerance Act 2001

http://www.dms.dpc.vic.gov.au/Domino/Web_Notes/LDMS/PubStatbook.nsf?OpenDatabase

4. Equity issues regarding staff are discussed and consolidated at a management level whilst updates and changes to equity legislation are communicated at Manager's meetings and via the Occupational Health and Safety Committee.

5. Equity issues regarding students are discussed and consolidated via mediation of the Student Services Officer as per the organisation Complaints and Appeals Procedure.

Related Policies

AP 3 Compliance Responsibility Policy

AP 12 Legislation & Compliance Policy

HR 1 Carrick Institute of Education Code of Practice

HR 8 Staff Rights and Protection Policy

SMP 9 Student Complaints and Appeals Procedure

6. ACCOMMODATION

Accommodation will vary according to your needs, budget, and where you wish to live. General information about accommodation options is available on the CARRICK INSTITUTE OF EDUCATION website at www.carrickeducation.edu.au under Student Services, Student Information, then click on the link for Student

Accommodation. If you want to find out more or change your current accommodation arrangements, or for any assistance with accommodation, homestay, or board, see the Student Services Officer or email homestaymelb@carrickeducation.edu.au for Melbourne or homestaysyd@carrickeducation.edu.au for Sydney.

Should you require any assistance with:

- finding accommodation
- your rights and responsibilities
- the lease

please see the Student Services Officer.

Flats / Apartments / Share Accommodation

Apartment/flat rental in Victoria and New South Wales varies greatly in cost and conditions, suburban areas all have a range of quality and accordingly priced places available. Melbourne City and Sydney City areas do not cater to the cheap end of the flat rental market; the Central Business District and immediate surrounds offer Hostel and Hotel Accommodation that is better suited to short term stays.

For long term arrangements, it is strongly advised that the student is a little familiar with the suburb or area, and for purposes of bond payment and moving arrangements the student must be available to sign agreements. For this reason international and interstate students are advised to secure short term accommodation upon arrival so that flat and apartment hunting may be started after they have settled in a little, and begin to find which areas they would like to live in.

The following are ways of getting information for flat hunting.

- 1 Newspapers - daily newspapers are held in the Resource Centre / Library
- 2 Real Estate Agents – search in the Yellow Pages under 'Real Estate Agents'
- 3 Student Notice Board
 - 3.1 Students may request to put up notices through the Resource Centre Officer or Student Services Officer

4 Internet - suggested web sites include:

www.domain.com.au

www.realestate.com.au

www.apartments-melbourne.com

www.yellowpages.com.au – search for – ‘Apartments’ and choose ‘VIC - Melbourne’ or ‘NSW – Sydney’.

7. ADDRESS AND CONTACT DETAILS

Condition 8533 of your student visa requires you to notify your educational provider of your residential address. Failure to do so is a breach of Condition 8533 and may result in a cancellation of your Student Visa by the Immigration Department.

It is important that we have your correct details so please if you have a change of address you **MUST** notify **Reception in person** within 7 days of change and within 7 days of arriving in Australia.

Email: Melbourne campus students –

changeaddressmelb@carrickeducation.edu.au

Email: Sydney campus students – changeaddresssyd@carrickeducation.edu.au

It is the responsibility of an International student to inform immigration of any change of address and this can be done by completing a change of address form at www.immi.gov.au/allform/pdf/929.pdf.

When this form is complete it needs to be posted to:

Melbourne – GPO Box 241 MELBOURNE VIC 3001

Sydney – GPO Box 9982 : SYDNEY NSW 2001

8. STUDENT ASSESSMENT

Introduction

Students are assessed across a wide range of tasks/activities to ensure reliability and validity of assessment. Each student is informed at the commencement of the course what is expected of them in an assessment, and the criteria by which they will be judged. Instructions for assessment tasks/activities are made clear, explicit and ordered to all students upon commencement of course and students are allowed reasonable and specified time to complete assessment tasks.

Definitions

Plagiarism - is defined by attempting to pass off an idea or creation of another persons work as your own. Material can come from written, electronic or graphic sources (including the internet) and be presented written, orally, visually, or graphically. Direct quotes must be appropriately cited.

Cheating - is regarded as any of the following:

- copying another students work during a test;
- copying any section of another student's assignment work;
- allowing another student access to one's assignment work for the purpose of copying content;
- using without adequate attribution content from any printed material or website.

Adequate attribution - any material used verbatim from another source must appear in quotation marks with the attribution made in brackets immediately afterwards, or in a footnote. Adequate attribution for printed material consists of publication title, author, publisher, date published, page references.

Adequate attribution for website material consists of title, author, URL. (For detailed procedure please refer to SMP 20 Cheating / Plagiarism Policy)

Policy

All assessment shall be fair and equitable to the applicable learning outcomes and the client target market and delivered in a way that is consistent with regulatory authority guidelines.

1.0 Assessment Process

1.1 A range of assessment methods are used to enable students to demonstrate competence against the performance criteria within the relevant Training Package.

1.2 Assessments are ongoing processes that integrate knowledge and skills with their practical application over a period of time.

1.3 Learners are measured against set criteria, not against each other.

1.4 Assessment may also take place in group activities, in pair work or individual work.

1.5 Assessment methods incorporated at Carrick Institute of Education are:

Flexible - appropriate to a range of delivery modes, sites and learner needs;

Valid - assesses what they claim to assess;

Reliable - consistent from learner to learner and context to context and;

Fair - no disadvantage to any individuals or groups of learners.

1.6 The assessment method used by the teacher is appropriate to the learner, his or her learning style and needs, the topic or field of study and the performance criteria.

1.7 Student assessment is usually determined from a combination of methods, which usually involve but are not restricted to:

- a. written assessments;
- b. one-on-one examinations;
- c. written examinations;
- d. teacher observation;
- e. project work;
- f. reflective work journals;
- g. oral presentations;
- h. class participation;
- i. discussions;
- j. role-plays;
- k. physical demonstration;
- l. debates;
- m. performing practical tasks and;
- n. student portfolio (including hand-outs, research notes, and readings).

1.8 Carrick Institute of Education will ensure that all assessments meet the requirements of the endorsed components or Training Packages and the outcomes specified in accredited courses within the scope of registration.

2.0 Management of the Assessment Process.

Carrick Institute of Education will ensure that assessments:

- 2.1 comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages.
- 2.2 lead to the issuing of a Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package.
- 2.3 comply with the principles of validity, reliability, fairness and flexibility;
- 2.4 provide for applicants to be informed of the context and purpose of the assessment and the assessment process;
- 2.5 where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills;
- 2.6 involve the evaluation of sufficient evidence to enable judgements to be made about whether competency has been attained;
- 2.7 provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options;
- 2.8 are equitable for all persons, taking account of cultural and linguistic needs; and
- 2.9 provide for reassessment on appeal.

3.0 Carrick Institute of Education Assessment Guidelines

Clear guidelines will be given on the presentation of assignments and must be adhered to.

3.1 Assessment Guidelines for Student Absence

The policy regarding student absence for assessment is as follows:

If a student is not in class for an assessment and

3.1.1 A medical certificate is produced on the **first** day of return to the Institute:
The student is able to sit the assessment **on that day.**

3.1.2 A medical certificate is not produced on return to the Institute:
The student will be charged a reassessment fee of \$200 (payable before assessment is conducted). In addition, the student will have a 10% reduction of overall mark. This assessment will be conducted at the availability of the teacher conducting the class. If the student fails to attend the reassessment they will be charged an additional \$200 to re-sit the assessment as well as a further 10% deduction in mark. On the third instance the student will be deemed Not Yet Competent and must repeat the entire unit and pay the applicable fees.

3.2 If the assessment is an exam/test and a student is late to class, they will only be given the remainder of the allocated time to complete the paper.

3.3 Assignments are due **at class start time on the due date given** by the Teacher and **will not be accepted after this.**

3.4 It is the student's responsibility to ensure that assignment work is presented on the due date at the correct time even in the event of illness or other incapacitation.

3.5 The policy regarding late assignments is as follows:

3.5.1 A 10% reduction in mark per day will apply if assignments are handed in within **3 days** after due date.

3.5.2 Assignments handed in later than **3 days** can only receive a maximum grade of a pass.

3.6 Examinations, tests and assignments and any other assessable materials are the property of Carrick Institute of Education and will be retained for a period of three months only. After this time no queries will be possible.

3.7 All students at the Institute must successfully pass all Units of Competency included in each individual stage of their qualification. The pass mark for each Units of Competency is 65% and above. Pass marks are awarded when students fulfil the requirement addressing all Elements and Performance Criteria outlined for each Unit of Competency.

4.0 Assessment Guidelines for Cheating

Students who are found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competency. The student will then need to re-sit or re-submit the assessment task at an additional cost of \$500.

Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competence and pay applicable fees. Students will also be issued with an official written warning which will be placed in the students file. Continued behaviour of this kind may result in students being expelled from the institute.

5.0 Guidelines for Re-assessment of Units of Competency

If a student has been deemed **Not Yet Competent** in a Unit of Competency during a term / stage they will be given the opportunity for a re-assessment during the term. The following criteria outlines the procedure involved in re-assessment. All re-assessments are to be discussed and organised with the Director of VET.

5.1 Re-assessment Procedure

To be eligible for re-assessment of Theory Units, **without charge** the student must meet the following criteria;

5.1.1 Student must have an attendance of above 80%,

5.1.2 Student must have achieved a mark of 50% or greater.

5.2 Students who have an attendance below 80% and a mark below 50% will be charged the following fees for re-assessment.

5.2.1 Re-assessment for Theory Units will be charge at \$200 per Unit of Competency.

5.3 NOTE: Students who have been deemed **Not Yet Competent** in a Practical Units regardless of their attendance of academic performance will be charged between \$200- \$400 per Unit of Competence depending on course content.

6.0 Repeat of Entire Stage Policy

6.1 If a student has been deemed **Not Yet Competent** for an entire stage of their course they will then be required to repeat the complete stage for a set fee.

6.2 The student will repeat the stage in its entirety, subject to timetable availability.

6.3 The following fees apply to the relevant course.

	(MELBOURNE)	(SYDNEY)
<u>Commercial Cookery</u>	\$2350.00	\$2750.00
<u>Patisserie</u>	\$2600.00	\$3070.00
<u>Hairdressing</u>	\$2750.00	\$3000.00
<u>Hospitality, Tourism, Event Management, Accounting, Business, Marketing & Human Resources</u>	\$2325.00	\$2683.00

7.0 Repeat of Unit of Competency

7.1 If a student has been deemed **Not Yet Competent** in the re-assessment process or has a need to repeat a unit of competency within the course structure, then the student will be charged at a rate between \$200 - \$400 per Unit of Competency depending on the nominal hours required to repeat that Unit. The student will repeat this unit/s in their entirety, subject to timetable availability.

7.2 Students will be allowed to sit a maximum of **one (1) re-assessments** per unit of competency. If the student has not been deemed competent after the re-assessment, they will be required to repeat the entire term / stage / unit of competency. Students who have been deemed not yet competent after **1 re-assessment for 50% of the units** within the term / stage will be reported via the online PRISMS system for *failing to meet course requirements*.

7.3 Attending to the guidelines of the appropriate certification within a Vocational Teacher's qualification assessment selection, presentation and grading is at the teacher's own organisation.

7.3.1 All units within a stage must be assessed and a grade provided for each.

7.3.2 Assessment content should cover the performance criteria and their intended competencies.

7.3.3 Assessments should acknowledge and accommodate Carrick Institute of Education's client market and reflect strategy to appropriately address all diversity in learning within that client group.

7.3.4 Students will have fair and reasonable advice of pending assessment and its coverage.

7.3.5 Assessment may cover more than one unit in presentation but clear distinction is required of the units, and grades are to be individual to the applicable unit.

7.3.6 Independent assessment validation is reviewed at the regular intervals.

7.3.7 It is the student's responsibility to hold copies of all submitted material.

7.3.8 A clean dictionary with no handwriting in it is permitted during an exam.

7.3.9 Electronic dictionaries are not permitted.

7.4. All students enrolled at the Institute must successfully pass all units included in each stage to obtain their appropriate certification.

7.2.1 The pass mark for each unit will be 65% and above. Pass marks are awarded when students fulfil the requirement addressing all Elements and Performance Criteria outlined for each Unit of Competency.

7.2.2 Any unit in which the student receives 64% or below will need to be repeated.

7.5. All assessment material, with the exception of written assignments is the property of CARRICK INSTITUTE OF EDUCATION and will be kept for a period of three months from the end of term.

7.5.1 After this period the material will be destroyed and no inquiries will be possible.

7.5.2 In the event that the results of a subject are in question or appealed within this period, the assessable material will be kept until such time that the issue is resolved.

8.0 Re-assessment on Appeal

The purpose of these procedures is to set out the standards for informally and formally resolving appeals against assessment by any student undertaking a qualification / program within Carrick Institute of Education.

8.1 Ongoing Assessment

A student may appeal against a mark awarded for an assessment, in writing to the Director of VET, no later than ten (10) working days after notification of the mark.

8.2 Final Assessment

A student may appeal against a mark awarded for an assessment, in writing to the Director of VET, no later than ten (10) working days after notification of the mark.

8.3 Grounds for Appeal

A student may appeal provided that they can clearly demonstrate the following;

8.3.1 Completed all the essential requirements of the unit to the date of submission of the work under dispute,

8.3.2 Provide documentation confirming a medical condition or illness that has affected performance;

8.3.3 Demonstrate that the work has not been assessed in a fair and equitable manner, and

8.3.4 The work is carried out according to the unit outline and by the due date(s).

8.4 Formal Appeal Proceedings

8.4.1 An appeal shall be made in writing to the Director of VET, clearly stating the grounds for the appeal with any original documentation attached.

On receipt of a formal appeal, the Director of VET shall:

8.4.2 Inform the teacher / assessor that an appeal has been lodged, and the grounds for the appeal;

8.4.3 Request the teacher / assessor to supply criteria used to assess the student's work;

8.4.4 Notify the student, in writing, of the outcome, within ten working (10) days of receipt of the appeal;

8.4.5. Any student aggrieved by the decision of the Director of VET because there are no reasonable grounds stated for the rejection, has the right to appeal to the Director of VET.

The Director of VET shall:

8.4.6. Supply, where necessary, the student with a list of staff members who are knowledgeable in the field and who have not been involved with the student's work during the progress of the unit, and assessor(s) will be chosen from this list;

8.4.7. The teacher / assessor and the student each nominate a staff member to reassess the student's work;

8.4.8. Where the assessment method of a unit is given a result as a percentage grade;

8.4.8 i) request the two assessor(s) provide, within ten (10) working days, independent written statements giving an appropriate grade/mark and the reason(s) for awarding that grade/mark and

8.4.8 ii) where two assessors have assessed the work, the average shall be used as the result.

8.4.9. Notify the student and teacher / assessor, in writing, within five (5) working days of the decision and invite the student to discuss the decision if the student wishes to do so. The written report(s) of the assessor(s) will be made available to the student and teacher / assessor on request.

8.4.10. The decision of the Director of VET will be final.

Related Policies

SMP 15 Academic Progress Policy

SMP 20 Cheating / Plagiarism Policy

9. STUDENT ATTENDANCE

Policy

Carrick Institute of Education recognises the correlation between student attendance and successful achievement of the qualification studied. In turn Carrick Institute of Education maintains a policy of 100% attendance for all class sessions and activities by recording attendance on an hourly base for all programs.

Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in their enrolled course. Furthermore Carrick Institute of Education is obliged under the Education Services for Overseas Students Act 2000(ESOS Act) to notify the student and the Department of Immigration and Multicultural Affairs (DIMA) in any circumstance when any international student has not met their attendance requirements. This action can initiate the automatic visa cancellation process.

If a student has been absent for more than **five consecutive days** without approval, Carrick Institute of Education will endeavour to contact and counsel the student to determine the reason for absences. All information pertaining to this procedure will be recorded on WiseNET (Student Management System). Carrick Institute of Education may contact the Department of Immigration and Multicultural Affairs (DIMA) relating to this incident which may initiate the cancellation of the students visa.

1.0 Guidelines

If a student is not consistently attending their course it is treated in a formal manner as outlined below:

- 1.1. Absence is to be certified where possible. Students are required to provide Carrick Institute of Education with original medical certificates which are photocopied and kept in each students file. **Students are instructed to keep original copy of all medical certificates for their own records.**
- 1.2. All attendance is reviewed fortnightly by the Vocational Program Coordinator and Director of VET to determine students with low attendance.
- 1.3. International students with low attendance are sent a **Low Attendance Caution Letter** in week 3 outlining their attendance as well as offering them counselling to rectify the problem with the Student Service / Welfare Officer.
- 1.4. International students whose attendance has still not improved by week 6 will be sent a **Disciplinary Interview – Unsatisfactory Attendance** letter outlining their requirement to meet with the Vocational Program Coordinator or Director of VET to discuss this situation.
- 1.5. Students who have attendance of under 30% on week 5 of each term will be reported to DIMA through the PRISMS system for Non-attendance at Classes as soon as practicable after the breach. Students will then be sent a **Non-Compliance Notification (NCN) Letter (Section 20)**
- 1.6. All International students who fail to meet the course requirement of 80% attendance will be reported DIMA through the PRISMS system for Non-attendance at Classes as soon as practicable after breach and sent a **Non-Compliance Notification (NCN) Letter (Section 20).**

2.0 Recording of Attendance

- 2.1. All Students will be required to sign in at the commencement of class using the *Student Daily Attendance Sheets*.
- 2.2. *Student Daily Attendance Sheets* are used to record student's attendance for each practical and theory based class.

- 2.3. Teachers will then submit the Student Daily Attendance Sheet at the conclusion of each day, and no later than at the end of the same week, to the Compliance Officer.
- 2.4. The Compliance Operator will input the 'sign-in' and 'sign out' time into the WiseNET (Student Management System) which will automatically calculate the contact hours attended.
- 2.5. Attendance will be rounded down to the nearest 30 minutes within the hour. For example if a student has attended two hours and forty minutes, it will be rounded down to two hours and thirty minutes.
- 2.6. A student's continued unsatisfactory attendance is reported to DIMA through the PRISMS system for unsatisfactory attendance as soon as practicable after the breach.

Once all information is record into WiseNET (Student Management System) all **Daily Attendance Sign-in Sheets** are stored within the Vocational department

All International students are granted student visas subject to conditions as outlined below;

Student Visa condition 8202:

Condition 8202 is attached to the visas of all primary Student visa holders. It imposes obligations on the visa holder to:

- maintain enrolment in a 'registered course',
- attend classes, and
- achieve a satisfactory academic result.

Where a student fails to comply with the attendance or academic requirements of condition 8202, Carrick Institute of Education are obliged under section 20 of the Education Services for Overseas Students Act 2000(ESOS Act) to notify the student and the Department of Immigration and Multicultural Affairs (DIMA) as soon as practicable after breach. This action initiates the automatic visa cancellation process.

A student will be in breach of condition 8202 where they have attended less than 80% of the scheduled contact hours for the term.

10. BANKING

Most banks are open Monday - Thursday from 9.30am - 4.00pm and on Friday from 9.30am - 5.00pm, and closed on Saturdays and Sundays. To open an account, take your passport and student ID card and the money you would like to deposit to the information desk and ask for a savings account. You can change money from foreign currency at any bank.

Melbourne closest branches are:

- ❖ **Westpac Bank:** Corner of Swanston Street and Collins Street
- ❖ **Commonwealth Bank:** 225 Bourke Street
- ❖ **National Australia Bank:** Corner of Swanston Street and Lonsdale Street
- ❖ **ANZ Bank:** Corner of Swanston Street and Little Bourke Street

Sydney closest branches are:

- ❖ **Westpac Bank:** Corner of Market Street and Clarence Street
- ❖ **Commonwealth Bank:** Corner Market Street and George Street
- ❖ **National Australia Bank:** 196 Pitt Street (near City Tattersalls Club)
- ❖ **St George Bank:** Corner of Market Street and Pitt Street.

11. BOOKS, MANUALS AND TEXTS

If you wish to purchase or collect books, manuals or texts see:

Melbourne campus: Can purchase manuals/text from the resource centre
7.40am – 5.30pm

Sydney campus: Can collect order form for manuals/text from Reception or Bursar.

12. CARRICK RECRUITMENT JOB PLACEMENT

Carrick Recruitment is a division of Carrick Institute of Education that offers services to both students and associated industry clientele. Carrick Recruitment is therefore in a position to provide employers with dedicated and enthusiastic students for a variety of staffing needs.

Recruitment

For over fifteen years Carrick Institute of Education has worked closely with industry, catering to all sectors through our divisions of training, recruitment and career development.

Carrick Recruitment has operated to gain long-lasting employment for our students and graduates; ensuring only the highest calibre of applicants are recommended for positions.

Carrick Institute of Education's objective is to provide an employer-focused recruitment service which meets the recruitment needs of employers and provides the opportunity for eligible job seekers to gain employment through access to a large number of diverse vacancies.

Carrick Institute of Education will:

- Record vacancies on the Australian JobSearch website
- Screen and refer suitable eligible job seekers to employers
- Offer a highly personalised service
- Ensure that our consultants are available to visit your premises at your request
- Arrange interviews on behalf of employers; employers can contact us with available interview times, which we then discuss with the Job Seeker

Carrick Recruitment services through the job network system are **free**.

Student Services

The services we offer to students include:

- Interview preparation
- Assistance with resume development & analysis
- Preparation for work experience programs
- Liaison with key industry personnel to obtain work placement
- Promotion of employment based seminars
- Advice on personal development
- Voluntary work programs

Please approach the Job Placement Department at your campus for access to these free services.

13. CERTIFICATES & STATEMENT OF RESULTS

Carrick Institute of Education will issue AQF Qualifications upon the successful completion of the course that is outlined in Schedule 12 Item 2 of the Student Enrolment Agreement.

Carrick Institute of Education will ensure all qualifications and Statement of Attainments that are issued from Carrick Institute of Education are within its Scope of Registration and meet the requirements as stipulated in the relevant nationally endorsed Training Packages, qualifications, competency standards or modules specified in accredited courses.

To make a request for a Certificate or Statement of Results please see reception for the appropriate form or download a copy from MyCarrick on the Carrick Website:

AP 27 Certificate Issue request Form

AP 20 Statement of results Request Form

*Please note: Certificates will be issued on the **second week of the following term** providing the below checklist is satisfied, whilst interim qualifications incur a fee. Please see Associated Fees on MyCarrick on the Carrick Website.*

- Have all materials been returned to Resource Centre
- Has the student met all the requirements of assessment outlined in the assessment guidelines
- Have course fees been paid

14. CHEATING AND PLAGIARISM

Assessments and Tests are considered the most important aspect of the student's development throughout the course and any form of plagiarism or cheating will be considered a most serious violation of Institute rules. In order that the most fair and honourable system of assessment and grading may be available to all students, Carrick Institute of Education operates and maintains a policy of honesty and integrity with regard to the presentation and submission of assessment material. Therefore this situation is viewed formally with serious regard to uphold a high standard and to apply consequences for any deviation of this intent.

Policy

Students who are found cheating or guilty of plagiarism on any form of assessment will be deemed Not Yet Competent for the relevant Unit of Competence. The student will then need to re-submit, re-sit assessment at an additional cost of \$500.

Students who are found cheating or guilty of plagiarism for a second time will need to re-enrol and repeat the entire Unit of Competence and pay applicable fees. Students will also be issued an official written warning which will be placed in the students file. Continued behaviour of this kind may result in students being expelled from the Institute.

Details of the Cheating / Plagiarism Policy can be viewed at MyCarrick on the Carrick Website.

15. CHEMISTS

Most chemists are open from 9.00am - 5.30pm. If you need a chemist urgently ask at Carrick Institute of Education Reception to find out if there is a local chemist that is open later.

16. CLASSROOM OPERATION

Policy

The security and appearance of the classrooms is the responsibility of the teacher allocated to that room and should reflect the professional image that the Institute holds. As ownership and pride in the student's surroundings and the presentation of their work is to be considered part of their professional development it is expected that these activities could be incorporated into class time.

Behaviour in the classroom is expected to be conducive to the most effective learning environment for the class participants' observation of consideration and respect for classmates and teachers is expected.

Procedure

1. There is no food or beverage allowed to be consumed in the classrooms.
 - 1.2 At the end of every class, the room is to be tidied up, chairs pushed in, and tables straightened. This is to be checked by the teacher before dismissal.
 - 1.3 In the case of temporary rearrangement or movement of Institute resources and materials, these are to be returned by the students at the end of the session.
2. All classrooms should be locked when not in use.
3. Please be aware that some classrooms are used for scheduled meetings after class times and therefore will not always be available for Teachers.
 - 3.1 If class rooms are required for use outside usual class times bookings are required to be made in advance through the Administrative Assistant.
4. On advice of Open Days or other special occasions, Teachers are required to organise the cleaning and set up of the room using display material appropriate to their class.
 - 4.1 As classes are utilised by more than one class, Teacher's will be advised of one particular classroom they would display.
 - 4.2 In the case where the Teacher feels additional cleaning is required, cloths and spray cleaner will be made available for tables and boards.
 - 4.3 Vacuuming will be covered by Maintenance department procedure.

5. The use of electronic equipment, such as mobile phones and walkmans, is not permitted in the classroom by students or staff.

5.1 A lap top computer is permissible provided it is relevant to the class.

5.2 The use of a dictionary by students in class is permitted.

5.3 Under no circumstance may a student connect their laptop, palm pilot, or any electronic device, to the Carrick Institute of Education server, for any reason whatsoever including for use of the internet.

6. Students are expected to use appropriate language at all times.

6.1 Teachers are also reminded that the use of offensive language in class does not reflect the Institute philosophies.

6.2 Students are expected to speak English in the classroom in accordance local etiquette.

17. STUDENT CODE OF CONDUCT

All students enrolled in programs or using the services of the Institute are required to maintain appropriate standards of conduct at all times.

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

Guidelines

1.0 Improper or Inappropriate Behaviour

Improper or inappropriate behaviour includes but is not restricted to:

1.1 Being on Carrick Institute of Education premises and consuming or having consumed excessive amounts of alcohol;

1.2 Persistent disruptive behaviour;

1.3 Verbally abusive or hostile behaviour affecting fellow students;

1.4 Smoking or the use of prohibited or illegal substances at Carrick Institute of Education classes or on Carrick Institute of Education premises;

1.5 Deliberate misuse of Carrick Institute of Education equipment or materials;

1.6 Behaviour of a discriminatory nature;

1.7 Carriage, use or being in possession of a prescribed or regulated weapon or dangerous article on Carrick Institute of Education premises;

1.8 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;

1.9 Theft from staff or students at Carrick Institute of Education;

1.10 Slander or harassment (whether verbal, sexual or otherwise) of staff or other students;

1.11 Arson of Carrick Institute of Education property;

1.12 Wilful or malicious damage to Carrick Institute of Education property or equipment.

1.13 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.

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 Carrick Institute of Education should adhere to the following;

- 3.1 Respect 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.

4.0 Parents and Guardians

Staff at Carrick Institute of Education will enhance the standing of the Institute by being:

- 4.1 Honest, sensitive and constructive in the service of appropriate partnerships with parents and guardians for the benefit of students;
- 4.2 Respectful of parents and guardians roles and rights whilst maintaining students rights to privacy;
- 4.3 Open, courteous and responsive in seeking assistance and support from members of the Institute and wider community.

18. COMPLAINTS

Student issues may be voiced by emailing Melbourne campus – complaintsmelb@carrickeducation.edu.au, Sydney campus - complaintssyd@carrickeducation.edu.au

Please also refer to SMP 9 Student Complaints and Appeals Procedure at MyCarrick on the Carrick Website or see under Complaints and Appeals in this booklet

19. COMPUTERS

All students are permitted access to the student computers. You will be issued a password upon orientation and this can be changed once logged in. The computer policy can be viewed in the computer room, up on the walls.

It specifically states the Carrick Institute of Education policy. Any breach in this policy will result in revoking student usage.

For more details on the information technology policy, please see below or refer to MyCarrick on the Carrick Website

USERNAME: CTH0100XXX(enquiry number)

PASSWORD: Initial password is date of birth.

IT 3 Information Technology Policy

In order to minimise the risk of computer viruses and to ensure that the Institute's resources are used for their intended purpose, the following policy has been put in place. Failure to comply with this policy will result in disciplinary action and any costs resulting from a failure to comply will be recovered from the person(s) responsible.

1. Students shall have access to the computers and computer network designated for student use. All other Institute computers are for the use of staff members only.
2. The student computer network is for the use of current Carrick Institute of Education students only.
3. Students cannot use the Resource Centre computers unless the Resource Centre Officer or another Carrick Institute of Education member of staff is present. Students shall not use the Resource Centre computers when they have a class, except with the permission of their Teacher.
4. Students should take great care with all computer and network resources of the Institute, using the computers and Internet in a manner that is mature, considerate, responsible and courteous.
5. Students shall not attempt to access, corrupt, delete or alter any files on the Institute's computer system or network that are not their own.
6. Students shall not make or attempt to make unauthorised access to, **or unauthorised copies of**, any files on the Institute's computer system or network.
7. Students shall not remove, modify, or bypass any information security mechanisms or virus prevention management systems.
8. Students shall not use the computer network or Internet to create, access or send any material that is offensive, vulgar, obscene or disrespectful. This includes images or other material of a pornographic nature, images or other material supporting the use of restricted drugs, and images or other material supporting violence or intolerance on the grounds of race, religion, gender or sexual preference.

9. Students shall not use the computer network or Internet to download, transfer, or store software or large files. This includes all music, video and program files. This includes but is not limited to MP3, WMA, MPEG, AVI and ISO files.
10. Students shall not use the computer network or Internet for commercial purposes or for personal or financial gain.
11. Students shall not use the computer network or Internet for gambling or playing any games.
12. Students are not permitted to use the computers for “chatting”. This includes using dedicated chat programs, or web-based chat rooms. This includes but is not limited to ICQ, Yahoo Messenger, MSN Messenger etc.
13. Students are not permitted to install any programs or software onto the Institute computers at any time.
14. Students are not permitted to modify network settings at any time.
15. All software is subject to the terms and conditions of the relevant license agreement for the product.
16. Students must ensure that any floppy disks or USB memory sticks used are virus free before being used. If a virus is discovered, the student must alert a staff member immediately. All other hardware devices are not to be attached to the computer without prior approval from a staff member.
17. The student assumes all risks for any physical or electronic damage, or viruses that may occur should a hardware device (including USB memory stick or digital camera) be connected to the Carrick Institute of Education computer network.
18. Students shall exercise care when opening email attachments, ensuring any attachments are virus free.
19. Carrick Institute of Education reserves the right to monitor its information systems at all times, and carry out security audits of any systems and data, including individual user files stored on the Carrick Institute of Education computer network.
20. Users of the Internet should be aware that Carrick Institute of Education makes no guarantees concerning the privacy and security of information transmitted when using the Internet. Please note it is possible that third parties can read and/or intercept this information.

20. CONTRACTS (ENROLMENT AGREEMENTS)

All students must ensure that they have signed the Enrolment Agreement at the commencement of their course. Any queries should be directed to Admissions Staff.

Breach of Contract

The enrolment contract into which the student enters with the Institute is a legal and binding document. Any breach of the contract will incur costs as per the contract and may attract penalty charges.

21. CONCESSION CARDS

Australian students can apply for travel concession cards (International students are not eligible) – see Reception for more information.

22. CONSULATES

These are listed in the A-K White Pages telephone book. You may also search the internet using www.whitepages.com.au

23. COPYRIGHT

Carrick Institute of Education adheres to Copyright Requirements placed on Educational Institutions under the Copyright Act 1968. Students should be aware that copying of course materials, text books or journals is an infringement of copyright laws. For more information refer to Copyright Policy on MyCarrick on the Carrick Website

24. COURSE ENQUIRIES

All courses at Carrick Institute of Education are accredited by the State Training Board and are based on the Australian Qualifications Training Framework (AQTF). Course options are discussed with the admissions staff at enrolment and can be further discussed if you wish to change or extend your current course, please make an appointment to see an Admissions Officer.

25. CREDIT TRANSFERS

Carrick Institute of Education will provide information and assistance to students seeking to complete further studies at Universities and wishing to gain exemptions for subjects completed at other institutes. Please see RPL / Exemption in this booklet or SMP 6 Recognition of Prior Learning at MyCarrick on the Carrick Website

26. DEFERRAL

Students are able to defer their course under exceptional circumstances – written approval from the *Director of VET* is required. To obtain approval, students need to place a request in writing to Melbourne Campus deferralvocmelb@carrickeducation.edu.au, Sydney campus deferralvocsyd@carrickeducation.edu.au.

For more detail please read Student Deferral Policy at MyCarrick on the Carrick Website and ensure you meet the requirements prior to making written request.

27. DISCIPLINARY PROCEDURES

This procedure is designed to ensure fairness and objectivity. Its primary purpose is to provide students with the opportunity to correct or modify their behaviour. For more details on Disciplinary Procedure please refer to the MyCarrick on the Carrick Website

28. DRIVING IN AUSTRALIA

If you are on a Student Visa, Working Holiday Visa or Tourist Visa, you are NOT required to get a Victorian licence even if your stay is longer than three months. More enquiries may be made with Melbourne Vic Roads, NSW Road Traffic Authority.

29. CARRICK INSTITUTE OF EDUCATION EMAILS

You may access your emails via the resource centre computers. Students are issued a login and password at orientation for logging onto the student computer network and that can be personalised once logging on. Students must protect their login and password and under no circumstances are they to give it to any other student or external visitor.

Every student of Carrick Institute of Education will have an Institute email address. This email address will be issued on commencement of your course. The Institute will use this email address to send correspondence to you like latest news and updates that relate to your time at the Institute, so get into the habit of checking this regularly.

Anti-virus software is installed on Institute computers, this may prevent students from opening infected messages.

30. EMERGENCIES

Fire, Police, Ambulance – Telephone: **000**

31. EXCURSIONS

Excursions are organised to complement the learning outcomes of the curriculum and they are considered to be of great value. Cost for excursions vary and will be advised by your Teacher. An Excursion Form must be completed by students prior to engaging in the excursion as issued by your teacher.

32. FEES AND CHARGES

Policy

Carrick Institute of Education will charge a range of fees and charges for programs and courses in relation to market demand.

Enrolment

The student shall pay the Institute the Fees referred to in Item 3 of the schedule (“Fees”) in the Enrolment Agreement and the Institute shall enrol the Student in the course detailed in Item 2 of the schedule (“Course”) in the Enrolment Agreement.

There shall be no requirement for the Institute to issue any qualification prior to the completion of the Course detailed in item 2 of the schedule. The Institute may at its discretion vary this condition but only if the Fees referred to in Item 3 of the Enrolment Agreement are paid in full.

Definitions

Course Fees or Fees - refers to the cost of the qualification/ course a student has enrolled into.

Enrolment fee - refers to the administration and processing fee for enrolling a student.

OSHC - refers to Overseas Student Health Cover, medical insurance scheme for overseas students.

1. Fee Payment

For International Students Only

Students must pay course fees, enrolment fee and OSHC to secure their enrolment with Carrick Institute of Education.

- 1.1 Fees can be paid by cash, all major credit cards, and bank drafts payable to "Carrick Institute of Education" and via Telegraphic Transfer.
- 1.2 Students will pay the same fee at time of enrolment until completion of the same course however re-scheduling of any course or subject may incur fee increases. Enrolment in a new course will incur any new fees charged.
- 1.3 Tuition fees will not be transferred to another educational institution.
- 1.4 Enrolment fee, accommodation placement and airport pickup fees are non refundable.
- 1.5 Fees can be paid in full or an initial deposit of one semester's fees is payable on enrolment. Balance of fees is to be paid on an instalment program that is scheduled on enrolment.
- 1.6 Late payment of fees will incur a 7.5% penalty on the fee instalment owed to the Institute. Late fees to be paid by credit card will incur a further 2.5% charge.
- 1.7 The Institute may restrict or withhold services or materials from the student if fees are overdue.

For Australian Residents Only

Students must pay course fees.

- 1.8 Fees can be paid by cash, all major credit cards, and bank drafts payable to "Carrick Institute of Education".
- 1.9 Students will pay the same fee at time of enrolment until completion of the same course however re-scheduling of any course or subject may incur fee increases. Enrolment in a new course will incur any new fees charged.
- 1.10 Tuition fees will not be transferred to another educational institution.
- 1.11 Fees can be paid in full or an initial deposit of one semester's fee is payable on enrolment. Balance of fees is to be paid on an instalment program that is scheduled on enrolment.
- 1.12 Late payment of fees will incur a 7.5% penalty on the fee instalment owed to the Institute. Late fees to be paid by credit card will incur a further 2.5% charge.
- 1.13 The Institute may restrict or withhold services or materials from the student if fees are overdue.

2. Course Abandonment

For All Students

Should a student abandon his/her course the following procedure is put into practice.

- 2.1 In the event a student abandons the course, all fees due are payable to the Institute upon demand.
- 2.2 International students are not allowed by Government regulations to transfer to other institutes within the first year of their course.

3. Course Cancellation

The Institute reserves the right to cancel a course when:

- 3.1 The Institute may at its discretion postpone the commencement date, cancel or vary the course. In the event of postponement or cancellation the Institute will make a refund of fees in accordance with the ESOS Act and the Student agrees that there shall be no further entitlement to damages whatsoever.

4. Course Reduction

There is no provision for students to reduce their course from item 2 of the schedule ("course") in the Enrolment Agreement.

5. Deferral

Students may defer their course once in accordance with the Institute's Student Deferral Policy.

- 5.1 Upon deferral of the course the fees scheduled in (item 3) of the, Enrolment Agreement, remain due on the scheduled dates.
- 5.2 An administration charge of \$100 per deferral shall be made for subsequent deferrals.

6. Tuition Fee Protection

Carrick Institute of Education assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS) and also the Overseas Student Tuition Assurance Scheme (OSTAS) through its membership of the Australian Council of Private Education and Training (ACPET).

7. Recognition of Prior Learning & Mutual Recognition

Carrick Institute of Education will ensure that a student's prior knowledge and skills are recognised, providing they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement. (See SMP 6 RPL Policy for more information) Fees are charged for this service.

Institute policy enforces that RPLs can not total more than 50% of the course enrolled in.

7.1 Recognition of Prior Learning fees will be charged according to the time taken by teaching / assessing staff to determine competence (Teaching / Assessing cost = Melbourne \$40 per hour, Sydney \$50 per hour).

7.2 Mutual Recognition / Credit Transfer cost will be reduced from total enrolment fee at \$6 per nominal hour of accredited unit for Melbourne, and at \$8 per nominal hour of accredited unit for Sydney.

This value can not be applied to promotional offers.

8. Transfer

All students are given the opportunity to transfer to any of Carrick Institute of Education's campuses on the proviso that the accredited program is on offer and a place is available at the requested campus and there will be minimal alterations to the student's study plan.

8.1 An application for transfer must be put into writing.

8.2 There will be an additional administration transfer fee of \$500 for each transfer plus the additional cost of tuition fees; if applicable (e.g. transfer from Melbourne Campus to Sydney Campus will result in the student paying the difference between Melbourne course fees and Sydney course fees).

Course fees are transferable to other programs within Carrick Institute of Education (on approval). Course fees are non-transferable to other parties.

9. Course Materials

9.1 Course fees do not include the cost of buying textbooks, equipment, tools and uniforms required for specific courses.

9.2 Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged

10. Traineeships/Apprenticeships

10.1 Carrick Institute of Education will not charge a tuition fee which is greater than \$290.00 in respect of the enrolment of a trainee in a traineeship program or an apprentice in an apprenticeship program.

10.2 There is no administration fee for Traineeships/Apprenticeships.

11. Government Funded Programs

11.1 The minimum amount that will be charged as a tuition fee in respect of the total enrolments by a student in government-funded courses in any calendar year is \$50.00. (subject to Government policy)

11.2 There is no administration fee for Traineeships/Apprenticeships.

11.3 Carrick Institute of Education will not charge a tuition fee which is more than the minimum charge in respect of a government-funded course which is in one of the following categories:

(a) Basic Adult Education courses; or

(b) Literacy or numeracy courses; or

(c) English as a Second Language courses; or

(d) Stream 2000 courses, where the principal purpose of the course is related to the matters referred to in (a) to (c) above; or

(e) Programs that specifically target one or more of the following groups :

Student Management Policy SMP 17

Student Handbook

Version: 5.8

Implemented: September 2006

To be reviewed: September 2007

Responsibility: Director of VET

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- (i) Women, where the program is designed to redress past disadvantage of women in relation to education, training or employment.
- (ii) Persons who have been unemployed for the preceding twelve months.
- (iii) Old-age pensioners.
- (iv) Disabled persons.

11.4 Carrick Institute of Education will not charge a tuition fee which is more than the minimum charge from a person who receives one of the following benefits, pensions or allowances or his/her dependent spouse or dependent child:

- (a) Age Pension.
- (b) Veterans' Affairs Service Pension (Age).
- (c) Carer's Pension.
- (d) Additional Family Payment.
- (e) A Formal Training Allowance paid by the Commonwealth Department of Employment, Education and Training and Youth Affairs.
- (f) Disability Support Pension.
- (g) Veterans' Affairs Service Pension (Invalid).
- (h) Job Search Allowance, provided that the person has not been a full-time secondary student in the preceding 16 weeks.
- (i) Mature Age Allowance.
- (j) Rural Adjustment Scheme.
- (k) Sickness Allowance.
- (l) Sole Parent's Pension.
- (m) Special Benefit.
- (n) Newstart Allowance.
- (o) Widow's Pension.
- (p) Youth Training Allowance.
- (q) Partner Allowance.

Student Fees paid in advance will be recorded in the Internal Financial Management system. Fees will be protected by contribution to appropriate insurance annually.

Related Policies

SMP 24 Student Deferral Policy

SMP 28 Student Refund Policy

TA 3 Assessment Policy

33. FIRE SAFETY / BOMB THREAT SECURITY

Fire safety drills are practiced regularly in case of an emergency and evacuation charts are posted around campus. For more detailed evacuation procedures please see AP 29 Emergency Procedures at MyCarrick on the Carrick Website.

34. STUDENT COMPLAINTS & APPEALS PROCEDURE

Introduction

Carrick Institute of Education endeavours to create a positive learning environment for students. One in which each student has the opportunity to achieve their personal best through the provision of valid learning and assessment tools and strategies that are most suited to the students' diverse needs. Part of the maintenance of that positive environment is a fair and open complaints and appeals procedure available to all students.

Guidelines

The policy of the Institute is to ensure that students study in a happy environment, free of coercion, unfair treatment or harassment. Any circumstances caused by a fellow student, staff member, or issue with the Institute in general, which affect the well being of any student will be dealt with in a professional manner by the Institute according to established procedures. The Institute has put in place a policy and procedure to address such issues as part of the quality service for students. Each complaint, appeal and its outcome is recorded in writing. In compliance with access and equity principles this procedure is made available to all clients and stakeholders. Nothing in the following will take away the Student's right to take further action under the Australia's Consumer Protection Laws, nor does the Registered Provider's dispute resolution process, circumscribe the students right to pursue other legal remedies.

Procedure

In the first instance, a student with concerns related to their time at the Institute can do the following:

1.1 The student will, firstly, communicate directly with the person to resolve the matter in an informal manner.

1.2 If the matter is not resolved within 5 days, the student can take the matter further in a more formal way.

1.3 The student can send a written complaint to the Student Services Officer the Director of VET outlining their complaint, providing details including actions taken to resolve the complaint. The complaint can be emailed to: Melbourne campus – complaintsmelb@carrickeducation.edu.au and Sydney campus – complaintssyd@carrickeducation.edu.au. If the complaint is made verbally, the Student Services Officer the Director of VET must summarise the complaint and appeal in writing and have it signed off by the person making the complaint.

1.4 The Student Services Officer the Director of VET will respond in writing within 3 working days acknowledging that he/she has received the complaint.

1.5 The Institute will undertake to investigate the student's concerns. This investigation will involve contacting the party(ies) against whom the complaint was made and allow them to respond in writing in relation to the complaint. Alternatively a meeting will be arranged with the parties involved where students have the right to appoint an independent nominee to attend all discussions.

1.6 The Student Services Officer the Director of VET will then inform, in writing, both parties of the outcome(s) and resolution in relation to the complaint.

1.7 The complaint and appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances the complainant can expect at least a provisional written response within 10 working days of presenting their complaint and appeal. If resolution takes longer, the complainant will be kept informed on the progress of the case.

1.8 In the event that the complainant is not satisfied with the outcome, he/she can take the matter further with the Executive Director of the Institute, using the relevant complaints and appeals email address.

1.9 All records of the complaints and appeals process and the outcomes are documented in the Complaints and Appeals Register and kept in a secure file.

1.10 If the student finds no satisfaction with the Institute, they are advised to request mediation through the Australian Council for Private Education and Training (ACPET) who provides access to independent mediators.

The contact details for ACPET are as follows

MELBOURNE Suite 1/ 126 Wellington Pde EAST MELBOURNE 3002 Tel: (03) 9654 6790 Fax: (03) 9654 9671 Web site: www.acpet.edu.au	SYDNEY Suite 12, Level 14, 329 Pitt Street, Sydney NSW 1230 Tel: (02) 9264 4490 Fax: (02) 9264 4550 Web site: www.acpet.edu.au
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1.11 If the matter cannot be resolved within the Institute according to the above procedures, then the matter will be taken to appropriate legal professionals for resolution.

2.0 Recording Student Complaints and Appeals

2.1 Each complaint, appeal and its outcome is recorded in writing on the Complaints and Appeals Register, Student Management System (SMS) (WISENET) and a diary note is placed in the student file.

2.2 Emailed complaints should be responded to within 3 working days and recorded on the Student Management System (WISENET).

2.3 Verbal complaints that the student does not wish to formalise in writing should be recorded in the **Diary Note** form to be forwarded to the Director of VET and recorded in the student database file.

2.4 In the case where a student wishes to formalise a complaints and appeals as per the Complaints and Appeals Procedure, all documents are kept in the student file and the details recorded in the Complaints and Appeals Register. Except if the complaint and appeals is extremely confidential, the detailed diary note may be kept in the Student Welfare files, with a reference placed in the student file, the SMS and the Complaints and Appeals Register.

Related Forms

SMP 13 Diary Note Policy

SMP 9 Complaints and Appeals Register

SMP 9 Complaints and Appeals Acknowledgement Letter

SMP 9 Complaints and Appeals Outcome Letter

35. GRADING AND MARKS

Carrick Institute of Education maintains a fair and equitable standardised system of grading consistent with the guidelines of the applicable regulatory bodies.

PROCEDURE FOR VOCATIONAL COURSE GRADING AND MARKING

1. Each unit must have an assessment and a final grade.

1.1 Units must have multiple assessments.

1.2 Attendance is not part of assessment.

2 All units are graded on the same grade scale and marks are based on a pass mark of 65%.

Grades are allocated as follows:

100 - 95	=	HD	(High Distinction)
94 – 85	=	D	(Distinction)
84 - 75	=	CR	(Credit)
74 - 65	=	P	(Pass)
64 - 0	=	NYC	(Not Competent)
#	=	CT	Credit Transfer)
Pen	=		Pending

3. Any assessment not submitted is represented in the result sheet as NYC.

3.1 It is the responsibility of student to make arrangements for reassessment, please refer to TA3 Assessment Policy.

36. LANGUAGE, LITERACY AND NUMERACY SUPPORT

A provision for assessment of individual language, literacy and numeracy (LL & N) needs is made before commencement of all classes and monitored by teaching staff on an on-going basis. Additional LL & N support is provided by Carrick Institute of Education's extensive range of English language programs through the ELICOS department.

37. LOST PROPERTY

Any articles found on Institute premises should be forwarded to the **Student Services Officer**. Carrick Institute of Education does not take responsibility for loss of personal items. Please ensure your name is clearly written on all personal items, including your tool boxes, textbooks, and uniforms.

Any items lost that are imperative for completion of your course will need to be replaced at the student's expense.

38. LIBRARY

Please see below under Resource Centre for more information.

39. MOBILE PHONES, WALKMANS & MP3 PLAYERS

As a courtesy to the teachers and other students, mobile phones are to be turned off during class times.

40. OCCUPATIONAL HEALTH & SAFETY

Carrick Institute of Education OHS Policy Statement

Carrick Institute of Education understands and accepts its legal responsibility for safety, occupational health, welfare and rehabilitation. In fulfilling this responsibility the organisation and its management has a duty to provide and maintain an environment that is safe for employees, students, contractors and visitors.

Occupational Health & Safety Planning

Risk of injury will be reduced by job design, equipment design and work practices. All campuses, facilities and equipment will be maintained in a safe working order.

Occupational Health & Safety Methods

A representative Occupational Health & Safety Committee will operate on behalf of the organisation and assist with the management of this policy. All staff are

required to complete a safety induction. Campus specific safety induction will be arranged when required. Work sites are monitored, hazards eliminated or isolated to minimise risk of injury. Carrick Institute of Education employees will be trained so they are competent to perform their duties with minimum risk to themselves, fellow employees, contractors or students. Employees, contractors and students are not expected to conduct work or place themselves in situations which they reasonably consider to be unsafe.

Occupational Health & Safety Systems

Occupational Health & Safety Representatives shall provide specialist consultative advice to assist Carrick Institute of Education employees at all levels to meet their responsibilities. If personal protective equipment and clothing is supplied, it must be used when required. Auditing of processes, equipment and the workplaces will be conducted to minimise risk on an on going basis. Occupational Health & Safety performance for each department will be reviewed on a regular basis by the management group and form part of the performance management process. Where necessary, rehabilitation programs will be developed to assist people who have suffered injuries to return to their normal duties as soon as practicable.

41. OVERSEAS STUDENT HEALTH COVER

Medibank Private is the organization that provides this service to International Students. You are covered by the OSHC from the day you arrive in Australia, until the end date of your visa.

The Medibank Cards takes around 6 weeks to be delivered to the Institute, but if you have any problem, you can go to any doctor pay for the consultation and ask for a receipt. Medibank Private will reimburse some of your money provided you produce the receipt. Any enquiries can be emailed to oshc@carrickeducation.edu.au

For more details on overseas student health cover please refer to the MyCarrick on the Carrick Website.

42. POST OFFICE

Post Offices are open Monday - Friday from 9.00am - 5.00pm. You can buy stamps, money orders, an aerogram to send overseas, send telegrams and buy padded bags or cardboard boxes to send parcels. You may also pay some utility bills at the post office.

43. PRIVACY POLICY

Policy

The purpose of the Privacy policy is to outline the obligation of all Carrick Institute of Education employees in relation to the collection, storage, accuracy, use, disclosure and retention of “personal information”, which enables an individual to be identified.

Definitions

“Personal Information” is defined as information about an individual, which also identifies the individual. It includes names, physical characteristics, and opinions about a person, e-mail addresses, diary notes and medical records among other things. It may be written down, stored on a database, electronic or exist in the knowledge of the people working for an organisation.

Procedure

Carrick Institute of Education is committed to protecting an individual’s right to privacy.

1.0 Collection of Information

1.1 Upon the collection of personal information about individuals, in any format, Carrick Institute of Education will use this only for the primary purpose for which it was provided.

1.2 Carrick Institute of Education will not use this information for any other purpose without your consent. This information will be kept confidential; it may be given to different units within Carrick Institute of Education for processing and use, under a duty of confidentiality to Carrick Institute of Education.

2.0 Security of Information

2.1 Carrick Institute of Education will take reasonable steps to protect the personal information from misuse and loss and from unauthorised access, modification or disclosure.

2.2 Carrick Institute of Education will also take reasonable steps to destroy or re-identify personal information if it is no longer needed.

2.3 This information will not be given to third parties outside Carrick Institute of Education unless otherwise stated or with the individual’s written consent.

3.0 Review and Access

3.1 Carrick Institute of Education endeavours to ensure that the personal information it holds is accurate, complete and up-to-date.

3.2 Under the Freedom of Information Act 1982 Carrick Institute of Education students are able to access their own student file by placing their request in writing and providing adequate identification. Students must allow 48 hours.

4.0 Use of Information

4.1 The primary reason for collecting personal information is for the purpose of enrolment, maintenance of student records, attendance and results, reporting to professional & Government bodies as required under Australian law.

References:

Office of the Federal Privacy Commissioner (OFPC)

www.privacy.gov.au

Australian Privacy Compliance Centre

www.privacycompliance.org

44. PUBLIC HOLIDAYS

Classes will not be run on public holidays; traditionally there are several days in a year that are what we call National Holidays: (these days are in addition to Term breaks, see below)

Christmas Day	25 th December
Boxing Day	26 th December
New Years Day	1 st January
Australia Day	26 th January
Labour Day	check date in your state*
Good Friday	check date*
Easter Monday	check date*
Anzac Day	check date*

* Your Teacher will inform you of these dates at the commencement of a term.

45. RPL / EXEMPTIONS

Recognition of Prior Learning (RPL) recognises previous experience – work or life, and formal education and training. Recognition occurs as either a credit transfer or exemption from that subject. RPL saves you time, money and can allow you to finish study earlier!

You need to bring your Results, transcripts and syllabus description from your past studies or a letter from your employer to the Admissions Department. Please allow 10 working days for assessment of your exemptions.

Please note students with exemptions are still required to attend class and maintain an attendance of over 80%.

For more information please refer to SMP 6 Recognition of Prior Learning Policy on the Carrick Institute of Education's official website.

46. RECORD STORAGE & SECURITY MANAGEMENT

Policy

Carrick Institute of Education is committed to creating, using and keeping full and accurate records of its administrative, academic and financial activities by protecting the integrity, authenticity and currency of all records. These records can be in any format including electronic documents, hard copy files, e-mails, spreadsheets, legal contracts and agreements.

All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System (Wise.NET). All information on Wise.NET is stored and secured off site and has daily back-up procedures in place. Student records located on Wise.NET are kept and stored for a period of no less than 30 years.

Procedure

1.0 Archiving of Student Records (Hard Copy)

1.1 All Carrick Institute of Education students have a personal file (hard copy) containing all relevant information to coincide with the Student Management System (Wise.NET). These files are stored on the premises until the student has completed their allocated program or are no longer enrolled within the institute.

1.2 Once students have completed their allocated program or are no longer enrolled within the institute their records will then be placed into an archive box and registered on the archive register on Q: Drive.

1.3 At the completion of each term, files that have been archived will be scanned and burnt onto a CD. A copy remains on premises and an additional copy is kept off premise for safety and security.

1.4 The archived (hard copy) files will then be moved to an offsite location (storage facilities) and the electronic version is used as reference.

1.4 Files are stored and archived in compliance with the following regulatory requirements:

1.4.1 AQTF Standard 4.1(ii) “retention archiving and retrieval of sufficient information of clients results to enable the reissue of a qualification or statement of attainment if required, for a period of 30 years, and transfer of these records consistent with state or territory registering body requirement in the event of closure of the RTO”.

1.4.2 ESOS Act 2000 Code 10 Record Keeping “the provider does not need to update the student records after the overseas student completes their study however, the provider must keep the student records for at least 2 years after the overseas student stops studying with the provider (subsection 21(3) ESOS Act 2000)”

2.0 Storage & Backup of Carrick Institute of Education Electronic Records

2.1 At the commencement of each business day the ICT Trainee (Melbourne) Bursar / Cashier (Sydney) replaces the existing tape as per the tape rotation schedule for Server Back-up. This is scheduled for the automated back up system to run each night at 08:00pm.

2.2 The previous night's back up tape is placed back into the fire-sure institute safe.

2.3 The backup logs are viewed each day to ensure a successful backup.

2.4 The backup method uses ten tapes that are rotated to a rotation schedule that provides data recovery for up to 3 months.

2.5 These ten tapes are replaced every 12 months to ensure integrity of the tape media.

2.6 Monthly back-up of all information contained on Carrick Institute of Education server is recorded on a 'monthly' back-up tape which is in turn stored off site.

2.7 An additional backup is stored onto DVD every 6 months and stored offsite by the CEO.

3.0 Safeguarding of Confidential information

3.1 All electronic records are safeguarded via-

Safeguarded network logins with selected access per user

3.1.1 The daily back up and securing of tapes in a fire-sure institute safe.

3.1.2 Regular virus protection updates through Institute server.

3.1.3 Server access limited to the Administrator and CEO

3.2 All student records are safeguarded via

3.2.1 The securing of each compactus containing all student files.

3.2.2 Access to student files is limited to admissions, finance and management personnel.

3.2.3 Records no longer in use are transferred to a secure location as per archiving procedures

All electronic documents containing confidential information or sensitive material will be password protected by ICT Department allowing access to CEO or Senior Management staff only.

47. REFUND POLICY

Policy

In the event the Institute cancels or postpones the commencement of a course, all money will be refunded to the student within 14 days of the course being cancelled. In the event the student cancels their enrolment in the course the following procedures are to be applied:

Direct International Student Refund Policy

A Direct international student is a student granted an initial visa to attend and study at Carrick Institute of Education.

1.0 Visa refused before commencement date.

1.1 In the event that a student's **initial** visa is not granted a full refund will be issued to the student less the AUD\$200 enrolment fee.

1.2 A request for refund in writing and proof of visa refusal, from the Australian Government must be sent to the Institute no later than four weeks after visa refusal.

1.3 Documentation received after this date will incur a cancellation fee of A\$500, in addition to the enrolment fee.

1.4 Without proof of refusal from the Australian Government a full refund will not be granted.

1.5 The student will need to supply in writing to the Institute the nominated method of re-imbursment.

1.6 The money will be refunded to the student 28 days after the written request and evidence of documentation is received.

1.7 The refund will be accompanied by a statement outlining total refunded amount.

No other provision for a refund is given to a direct international student.

2.0 Cancellation after commencement date

2.1 In the event the student requests a refund after commencement date of the course no refund will be issued which includes all monies paid to Carrick Institute of Education for Overseas Student Health Cover (OSHC), airport pick-up, accommodation booking & board. The balance of all fees due will be invoiced to the student.

Refunds for any monies received by the Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

Local International Student Refund Policy

A Local international student is a student granted an initial visa to attend another Australian institution and wants to extend that visa by enrolling at Carrick Institute of Education.

3.0 Cancellation before commencement date.

3.1 In the event the student requests a refund **10 weeks or more** prior to the course commencement, a **refund of 90%** of monies paid for tuition fees will be issued to the student.

3.2 In the event the student requests a refund **5 weeks up to 9 full weeks** prior to the course commencement a **refund of 70%** of monies paid for tuition fees will be issued to the student.

3.3 The request is to be sent to the Institute in writing nominating the method of re-imbursment.

3.4 The refund will be processed within 28 days of the written request being received.

3.5 The refund will be accompanied by a statement outlining total refunded amount.

3.6 In the event the student requests a refund **4 full weeks or less** prior to course commencement **no refund** will be issued.

3.6.1 However, in the event a student provides proof from the Australian Government, between 4 full weeks and 2 weeks prior to the commencement of the course, that their visa has not been extended a 50 % refund will be granted, in this instance.

4.0 Cancellation after commencement date

4.1 In the event the student requests a refund after commencement date of the course no refund will be issued.

4.2 In the event that an extension to the student's visa is not granted and the course has commenced a refund will not be issued to the student. A student is advised not to enrol if they believe their visa will not be extended.

Refunds for any monies received by the Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

Local Student Refund Policy.

A Local student is an Australian Citizen.

5.0 Cancellation before commencement date.

5.1 In the event the student requests a refund **10 weeks or more** prior to the course commencement, a **refund of 90%** of monies paid for tuition fees will be issued to the student.

5.2 In the event the student requests a refund **5 weeks up to 9 full weeks** prior to course commencement a **refund of 70%** of monies paid for tuition fees will be issued to the student.

5.3 The request is to be sent to the Institute in writing nominating the method of reimbursement.

5.4 The refund will be processed within 28 days of the written request being received.

5.5 The refund will be accompanied by a statement outlining total refunded amount.

5.6 In the event the student requests a refund **4 full weeks or less** prior to the course commencement **no refund** will be issued.

6.0 Cancellation after commencement date

6.1 In the event the student requests a refund after commencement date of course no refund will be issued.

Refunds for any monies received by the Institute on behalf of the student for services other than tuition fees must be requested from the company delivering the service and students will be subject to the respective companies refund policies.

This policy does not remove the right to take further action under Australia's Consumer Protection Laws.

The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Related Policy

SMP 3 Fees & Charges Policy

48. RESOURCE CENTRE

Melbourne Campus

The Resource Centre is located on the 7th floor, and is open from 7:40am to 5.30pm Monday to Friday during term. The Resource Centre is closed on weekends and public holidays with reduced times and days during term breaks. The photocopy machine in the Resource Centre requires a photocopy card that can be purchased from the Resource Centre Officer. Books, manuals, texts, can also be purchased from the Resource Centre.

Please read the Information Technology notice for the conditions of use of Computers at Carrick Institute of Education (See Information Technology policy listed above under Computers). You can use your student identification number to log on to use computers and to get access to the Internet. The Resource Centre is available for use by students, but please understand that computers are available for study purposes and email only.

The Melbourne and Sydney Public Libraries are also available to students as well as local libraries in residential areas.

In Melbourne check out <http://www.citilibrary.org.au>

In Sydney check out http://www.cityofsydney.nsw.gov.au/cs_library.asp

49. SHOPS

Most shops are open from 9.00am - 5.30pm on Monday to Wednesday, and from 9.00am - 9.00pm Thursday or Friday (late night shopping), from 9.00am - 5.00pm on Saturday and Sunday (in most large shopping complexes). Milk bars are usually open late and you can buy most foods here. They are expensive though! Pubs are open from 10.00am - 12.00pm. It may be a good idea to take your Student ID Card with you as pubs often ask you to prove that you are over 18 years of age.

50. SMOKING

The Institute is a non-smoking environment and therefore smoking is not permitted anywhere in the building including corridors, classrooms, lifts, stairwells, ground floor foyer, or the front steps of the building.

Do you want to QUIT smoking and need help? Contact the QUIT Line – Phone 13 18 48, or visit www.quit.org.au.

51. STUDENT COMMON ROOM (breakout area)

A student common room (breakout area) is available for eating and preparing lunches and snacks at all campuses. The common room is a great place to meet other students and there are facilities for storing and heating food. Keep up to date with the latest events by regularly checking the notice board in this area.

52. STUDENT ID CARDS

Once you have enrolled, you are entitled to receive your student ID Card. Your ID Card establishes you as part of the Institute and allows you certain rights and obligations. You will find your card useful in obtaining student concessions and discount rates for the purchase of textbooks, conference and seminar attendance, the cinema and other entertainment events and venues.

ID Cards will be issued during the first week of class.

Melbourne campus: See Reception for details.

Sydney campus: See Reception or Room 4 for details.

Please Note International Students are not eligible for public transport concession.

53. STUDENT REPRESENTATIVE COUNCIL (SRC)

The SRC is a body elected by students to represent student interests, organise student events like charity days and student formals. Positions on the SRC are available each term and all enquiries should be directed to the Student Services Officer.

54. STUDENT WELFARE

The Student Welfare Officer is available for confidential assistance in any of the following areas.

- ❖ Counselling – general or personal, emergency assistance, support and referrals
- ❖ Cultural Adjustment
- ❖ Student Accommodation
- ❖ Study Assistance

Feel free to drop in to see the Student Welfare Officer at your campus between Monday to Friday.

55. SUGGESTIONS AND FEEDBACK

Feedback questionnaires are distributed once a semester, all students have the opportunity to complete this questionnaire and have their say. All information in this document is private and confidential.

56. SUPPORT ENGLISH CLASSES

The ELICOS Department conducts **free** Support English classes for students every Tuesday and Thursday afternoon from 2.45 to 4.15pm. A qualified English teacher is available to assist students in a self-study environment. Bring along your assignments to check for correct grammar, spelling, and general structure.

57. TERM DATES

2007

Term	Start	Finish	Holiday	Length Of Term
1 st Term	15/1/07	23/03/07	2 weeks	10 week term
**Mid Term	** 19/02/07	23/03/07	2 weeks	5 week term
2 nd Term	10/04/07	15/06/07	2 weeks	10 week term
3 rd Term	02/07/07	07/09/07	2 weeks	10 week term
4 th Term	24/09/07	30/11/07	6 weeks (2007)	10 week term

58. TIMETABLES

Timetables are subject to change each semester. Timetables are posted 2 weeks before the commencement of the next term. New starters will receive their timetable on orientation. To obtain your current timetable, email:

Melbourne posted in Common Room on Level 7

- ❖ ELICOS englishmelb@carrickeducation.edu.au
- ❖ Vocational timetablemelb@carrickeducation.edu.au

Sydney posted in Breakout area

- ❖ ELICOS englishsyd@carrickeducation.edu.au
- ❖ Vocational timetablesydney@carrickeducation.edu.au

59. TOILETS

Melbourne

The toilets are located in the southern stairwell between the 9th and 7th floors. For hygiene and safety, the toilets are secured with a lock and security code, which must not be disclosed to anyone. Disabled toilets are located on the Ground Floor – Please do not smoke in the toilets.

Sydney

The toilets are located in the central hallway of the campus and can be accessed from the lift foyer. No codes are needed – Please do not smoke in the toilets.

60. TRANSPORT

Melbourne

It's easy to travel on Melbourne's extensive transport Network. One ticket can give you flexible travel between trains, trams and buses. Please check the fares and travel guide information for zones and prices, available in the Resource Centre. For more information visit: www.victrip.com.au.

Taxi Services

You may find it helpful to put the following taxi phone numbers in your mobile phone:

North Suburban	13 11 19
Yellow Cab	13 22 27
Silvertop	13 10 08
Embassy	13 17 55

Sydney

It's easy to travel on Sydney's extensive transport Network. Daily pass can give you flexible travel between trains, buses and ferries. Please check the fares and travel guide information for zones and prices

Taxi Services

You may find it helpful to put the following taxi phone numbers in your mobile phone:

Sydney Taxis	13 10 08
Taxi Cabs Legion	13 14 51
Taxi Cabs St George	13 21 66

61. VISA AND IMMIGRATION

It is the student's obligation to be aware and abide by their student visa conditions. Student may gain advice from the immigration website at <http://www.immi.gov.au>
Or visit

DIMA OFFICES IN MELBOURNE AND SYDNEY

MELBOURNE Ground Floor 2 Lonsdale Street Melbourne VIC 3000 Mon-Fri 0900-1600 (Wed 0900-1330)
CITY CENTRAL Ground Floor 26 Lee Street Sydney NSW 2000 Counter Hours - Mon-Fri 0900-1600 (Wed 0900-1330)
PARRAMATTA Ground Floor Jessie Street Centre 2-12 Macquarie Street Parramatta NSW 2150 Mon-Fri 0900-1600 (Wed 0900-1330)

Students who require documentation from Carrick Institute of Education for appointments at immigration must contact reception with their request at least 2 weeks prior to appointment in order for documents to be processed in time.

Documents to extend your Visa will need to be processed by an Admissions Officer by appointment.

Migration advice is not given by Carrick Institute of Education staff we recommend you seek professional advice from a Migration lawyer.

62. WORKING IN AUSTRALIA

Working in Australia

All International students on a student visa in Australia are legally permitted to work for up to 20 hours per week. In order to obtain these benefits you will need to submit an **Application for Work Permission** with the Department of Immigration Multicultural and Indigenous Affairs (DIMA) and obtain a **Tax File Number** from the Australian Taxation Office (ATO).

Step 1: Work Permission

You can apply for Work Permission over the Internet at www.immi.gov.au under online services (eVisas). First ensure that Reception has electronically advised DIMA that you are a current student and have commenced your studies.

You will need to enter your passport and student visa numbers and you will need to pay by credit card, currently \$55 (check the DIMA website).

Or you can apply in person at any DIMA office and will need the following documents:

- ❖ Your current **Passport** and **Student Visa**
- ❖ **Form 157 P**

Please download Form 157P from the DIMA website: www.immi.gov.au

You'll need to fill in all your personal details and bring the form back to us (Reception); if your attendance has been satisfactory then we will stamp it and sign it for you.

- ❖ **Payment** of Visa Application Fee

You can pay by credit card, EFTPOS, money order (available from any Post Office) or bank cheque.

Submitting your Application

You can submit your Application for Work Permission directly in one of the DIMA offices – you'll need to ring 13 18 81 press # and ask for an appointment. DIMA has set aside certain days for processing manual applications.

DIMA OFFICES IN MELBOURNE AND SYDNEY (see above)

Counter Hours - Monday – Friday 0900-1600 (Wednesday 0900-1330)

Step 2: Tax File Number (TFN)

Your employer will probably ask you for a tax file number, and you will need to apply for it at the Australian Taxation Office (ATO) www.ato.gov.au

Submitting your Application

You can complete your application online. Go to the ATO website at www.ato.gov.au, select Forms and Services, TFN – tax file number application form, [Online individual tax file number \(TFN\) registration \(Nat 4157\)](#), [Apply for a tax file number](#) then complete the form online. You will need to enter your passport and work permission visa numbers. There is no charge for a tax file number.

Alternatively, you can submit your application directly with the Australian Taxation Office and you will need the following documentation:

- ❖ Your **Current Visa** with **Permission For Work**
- ❖ **Two (2) different proofs of identity**, e.g., Student Card, Passport, Bank Statement, others (please enquire at the ATO).
- ❖ **Tax File Number Application Form** (you can also obtain this from the ATO).

It is important that all students provide their tax file number to employers, so that they are insured under WorkCover (www.workcover.vic.gov.au). If you injure yourself at work, you will be paid part or all of your wage during any time you are unable to work, and also assist you in returning to work. Some or all of the medical and rehabilitation expenses incurred will also be covered. Remember to advise **all** employers of your tax file number