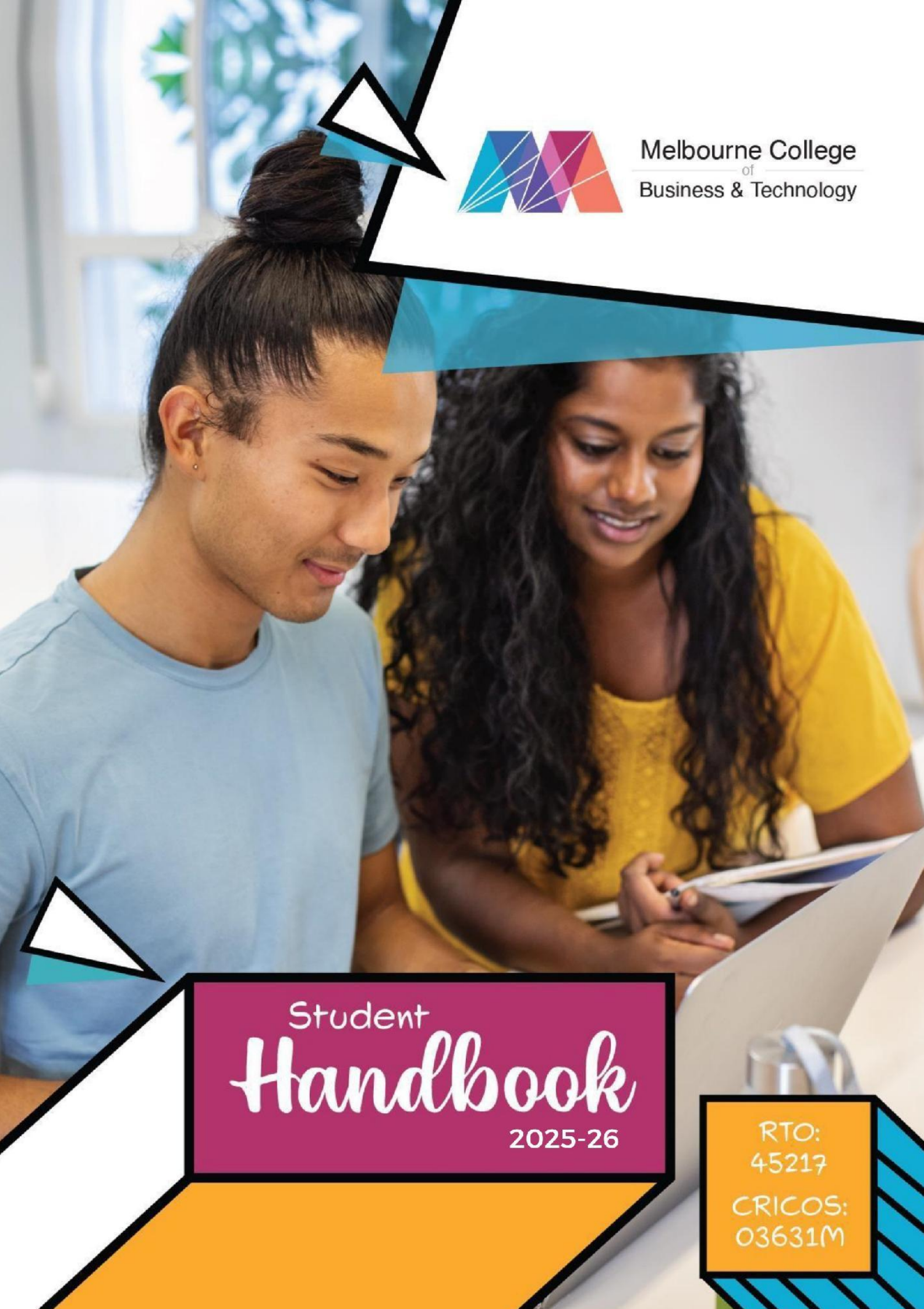


Melbourne College of Business & Technology

Student Handbook

2025-26

RTO: 45217

CRICOS: 03631M

Melbourne College of Business & Technology

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1. Acknowledgement of Country

Melbourne College of Business and Technology (MCBT) acknowledges the Traditional Custodians of the lands on which we live, learn, and work.

We recognise and pay our respects to the Wurundjeri People of the Kulin Nation, the Traditional Owners of the land on which our Melbourne campus is located. We extend our respect to Elders past and present, and to all Aboriginal and Torres Strait Islander peoples, for their continuing connection to land, waters, culture, and community.

We are committed to fostering an inclusive and respectful learning environment that embraces and celebrates Australia's First Peoples.

2. Welcome

Welcome you to Melbourne College of Business and Technology (MCBT).

At MCBT you will meet your trainers who are academics with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support in your studying with us or in your living in Australia, all our staff at MCBT will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. When you feel struggling with your study, you can meet our Student Welfare Officer, Learning adviser or English Help Officer.

Good luck with your study at MCBT.

3. Regulatory Compliance – Standards for RTOs 2025

Melbourne College of Business and Technology (MCBT) is a registered training organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). As of 2025, MCBT aligns its operations with the:

- **Standards for RTOs 2025**
- **National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)**
- **National Vocational Education and Training Regulator Act 2011**

These standards ensure that we maintain the highest levels of training quality, student support, assessment integrity, and continuous improvement.

As a student, this means:

- You can expect training and assessment that meets national competency outcomes.
- Your rights, safety, and welfare are protected.
- You have access to fair complaints and appeals processes.
- You will receive support services and resources aligned with national compliance requirements.

For more information, visit: https://www.asqa.gov.au/rto/standards-2025

4. Our campus

i. Melbourne city campus

MCBT College's city campus, located in **Suite 2, Level 9 of 190 Queen Street, Melbourne 3000**, offers a top-class educational environment equipped with a wide range of cutting-edge facilities to support the academic journey of international students.

The Training kitchen at **47 Paisley Street, Footscray Melbourne VIC 3011**, is a state-of-the-art culinary facility that provides students with a hands-on learning experience. Equipped with professional- grade kitchen appliances, spacious workstations, and an extensive selection of fresh ingredients, this facility allows students to develop their culinary skills in a modern and well-equipped environment.

Situated in the heart of Melbourne, MCBT's city campus offers international students the opportunity to experience a vibrant and dynamic city lifestyle. Melbourne is renowned for its diverse cultural scene, offering numerous entertainment options, including theaters, art galleries, and a rich culinary scene with diverse international cuisines.

Navigating Melbourne city is a easy for international students, thanks to the excellent public transport network. Trams, buses, and trains are readily available, making it convenient to travel both to and from the campus. This ease of access allows students to explore the city's various attractions, from iconic landmarks to picturesque coastal areas.

ii. Automotive Workshop

MCBT College's Automotive Workshop at **4th Jarklan Street Truganina Vic 3029**, is equipped with advanced facilities essential for delivering high-quality automotive courses. The workshop features a range of standard facilities, including modern diagnostic equipment, specialized tools, and fully equipped workstations. The workshop provides an immersive learning environment, ensuring that students receive practical training that aligns with industry standards, preparing them for successful careers in the automotive field.

iii. Painting and Decorating Workshop

MCBT College's Painting and Decorating Workshop at **4th Jarklan Street Truganina Vic 3029**, is equipped with advanced facilities essential for delivering high-quality Painting courses. Student will gain essential skills such as creative texture finishes, applying wallpaper and decorative finishing touches, matching colours and safely managing lead paint and asbestos. At MCBT Student will have the opportunity to work on real-life projects in our dedicated training facilities, taught by our industry-experience staff. Our flexible, practical approach means we can fit around work schedules, delivering training on-site or in our industry-standard facilities. Our Painting and Decorating students have a national reputation for excellence, winning gold medals at regional WorldSkills competitions and many other industry accolades.

The workshop features a range of standard facilities, including modern diagnostic equipment, specialized tools. The workshop provides an immersive learning environment, ensuring that students receive practical training that aligns with industry standards, preparing them for successful careers in

the automotive field.

iv. Carpentry Workshop

MCBT College's Carpentry Workshop at **4th Jarklan Street Truganina Vic 3029**, is equipped with advanced facilities essential for delivering high-quality Painting courses. Student will gain essential skills such as creative texture finishes, applying wallpaper and decorative finishing touches, matching colours and safely managing lead paint and asbestos. At MCBT Student will have the opportunity to work on real-life projects in our dedicated training facilities, taught by our industry-experience staff. Our flexible, practical approach means we can fit around work schedules, delivering training on-site or in our industry-standard facilities. Student will be able to use carpentry tools and equipment, general demolition of minor structures, levelling operations, working effectively and sustainably in the construction industry. Planning and organizing work, read and interpret plans and specifications, carrying out excavation.

v. Solid Plastering Workshop

MCBT College's Solid Plastering Workshop at **4th Jarklan Street, Truganina VIC 3029**, is equipped with industry-standard facilities and equipment essential for delivering high-quality solid plastering training. Students will develop practical skills in applying plaster, cement and other mixtures to internal and external surfaces, creating smooth and decorative finishes, and carrying out rendering and finishing work.
At MCBT, students will have the opportunity to gain hands-on experience through practical activities and simulated real-life construction projects in our dedicated training facilities, guided by industry-experienced trainers. Students will also develop skills in preparing and organising work, interpreting plans and specifications, safely using tools and equipment, and applying workplace health and safety practices. Our practical training approach helps students develop the skills required for residential and commercial solid plastering work.

vi. Bricklaying and Blocklaying Workshop

MCBT College's Bricklaying and Blocklaying Workshop at **4th Jarklan Street, Truganina VIC 3029**, is equipped with industry-standard facilities and equipment essential for delivering high-quality bricklaying and Blocklaying training. Students will develop practical skills in bricklaying, Blocklaying, paving and related construction activities for residential, industrial and commercial projects.
At MCBT, students will have the opportunity to work on practical construction activities and simulated real-life projects in our dedicated training facilities, guided by industry-experienced trainers. Students will develop skills in preparing and organising work, reading and interpreting plans and specifications, setting out work, using bricklaying and construction tools safely, and applying appropriate construction techniques. The training also focuses on workplace health and safety and sustainable work practices within the construction industry.

5. Travel between our campuses:

Our City campus and Training Kitchen are conveniently situated within a short 10-minute walk from each other. Alternatively, you can hop on a free tram at Bourke Street Mall, which is just a brief stroll from our City campus. You have a choice of three trams on Elizabeth Street, numbered 19, 57, or 59. Take the tram heading towards Flinders Street Station, and upon reaching the last stop, you'll find our Training Kitchen right next to the tram stop.

To reach our Automotive Workshop, you can catch a train either from Melbourne Central Station or Flinders Street Station towards Sunbury, and get off at Keilor Plains station, where our workshop is just a quick 10-minute walk away.

6. Student Responsibilities and Expectations

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect. This includes:

- Providing fair and honest feedback on training performance and on the content

and presentation of courses.

- Paying all tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which the College correspond with you (e.g. course progress, assessment results, outstanding fees).
- Replying in a timely manner to all MCBT trainer and administrative communications to you, including emails, phone calls and text messages.

- To be eligible to issue the qualification, you must successfully complete all the assessment requirements of the course.

7. Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and providers of higher education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

8. Foundation Skills & LLND Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs and you need to demonstrate competency in these as well as your technical competencies.

All new students to the MCBT are required to take the LLND (language, literacy numeracy and digital skills test) as part of the orientation program. Based on the LLND test results, student study gaps will be diagnosed and on-campus.

9. Certification

i. Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed

(these are listed on the Academic Transcript).

ii. Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- Competent: The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- Not Competent: The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- Withdrawn: The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- Exempt: The student has been granted a credit transfer from studying the unit due to previous study.
- Competent via RPL: the student has demonstrated competency via a Recognition Process.

iii. Statement of Attainment

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or
- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

10. Issuance of AQF Certification

In line with the **Standards for RTOs 2025** and the **AQF Qualifications Issuance Policy**, MCBT is committed to ensuring the timely and accurate issuance of certification to all eligible students.

i. Timeframe for Issuance

- AQF certification documentation (Qualification Testamur, Statement of Attainment, and Record of Results) will be issued **within 30 calendar days** of:
  - the learner being assessed as meeting all course requirements; and
  - all fees owed by the learner to the RTO being paid.

ii. Certification Requirements

All certification issued will:

- include the **full training product code and title** as published on the National Register,
- display the RTO name, code, and CRICOS code (if applicable),
- include the authorised signatory, date of issue, and unique certificate number,
- comply with formatting and content requirements under the **AQF Qualifications Issuance Policy**,
- use the **NRT logo** only where the qualification or statement of attainment is within MCBT's scope of registration.

iii. Restrictions

- Student identifiers (e.g. student ID number, USI, or personal identifiers) **will not be displayed** on the testamur or statement of attainment.
- Confidential student information will only be used internally for record-keeping and reporting purposes (e.g. AVETMISS, USI).

iv. Record Retention

- Certification records will be retained for a minimum of **30 years**, as required under the Standards for RTOs 2025.

11. Course Provided by Melbourne College of Business and Technology

Course Code	Course Name
099309E	General English (Non AQF Award)
AUR30620	Certificate III in Light Vehicle Mechanical Technology
AUR40216	Certificate IV in Automotive Mechanical Diagnosis
BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management
BSB60420	Advanced Diploma of Leadership and Management
ICT50220	Diploma of Information Technology
ICT60220	Advanced Diploma of Information Technology

SIT30821	Certificate III in Commercial Cookery*
SIT40521	Certificate IV in Kitchen Management*
SIT50422	Diploma of Hospitality Management*
SIT60322	Advanced Diploma of Hospitality Management*
CPC30220	Certificate III in Carpentry
CPC30620	Certificate III in Painting and Decorating
RII60520	Advance Diploma of Civil Construction
CPC31020	Certificate III in Solid Plastering
CPC33020	Certificate III in Bricklaying and Blocklaying
CPC40120	Certificate IV in Building and Construction

* requires work-placement to complete the course.

12. Entry Requirement

i. 099309E General English courses

All applicants must be aged 18 years or over at the time of applying for admission to the course.

General Entry requirements for VET courses are as below:

- All applicants must be aged 18 years or over at the time of applying for admission to the course.
- Successful completion of Australian Equivalent Year 12 qualification or higher.
- Minimum IELTS score of 6 or PTE score of 52 or Certificate III in EAL or equivalent.

* For equivalency of various English Languages proficiency testing, and other forms of equivalency please refer to the Admissions and student selection policy available in the Students handbook (www.mcbt.vic.edu.au).

* In the absence of formal English qualifications MCBT may proffer MCBT English Placement Test (Oxford Placement).

ii. Entry Requirement for the VET courses

- Have demonstrated an IELTS level of at least 6 or equivalent, PTE score 52-57 (test results must be no more than 2 years old) or the successful completion of at least General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- Have successfully completed Australian year 12 or equivalent.
- Are at least at age of 18 at the time of course commencement.
- Have a suitable level of language, literacy and numeracy to complete course requirements with or without additional support that Melbourne College of Business and Technology is able to provide. (applicable for Level 1 countries only)

Please Note: All the students commencing this course are required to complete an LLN test and a pre- training

interview on the orientation day to assist Melbourne College of Business and Technology to identify student's needs for additional support during their study with Melbourne College of Business and Technology

13. Pre-enrolment Information

It is compulsory for students to finalise their enrolment by registering at MCBT before commencing their course. Students MUST bring with them their passport and Confirmation of Enrolment (CoE) letter to the orientation program. For students who wish to have credits transferred from previous studies, they will need to bring their original documents to be sighted and photocopied for our records.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.

i. Additional entry requirements:

- Student must have access to working PC or laptop with a configuration suitable to meet study requirements. Please seek your trainer/assessor assistance in this regard.
- Student must have access to working internet.
- Student must be able to attend scheduled theory classes and classes to be conducted in simulated environment
- Student must have sound digital literacy.

ii. Timetable

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit, and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed and enrolment will need to be varied.

We are fully committed to remain transparent on the mode of delivery, resources available to students, methods of assessment and how assessment in simulated environment will be managed. We ensure that:

- Students are treated fairly and reasonably.
- Any adjustments to courses are transparent and communicated clearly to students.
- All adjustments to course delivery, the process for informing and seeking students' consent, and information relevant to individual students is documented and retained.

iii. Orientation:

New student Orientation will be done in college premises. New students will receive an e-mail and call from the Admissions department on the Friday, prior to their date of commencement with all necessary further information and instructions.

If you have any questions regarding this process, please contact +61 (3) 9018 5699 or enquiry@mcbt.vic.edu.au. Please email or call the Student administration should you require any additional support.

14. Work Placement Requirements

Refer to the course information section on the website https://mcbt.vic.edu.au/

i. Studying the CPC30620 Certificate III in Painting and Decorating at MCBT

Studying the Certificate III in Painting and Decorating at MCBT provides you with comprehensive training in both the practical and theoretical aspects of the trade. You'll gain essential skills that can lead to employment in various areas, such as paint application, timber staining, wallpapering, and conventional spray painting.

Learn hands-on skills from experienced instructors who are industry professionals. Their expertise ensures you receive valuable insights and support throughout your training. Our specialised facilities create an ideal environment for skill development, allowing you to practice in real-world settings. With strong guidance from both teachers and staff, you'll be well-equipped to meet the demands of the painting and decorating industry and succeed in your future career.

ii. Studying the CPC30220 Certificate III in Carpentry at MCBT

Studying at MCBT provides a hands-on, practical learning experience tailored to industry needs. Through a blend of classroom theory and real-world applications, students gain essential skills to succeed in their field. MCBT's state-of-the-art facilities ensure students are fully equipped for the workforce, while regular trainer support and workplace assessments keep learning on track. With a focus on both independent study and guided instruction, students can practice their skills in simulated environments and on-the-job training. MCBT also offers dedicated student support services, ensuring a smooth and rewarding learning journey.

iii. Studying the RII60520 Advance Diploma of Civil Construction Design at MCBT

The Advanced Diploma of Engineering (Civil Engineering Design) also provides a pathway to an engineering degree.

Civil and structural engineering involves the design and construction of roads, airports, railways, buildings, bridges, dams and drainage systems.

MCBT Develop your skills and give access CAD Software:

- using computer-aided drafting (CAD) software to produce detailed drawings, plans and designs for construction work
- doing cost estimates and preparing material specifications
- liaising with construction workers and project managers
- inspecting completed works to ensure they meet specifications and regulations
- conducting laboratory and/or field testing of materials, soil and water quality.

iv. Studying the AUR30620 Certificate III Automotive Courses at MCBT

Certificate III in Light Vehicle Mechanical Technology is designed to train students in light vehicle mechanics to develop their skills. Students will acquire knowledge on how to apply safe work practices, test and service batteries and carry out repairs to single electrical circuits. This course will help you develop your skills in servicing and repairing, suspension, steering, engine management systems transmission and braking systems, and teach you about inspecting and servicing engine cooling systems.

This qualification covers the skills and knowledge required to perform a broad range of tasks on a variety of light vehicles in the automotive service and repair industry. The Certificate iii in Light Vehicle Mechanical Technology prepares new employees or recognises and develops existing workers performing mechanical work in the automotive light vehicle service and repair industry.

Learn to repair and maintain cars and light vehicles with the Certificate III in Light Vehicle Mechanical Technology. Students will learn to diagnose and repair issues with steering suspension and cooling systems, as well as service electrical systems and wheel tyre assemblies. Students will also learn important workplace safety skills so they're prepared for life in a real auto workshop.

v. Studying the AUR40216 Certificate IV in Automotive at MCBT

The Certificate IV in Automotive Mechanical Diagnosis course provides advanced training for automotive technicians who want to further develop their diagnostic and technical skills. This automotive diagnostics course enables participants to enter employment in a senior, supervisory, or managerial role within the automotive and repair industry.

- Mechanical and electrical systems, maintenance, service and repair
- Diagnosis of complex faults in automotive vehicle systems
- Reports and technical document development
- Interpreting and producing technical

vi. Studying the CPC31020 Certificate III in Solid Plastering at MCBT

The Certificate III in Solid Plastering course provides practical training for individuals seeking to develop the skills required to work as solid plasterers in residential and commercial construction. The course covers common construction industry skills as well as specialist solid plastering skills, preparing participants for employment in the construction industry.

- Applying plaster, cement and other mixtures to internal and external walls
- Creating smooth and decorative finishes to interior walls
- Rendering and finishing exterior walls
- Developing practical skills for residential and commercial construction work
- Applying construction industry safety practices and procedures
- Preparing to work safely in the construction industry

vii. Studying the CPC33020 Certificate III in Bricklaying and Blocklaying at MCBT

The Certificate III in Bricklaying and Blocklaying course provides practical training for individuals seeking to develop the skills required to work as qualified bricklayers, blocklayers or pavers in residential, industrial and commercial construction. The course develops specialist skills in bricklaying, blocklaying, paving and related construction work, preparing participants for employment in the building and construction industry.

- Bricklaying and blocklaying for residential, industrial and commercial construction
- Heritage and refractory bricklaying techniques
- Paving and related construction work
- Working on both new construction and existing structures
- Developing practical skills in a real or closely simulated workplace environment
- Applying construction industry safety practices and procedures

viii. Studying the CPC40120 Certificate IV in Building and Construction at MCBT

The Certificate IV in Building and Construction course provides practical and theoretical training for individuals seeking to develop the skills required for roles such as builders, construction supervisors, site managers and site supervisors. The course develops knowledge of building practices, structural principles, relevant codes, standards and legal requirements, while preparing participants to plan, supervise and manage safe building and construction work.

- Applying structural principles, building codes, standards and legal requirements
- Planning and supervising building and construction work
- Managing construction sites, work crews and specialised contractors
- Preparing and administering building and construction contracts
- Applying quality principles to building and construction projects
- Developing skills in building and construction site management
- Applying workplace health and safety practices in the construction industry

15. Policies and Procedures

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the College website.

- Student Enrolment Policy and Procedure
- Feedback, Complaints and Appeals Policy and Procedures
- Student Support and Intervention Policy and Procedures
- Student Information Policy and Procedure

- Feeand Refund Policy and Procedure
- Recognition of Prior Learning Policy and Procedures
- Credit Transfer Policy and Procedures
- Student Wellbeing Support Policy and Procedures
- Overseas Student Transfers
- Change to another course offered by Melbourne College of Business and Technology

Please note: MCBT's marketing and information obligations, including correct use of its RTO code, CRICOS code, Nationally Recognised Training (NRT) logo, and ensuring that all representations of services and training products are accurate, current, and not misleading in line with Standards 2025.

16. Learning Support

MCBT provides academic support for all students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Student Support Officers will help you develop your understanding with assessments through individual help sessions and academic workshops. Please email your academic enquiries and academic support session booking to enquiry@mcbt.vic.edu.au.

i. Reasonable Adjustment

Melbourne College of Business and Technology (MCBT) is committed to supporting equitable access to training and assessment for all learners, including those with special requirements. Reasonable adjustments are available to ensure that no learner is disadvantaged during their learning journey. All adjustments will be made in accordance with legislative obligations and the Standards for RTOs.

Adjustments must maintain the integrity of the **Unit of Competency** and the **validity of the assessment outcomes**.

Types of Reasonable Adjustments

Reasonable adjustments may include, but are not limited to:

- Customising training or assessment delivery to suit the learner's Language, Literacy and Numeracy (LLN) needs.
- Providing personal support services such as a reader, interpreter, scribe, or support person.
- Using assistive technologies or adaptive equipment to support learning and assessment.
- Allowing flexible assessment formats (e.g., oral instead of written) or timelines to accommodate medical, psychological, or personal needs.
- Modifying learning or assessment materials (e.g., large print, Braille, audio recordings, translated content).
- Adjusting the physical environment to ensure access, comfort, and safety.
- Respecting cultural, religious, age, gender, and traditional protocols where appropriate.
- Modifying practical tasks where competency requirements allow.

Planning and Documentation

- All adjustments are planned in collaboration with the learner, trainer/assessor, and Academic Manager.
- An **Individual Support and Adjustment Plan (ISAP)** will be developed and documented by the Academic Manager based on the learner's specific needs.
- Trainers and Assessors are responsible for implementing the approved adjustments in accordance with the ISAP.

If an Adjustment is Deemed Not Reasonable

In some cases, an adjustment may be deemed not reasonable—for example, if it:

- Compromises the assessment's integrity or the required workplace competency,
- Conflicts with licensing or regulatory requirements, or
- Exceeds what is possible within the scope of the training package.

In such cases:

- The rationale for refusal will be clearly documented in the learner's file.
- The learner will be informed in writing, and suitable alternatives will be discussed.
- The learner will be advised of their right to access the **grievance and appeals process** if they wish to contest the decision.

MCBT is committed to ensuring that all learners are treated with fairness, dignity, and respect throughout the training and assessment process.

17. Student Services

All MCBT staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. Student Services Officers are the first point of contact for students. Student services officers will guide you through the whole process of your study with the College from the orientation to graduation. The Student Services Officers will be responsible for:

- Providing students with up-to-date details of MCBT's support services.
- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of MCBT.
- Organising student orientation.
- Receiving student complaints and referring complaints to the RTO Manager.
- Providing students with information about MCBT attendance and course progress requirements.
- Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

18. Student Support Services

If you are experiencing any of the following, we suggest you contact our Student Support Officer on enquiry@mcbt.vic.edu.au. This is an on-campus free and confidential service.

- Stress / Anxiety / depression
- Feeling sad and unable to function properly
- Lack of concentration in study or completing normal day-to-day activities
- Victim of harassment – either at the college, workplace or in your home
- Grief and loss
- Victim of abuse – psychological, physical, sexual
- Cultural issues – difficulty in 'fitting in' to the Australian way of life

MCBT contact Details:

- **In Person: City Campus, 190 Queen Street, Melbourne VIC 3000**
- **Email: sso@mcbt.vic.edu.au**
- **Phone: (03) 9018 5699**

Key Student Connect Personnel details:

Name: LUISA	Ph: +61 3 9018 5699	Email:	sso@mcbt.vic.edu.au
Name: POOJA	Ph: +61 3 9018 5699	Email:	admin1@mcbt.vic.edu.au
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Name: PREXA	Ph: +61 3 9018 5699	Email:	sso@mcbt.vic.edu.au
Name: SHYNA	Ph: +61 3 9018 5699	Email:	enquiry@mcbt.vic.edu.au

i. External Support Contacts (Victoria)

In addition to the services offered by Melbourne College of Business and Technology (MCBT), students can also access a range of external support services for personal, academic, and wellbeing needs. These services are free and confidential unless otherwise stated.

ii. Mental Health & Crisis Support

- **Lifeline Australia** (24/7 Crisis Support)
  Phone: 13 11 14 | Website: www.lifeline.org.au
  Offers 24/7 telephone counselling, suicide prevention services, and support for people in emotional distress.
- **Beyond Blue** (Mental Health and Anxiety Support)
  Phone: 1300 22 4636 | Website: www.beyondblue.org.au

Provides mental health support for depression, anxiety, and stress. Chat and email counselling are also available.

- **Headspace** (Youth Mental Health Services – ages 12–25)
  Website: www.headspace.org.au
  Offers confidential support for young people regarding mental health, work, study, and relationships.

iii. Family Violence & Safety

- **Safe Steps – Family Violence Response Centre**
  Phone: 1800 015 188 (24/7) | Website: www.safesteps.org.au
  Provides confidential family violence support, safety planning, and emergency accommodation services.
- **Victoria Police / Emergency Services**
  Phone: 000
  For emergencies including threats to safety, harassment, assault, or medical emergencies. Available 24/7.

iv. Cultural and Community Services

- **Victorian Aboriginal Legal Service (VALS)**
  Phone: 1800 064 865 | Website: www.vals.org.au
  Offers culturally appropriate legal and community justice services for Aboriginal and Torres Strait Islander peoples.
- **Multicultural Centre for Women's Health (MCWH)**
  Phone: (03) 9418 0999 | Website: www.mcwh.com.au
  Specialised health education and support services for women from migrant and refugee backgrounds.
- **Migrant Information Centre (Eastern Melbourne)**
  Phone: (03) 9285 4888 | Website: www.miceastmelb.com.au
  Provides support with settlement, housing, employment, and education for migrants and refugees.

v. Academic & Literacy Support

- **Read Write Hotline** (National Literacy Helpline)
  Phone: 1300 655 506 | Website: www.readwritehotline.edu.au
  Offers confidential help with reading, writing, and numeracy challenges and referrals to nearby support programs.
- **Libraries Victoria**
  Website: www.plv.org.au
  Public libraries across Victoria offer free internet, study spaces, llnclasses, and learning resources.

19. Your Rights and Responsibilities

At MCBT, every student has the right to feel safe, respected, and supported—academically, emotionally, and culturally.

We are committed to:

- Promoting **respect, inclusion, and equity** for students of all backgrounds, cultures, identities, and beliefs
- Ensuring a **learning environment free from bullying, harassment, or discrimination**
- Supporting **freedom of expression, cultural safety, and wellbeing**

As a student, you have the **responsibility** to:

- Treat your fellow students, staff, and the broader community with dignity and respect
- Act in a way that supports a positive and inclusive learning culture
- Follow college policies, including the **Student Code of Conduct** and **Academic Integrity** guidelines
- Speak up if you witness or experience any unsafe, inappropriate, or discriminatory behaviour

If you ever feel unsafe, experience unfair treatment, or need help:

- Contact the **Student Support Officer**
- Refer to the **Feedback and Complaints Procedure** in this handbook
- Reach out to any of the **external support services** listed above

Your wellbeing matters. Help is always available, please don't hesitate to ask.

Student Code of Conduct

Purpose

The Student Code of Conduct establishes the standards of behaviour expected from all students enrolled at MCBT. These standards are designed to foster a safe, respectful, and inclusive learning environment for all students, staff, and stakeholders.

Expected Behaviour

All students are required to:

- Treat fellow students, staff, and visitors with courtesy, fairness, and respect.
- Conduct themselves in a manner that supports and does not disrupt teaching, learning, or the effective operation of the College.
- Adhere to all College policies and procedures, including those related to attendance, academic progress, and assessment.
- Use College facilities, resources, and equipment responsibly and respectfully.
- Take ownership of their learning and personal development.
- Respect the rights of others to learn in a safe, supportive, and harassment-free environment.
- Comply with all health, safety, and wellbeing requirements as stipulated by the College.
- Act honestly and with integrity in all academic and interpersonal activities.

Unacceptable Behaviour

The following conduct is deemed unacceptable and may lead to disciplinary action:

- Bullying, harassment, discrimination, or any form of intimidation, whether verbal, physical, or online.
- Plagiarism, cheating, or any academic dishonesty.
- Acts or threats of physical violence.
- Vandalism or misuse of College property, resources, or intellectual property.
- Theft or unauthorised use of College or personal property.
- Use, possession, or influence of alcohol, illegal drugs, or other prohibited substances on College premises.
- Behaviour that is disruptive, aggressive, or otherwise detrimental to the learning environment.

Consequences of Misconduct

Any breach of this Code may result in one or more of the following consequences, depending on the severity and nature of the misconduct:

- Verbal or written warnings
- Suspension from the College
- Cancellation of enrolment
- Reporting to relevant authorities or regulatory bodies, where appropriate

All allegations of misconduct will be investigated thoroughly and managed in accordance with MCBT's Behaviour Misconduct and Complaints Procedures.

Support and Reporting

Students are encouraged to promptly report any incidents of unacceptable behaviour or concerns to the Student Support Officer. MCBT is committed to addressing all reports fairly, confidentially, and promptly in accordance with the College's Feedback, Complaints, and Appeals Procedure.

Note:

A detailed **Student Code of Conduct** will be provided and explained during the orientation session. Students will have the opportunity to review, discuss, and seek clarification on any aspect of the Code to ensure they understand their rights and responsibilities while studying at MCBT.

All students are required to acknowledge and adhere to the Code as a condition of their enrolment.

20. Diversity, Inclusion and Cultural Safety

Melbourne College of Business and Technology (MCBT) is committed to creating a safe, inclusive, and culturally respectful learning environment for all students.

We value diversity and support students from a wide range of backgrounds, including:

- Culturally and linguistically diverse (CALD) communities
- Aboriginal and Torres Strait Islander peoples
- Students with disability or additional needs
- Students of all genders, identities, religions, and ages

We believe that a diverse student community enriches learning for everyone and are committed to:

- Promoting equity and access for all
- Respecting cultural identity, language, ability, gender, and beliefs
- Providing culturally safe spaces, especially for First Nations students
- Preventing discrimination, harassment, or exclusion of any kind
- Ensuring compliance with the Disability Standards for Education 2005 and the Standards for RTOs 2025 through reasonable adjustments and accessible learning environments

What You Can Expect

- Inclusive teaching methods that support different learning styles
- Flexible assessment and reasonable adjustments where appropriate (without affecting competency requirements)

• Respect for your preferred name, pronouns, and access needs
• Accessible learning environments and support services as a compliance commitment
• Gender-inclusive facilities where possible
• Safe spaces to raise concerns or provide feedback

MCBT staff are trained in inclusive practice and cultural awareness, including trauma-informed learning strategies. You may be asked to complete Learner Profile information as part of the enrolment process to help us understand your learning needs or preferences.

If you ever feel unsafe, disrespected, or treated unfairly, please speak to our Student Support Officer or refer to our Feedback and Complaints process. All concerns are taken seriously and handled confidentially.

21. Critical Incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College.

Critical Incidents include but are not limited to:

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

22. Emergencies

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialling 000 is a free call. Please follow the instructions below for calling the emergency services:

- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

23. Privacy

Information concerning students, including information submitted at enrolment, will be used by MCBT, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

MCBT is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer
- We will collect information in a fair and lawful way
- You will be told of why we are collecting it and who will have access to it
- We will take reasonable steps to ensure that the information we keep regarding you is accurate
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure
- You can make a request in writing to access any information we hold about you and we
- shall provide access, unless access will impact unreasonably on someone else's privacy
- If there are mistakes in the information, we hold about you, we will correct them
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

The Privacy Act 1988 – Applies to all states can be found at:
http://www.comlaw.gov.au/Series/C2004A03712

24. Harassment

MCBT is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. MCBT will not tolerate any form of harassment within the organisation under any circumstance. MCBT will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.

Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,

- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
- Sexual harassment, which can consist of any or all the following:
    - Unwelcome comments about a person's sex life or physical appearance,
    - Suggestive behaviour such as leering or ogling,
    - Unnecessary familiarity such as deliberately brushing up against a person,
    - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
    - Sexual propositions or continual requests for dates,
    - Physical contact such as touching or fondling, or
    - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

25. Access and Equity

MCBT is committed to ensuring its training and courses are responsive to the diverse needs of all clients. MCBT will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

26. Occupational Health and Safety

Under the Victorian Occupational Health and Safety Act 2004 MCBT exercises its duty of care towards students, to achieve a healthy, low risk and quality-working environment. To meet this responsibility MCBT will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health, safety, and environmental and quality awareness in the development of standard work practices.

Information on the Victorian Occupational Health and Safety Act 2004 can be found at http://www.worksafe.vic.gov.au/laws-and-regulations/occupational-health-and-safety or at: www.vic.gov.au.

27. Plagiarism

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed
- Using information, text, artwork, graphics or other material from any source including the
- Internet and presenting it as one's own without acknowledgment
- Quoting or paraphrasing material from a source without acknowledgment
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome
- Use of AI is strictly prohibited unless specifically noted in the assessment instructions

28. RPL and Credit Transfer

Credit transfer is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar. **Recognition of Prior Learning** (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the ***Fees and Refunds*** section of this handbook. RPL can also reduce your course duration and fees. We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

i. What can I expect during training and assessment?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification– you will be eligible to be awarded your qualification.

ii. Re-assessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment or re-enrolment, depending on your case.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

29. Training Delivery Framework

MCBT ensures that training delivery is structured, sequenced, and paced to support learner engagement and achievement of competency outcomes.

i. Structuring of Training

- Training programs are designed to cover all required knowledge and performance outcomes in a logical sequence.
- Units of competency are clustered where possible to reflect workplace tasks and reduce duplication.
- Training plans are tailored to reflect entry-level skills identified during the Pre-Training Review and LLND assessment.

ii. Pacing of Training

- Training hours and workload are distributed to allow learners sufficient time to acquire, practice, and consolidate skills.
- Delivery modes (face-to-face, online, workplace, simulation) are scheduled to balance theory and practice.
- Additional support and flexible pacing are provided through the **Individual Support and Adjustment Plan (ISAP)** where required.

iii. Continuous Monitoring

- Trainers/Assessors monitor learner progress regularly.
- Where learners fall behind, targeted support interventions are implemented.

30. Industry Engagement

MCBT is committed to ensuring training and assessment strategies reflect current industry practices.

i. Consultation Processes

- Industry consultation is undertaken during the design, validation, and review of Training and Assessment Strategies (TAS).
- Engagement methods include:
  - surveys and interviews with employers,
  - consultation with industry associations,
  - feedback from workplace supervisors and placement partners,
  - review of labour market and regulator updates.

ii. Frequency

- Industry engagement occurs:
  - at least annually for each training product on scope,
  - whenever there are major updates to training packages, regulatory changes, or industry trends.

iii. Evidence

- Records of industry consultation (minutes, feedback forms, stakeholder communications) are retained to demonstrate how industry advice informs training delivery, resources, and assessment methods.

31. Assessment Validation Policy

MCBT ensures assessment practices are valid, reliable, flexible, and fair through a structured validation system.

i. Frequency

- Validation of each training product is conducted **at least once every five years**, with **50% of products validated within the first three years** of the cycle, in line with Standards for RTOs 2025.

ii. Risk-Based Approach

- High-risk qualifications (e.g., those linked to licensing/regulation, or identified through complaints, audit findings, or industry concern) are prioritised for earlier or more frequent validation.
- Lower-risk qualifications follow the standard validation cycle.

iii. Roles and Responsibility

- Validation is conducted by trainers/assessors **not directly involved in the delivery or assessment** of the unit being validated.
- External validators with current industry skills may be engaged for high-risk products.
- The Academic Manager oversees the validation schedule, ensures findings are documented, and monitors implementation of improvements.

iv. Evidence Retention

- Validation records include participant lists, samples of assessment evidence, validation outcomes, and improvement actions.
- All records are retained in accordance with compliance requirements.

32. Living and Studying in Australia: Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan. These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

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

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former

international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

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

The first migrants were mostly from Britain and Ireland and this Anglo–Celtic heritage has been a immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

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

i. Fundamental freedoms

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

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

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society. Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

iii. Freedom of speech

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

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

iv. Freedom of religion and secular government

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

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

v. Support for parliamentary democracy and the rule of law

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

vi. Equality under the law

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

vii. Equality of men and women

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

viii. Global Recognition

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

ix. Quality Assurance

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

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

x. International students are highly satisfied in Australia

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

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

xi. Your learning environment

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

xii. Australia – a research intensive country

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

- Through the Backing Australia's Ability initiative, A$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

For further details, please refer to: https://www.studyinaustralia.gov.au/Equality of opportunity and a spirit of egalitarianism

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

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

xiii. Peacefulness

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

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

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

xiv. Shared values

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

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

xv. Australian society today

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

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

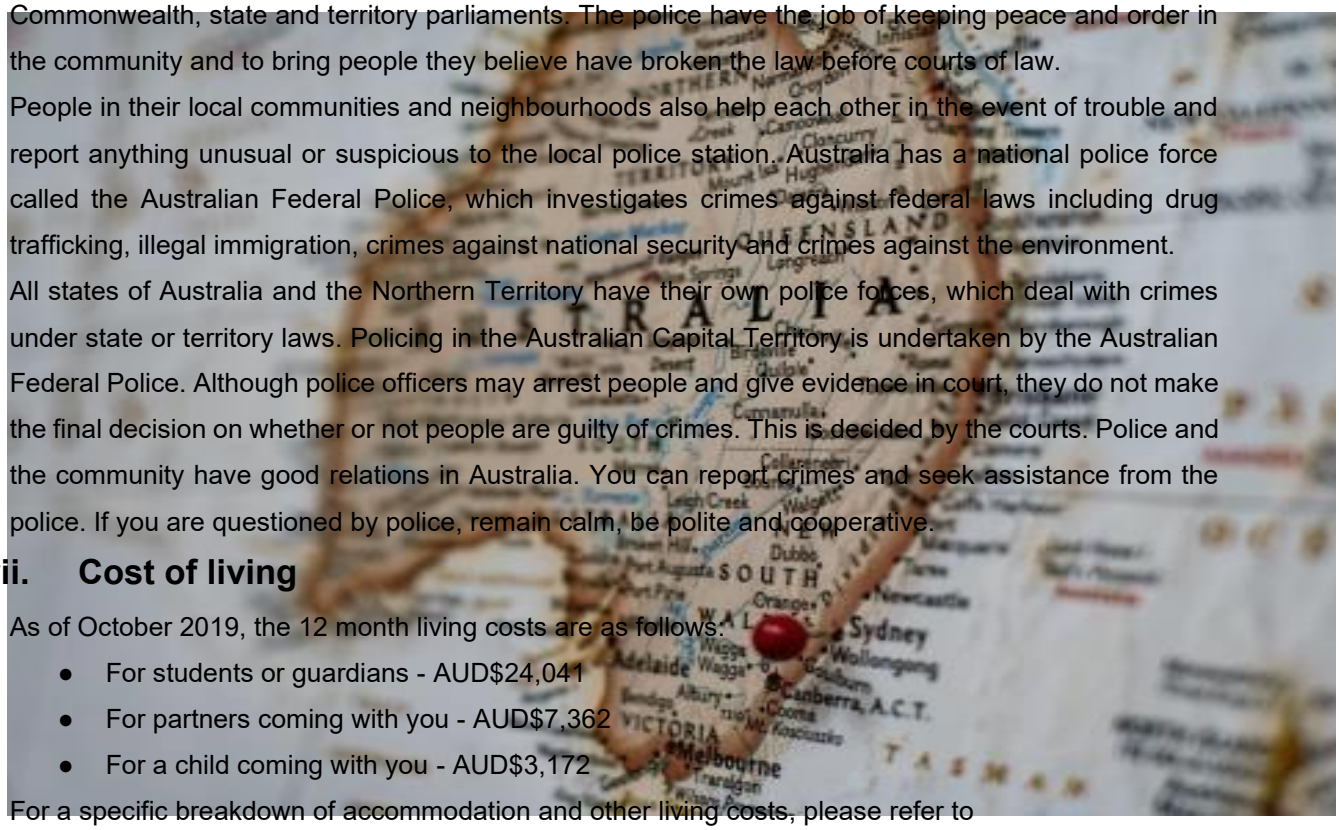
are expected to uphold the shared principles and values that underpin Australian society.

xvi. Laws and social customs

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

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

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



xvii. Cost of living

As of October 2019, the 12 month living costs are as follows:

- For students or guardians - AUD$24,041
- For partners coming with you - AUD$7,362
- For a child coming with you - AUD$3,172

For a specific breakdown of accommodation and other living costs, please refer to https://www.studyinaustralia.gov.au/English/Live-in-Australia/living-costs and make use of the cost of living calculator provided by Insider Guides at https://insiderguides.com.au/cost-of-living-calculator/

xviii. Accommodation

There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes, renting, purpose-built student accommodation, short-term accommodation like hotels and hostels, share houses or home stays. For detailed information about the various types of accommodation and legal obligations and rights for renting in each state and territory, please visit https://www.studyinaustralia.gov.au/English/Live-in-Australia/Accommodation



xix. Transport

Australia has great public transport options including trains, busses, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights.

xx. Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies
- Home safety
- Fire
- Transport and personal
- Sun and water

xxi. Working on a student visa

Student visa holders can work up to 48 hours every two weeks (fortnight) during study terms and unlimited hours during school holiday breaks. For more information on popular industries for students to work in, your rights and responsibilities, your employer's rights and information about the Fair Work Ombudsman visit: https://www.studyinaustralia.gov.au/English/Live-in-Australia/work

xxii. Overseas Student Health Cover (OHSC)

You must have student healthcare cover before arriving in Australia and for the duration of time you are in Australia – this is a visa requirement of the Department of Home Affairs. For further information about OSHC and other optional insurances visit https://www.studyinaustralia.gov.au/English/Live-in-Australia/Insurance

33. Living in Melbourne

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, there are some of the costs associated with living and studying, in Australia. For more information, please see links below.

For more information, please visit: http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

i. Regional Living Victoria

Rural and regional Victoria is home to some of the best educational opportunities in the state. Across rural and regional communities, Victoria's education network offers a range of vocational education and training opportunities, helping locals develop the skills they need for jobs in a growing regional industry. And let's not forget tertiary education, for both young people and adults returning to study. Many of Victoria's top universities and colleges have regional campuses.

Improving educational facilities across regional Victoria are focused on excellence and equity, with a goal to equip all students with the personal and practical skills to live the lives they want to live and get the jobs they need.

Wherever you are in rural and regional Victoria, community spirit is palpable, the sense of belonging strong. And because life's a little more relaxed, you will have more time to spend on the things that really matter, like family and friends. Sports clubs, festivals, events, restaurants, nightlife, theatres, galleries, shopping – it may not be Melbourne, but rural and regional Victoria takes its lead from the capital through the variety and breadth of what it has to offer (usually without the city price tag).

As for nature, well, it's hard to beat. Victoria is home to some of the greatest natural spectacles in the land. From desert to snow, beach to pasture, you're sure to find the climate and setting that perfectly enhances the way you want to live.

ii. Public transport

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses and yellow taxis.

Buy a MYKI for flexible travel between trains, trams and buses. You'll be able to use public transport in and around the city for just a few hours or all day.? Plan your trip, buy tickets online and download maps and timetables from Public Transport Victoria, the one stop shop for information about travelling on public transport (phone 1800 800 007).

Visit Public Transport Victoria for maps, timetables, tickets and route information.

iii. Weather

Victoria is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches across Victoria. In autumn, experience the glorious foliage of the many European-style parks. In winter, Victorians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

iv. Medical and nursing services

Near City campus:

- Royal Melbourne Hospital
  300 Grattan St, Parkville VIC 3050, Ph: (03) 9342 7000
- St. Vincent's Hospital Melbourne
  41 Victoria Parade, Fitzroy VIC 3065, Ph: (03) 9231 2211
- Melbourne City Medical Centre
  Level 2, 68 Lonsdale St, Melbourne VIC 3000, Ph: (03) 9639 9600
- City Medical GP + Vaccination Clinic
  Ground level, 200 Queen St, Melbourne VIC 3000, Ph: (03) 9098 7480
- CBD Doctors Melbourne
  10/53 Queen St, Melbourne VIC 3000, Ph: (03) 9077 9912

v. Dental services

Near City campus:

- Royal Dental Hospital (emergency care only)
  720 Swanston St, Carlton VIC 3053, Ph: (03) 9341 1000
- MC Dental Melbourne Central
  Shop 157, 134-138 Swanston St, Melbourne VIC 3000, Ph: (03) 8608 8968
- Q1 Dental
  137/1 Queens Rd, Melbourne VIC 3004, Ph: (03) 9078 1955
- Royal Dental Hospital (emergency care only)
  720 Swanston St, Carlton VIC Ph: (03) 9341 1000

Important: For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.

vi. Accommodation

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called “share accommodation”). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

vii. Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available, they should contact the Student Administration and if required the emergency number 0484 723 450. For life-threatening or serious injury **call an ambulance on 000.** If an ambulance has been called notify the nearest staff member of the situation.

Student Support and Intervention Policy and Procedures Melbourne College of Business and Technology is committed to providing all VET students equitable access to training support services, academic staff, and learning resources throughout the student lifecycle to ensure timely academic assistance and to maximise participation and achievement. This policy supports RTO compliance with Outcome Standards 2.3 and 2.4 by ensuring equitable training access and reasonable adjustment

In order to foster an inclusive and equitable training environment Melbourne College of Business and Technology ensures:

- **All students have access to training support services** tailored to the individual needs of each student, including language, literacy, numeracy and digital literacy (LLND) support, study skills, and wellbeing referrals.
- **All students receive clear and timely communication** about how and when training support can be accessed, including consultation hours, digital platforms, referral options and any other queries raised by students.
- **All students get opportunities to disclose** any disability needs in a safe and confidential manner without any discrimination.
- **Reasonable adjustments implemented** that are purposeful and tailored to the identified disability needs while maintaining the integrity and requirements of the training product.
- Transparency in disclosing where adjustments are not possible due to regulatory or training product constraints as soon as practicable with documented justification.

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At Melbourne College of Business and Technology we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps Melbourne College of Business and Technology will take to ensure adherence to the above. All students enrolled/willing to enrol with Melbourne College of Business and

Technology are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section.

At Melbourne College of Business and Technology we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress. At Melbourne College of Business and Technology we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Melbourne College of Business and Technology records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as one study term as per the intake schedule.

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of not making satisfactory course progress, Melbourne College of Business and Technology will contact the student and arrange a meeting with the Academic team to implement Melbourne College of Business and Technology's intervention strategies as outlined later in this document.

Procedures

Identifying Training Support Needs

Training support needs are identified through a range of methods in accordance with Performance Indicators 2.3(b) and 2.4(a).

Disability disclosure is voluntary, private, and supports a tailored response, consistent with PI 2.4(a).

- Training support needs may be identified by Admissions Officers, Student Support Officers or Trainers and Assessors and Assessors through:
  - Pre-Enrolment Review
  - LLND assessment and support plan
  - Trainer observations during early study periods
  - Student-initiated requests via Course Progress Record Form

- Academic progress monitoring.

- Where training support needs are identified, the Student Support Officers or Trainers and Assessors and Assessors schedule a Support Needs Meeting between the student and the Academic Manager.
- The Academic Manager discusses the training support needs and appropriate training support plan.
- The agreed upon Training Support is then documented in the Individual Support and Adjustment Plan (ISAP).
- Students are invited (not required) to disclose disability:
  - During enrolment (via application form).
  - Anytime via a Disability Disclosure Clause and a confidential discussion with Student Support Officers.
  - All disclosures are treated confidentially and in line with privacy laws.
  - When a disability is disclosed, a Support Needs Meeting is conducted by the Academic Manager with the student consent to identify required adjustments.
  - The Academic Manager documents the support needs and the support to be provided in the Individual Support and Adjustment Plan (ISAP) to be saved in the student file on LMS.
  - Input may be requested from medical practitioners, allied health, or previous education providers if appropriate and agreed to by the student.

Provision of Support Services

Melbourne College of Business and Technology ensures:

- VET students are informed of the availability of Trainers and Assessors and other student support teams by:
  - Welcome emails at Course Commencement
- Training support (e.g. additional tutoring, study skills support)
- Academic staff availability through:
  - In-person consultation hours
  - Email
  - Scheduled online appointments
- Digital literacy support (e.g. training on navigating the LMS/ digital learning and assessment tools).
- Administrative assistance with digital forms and LMS access.
- Wellbeing support, including referral to external services where specialised counselling or wellbeing support is needed.
- Where Individual Support and Adjustment Plan (ISAP) has been documented, the Academic Manager coordinates the provision of recommended support by the Trainers and Assessors and Assessors.
- The Trainers and Assessors and Assessors are provided with the following information to be

able to provide the appropriate academic support to the students:

- LLND assessment and support plan
- Individual Support and Adjustment Plan (ISAP) and

Reasonable Adjustments

- Based on the required support needs, reasonable adjustments may include:
  - Alternative assessment formats (e.g. oral instead of written)
  - Assistive technology or accessible formats
  - Extra time in assessments
  - Modified learning materials
  - Adjusted practical tasks (where competency requirements allow)
- Adjustments are documented in an Individual Support and Adjustment Plan (ISAP) by the Academic Manager.
- If an adjustment is deemed not reasonable (e.g. training package/ licensing constraint, compromises assessment integrity or workplace competency):
  - The rationale is documented.
  - The student is advised in writing of the reason, and alternatives are discussed.
  - A grievance process is available for students who wish to appeal.
- The Trainers and Assessors implement the recommended adjustments with reference to:
  - Individual Support and Adjustment Plan (ISAP) and Course Progress

Academic Course Progress Requirements

To progress satisfactorily, students must demonstrate competency in fifty per cent (50%) or more of enrolled units of competency for **each term.**

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies to be implemented as soon as progress issues emerge for individual students who are identified as ‘at risk’. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods is not meeting the college’s course progression requirement and will be unable to complete their course within the duration specified in the student’s COE. This will be a breach of their student visa condition.

Identifying Students ‘At Risk’

Early identification of students' ‘at risk’ is critical to ensure that early intervention strategies can be provided to support and assist the student’s academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are ‘at risk’ of making unsatisfactory progress.

These may include but are not limited to, the review of:

- Class participation and level of engagement
- The student’s attendance record

- Formative assessment completions
- Completion of self-study activities
- Late submissions of assessments
- Number of resubmissions
- Requests for extension of classwork or assessments
- Requests for additional help with assessments or classwork
- Feedback from other training staff
- Not Competent for the unit assessments
- English ability
- Results of assessments and unit

Student support staff have the responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release after each term. Any student who is identified as at risk as an outcome of this process will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, the Academic Manager in consultation with the student and trainer will establish a support/intervention program to help the student improve their course progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records, and any previously implemented intervention/counselling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ Not competent units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing may include additional time with Learning Support Officer at Melbourne College of Business and Technology
- Attending a study group with other peers on campus; the trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at Melbourne College of Business and Technology who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be

required to commence within the first two weeks of the following term. Student/trainers may request an interim or early intervention if they are struggling to achieve the required course progress during a term. The academic Manager is responsible for addressing any such concerns/ requests promptly.

Student "at Risk" is defined as follows: If at the end of the first (1) term (study period), the student's course progress i.e., the (total number of Competent units / Total Scheduled Units) as scheduled on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the student support staff at Melbourne College of Business and Technology, however, the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the not competent unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or student support staff can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term/total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as scheduled on the timetable for the study period is less than 50%.

At Melbourne College of Business and Technologyeach study, the period is one study term as per the intake schedule.

Where an international student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support/intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of the third study period.

Students will have 20 working days to access the college's appeals process before being reported. During any such period, the student's enrolment will remain active.

A student will not be reported for unsatisfactory progress until after the support/intervention strategy has been implemented and enough time has been allowed for the strategy to run its course. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

Melbourne College of Business and Technology will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to the college's own documented policy and procedure.

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to the attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1st Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 2nd Study Period: Less than 50% Course Progress	2nd Warning Letter/ Intervention Meeting	Academic Manager/Student Support Team
End of 3rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager

Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DESE- DHA via PRISMS	Student Support team upon approval from Academic Manager

34. Attendance Policy and Procedures

Melbourne College of Business and Technology expects that the students should attend all the classes within their course to facilitate optimum learning. However, if students have valid reasons for absence, a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education, Skills and Employment (DESE) / Department of Home Affairs (DHA).

Students must contact the college every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of Melbourne College of Business and Technology staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/ student support officer or another nominated Melbourne College of Business and Technology staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential for students to progress satisfactorily in their course and to be deemed as genuine/bonafide students.

Melbourne College of Business and Technology will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a student visa.

Melbourne College of Business and Technology believes good attendance is important to achieve desired educational outcomes.

Melbourne College of Business and Technology will at a minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending at least 80% of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file/Student Management System and student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Procedures

Identifying Training Support Needs

Attendance is recorded by the trainer & assessor twice daily, for the morning and afternoon sessions. Any **absences longer than 5 consecutive days of the assigned timetable** without approval will be investigated as a matter of urgency.

- The Student Support Officer will attempt to contact the student.
- If a student is not contactable, their agent will be contacted.
- The Student Support Officer will counsel the student on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss the issue with the Academic Manager and the relevant authorities will be notified (e.g., police, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

Attendance Monitoring –Melbourne College of Business and Technology would monitor the student's attendance every 5 weeks via an attendance monitoring tool.This tool alerts Melbourne College of Business and Technology student support team when a student's attendance falls below 90% or less so that the relevant warnings can be issued.

90% Attendance – WARNING 1: Students whose attendance falls below 90% will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with a Student Support Officer and attend all future class as per the schedule.

85% Attendance – WARNING 2: Students whose attendance fall below 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Academic Manager ASAP for assistance/advice.

Less than 80% Attendance – Intention to Report: As soon as Melbourne College of Business and Technology is aware a student will not achieve 80% attendance, Melbourne College of Business and Technology will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access Melbourne College of Business and Technology's complaints and appeals process.

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process of the process is completed and the decision is not in the student's favour, Melbourne College of Business and Technology will notify- as soon as practical- the Secretary of DESE via PRISMS that the student is not achieving satisfactory attendance.

Melbourne College of Business and Technology may decide **not** to report a student where attendance has fallen below 80% if Melbourne College of Business and Technology is satisfied, they are a genuine/bonafide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance can demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer Student Information Policy and Procedure and Student Enrolment Policy and Procedure.

In all circumstances, if the student's attendance drops below 70%, students will be reported to DESE/DHA via PRISMS.

If a student cease attending a course or does not return from leave, and/or is unable to be contacted, under

Section 19(1) of the ESOS Act, Melbourne College of Business and Technology will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation. Melbourne College of Business and Technology in this instance does not have to give students access to the appeals process.

Students would not be entitled to a refund unless at the discretion of the CEO.

35. Student Information Policy and Procedures

Orientation Information

The Orientation session reinforces responsibilities, assessment policies and student rights.

All information that is provided to prospective students prior to enrolment and during enquiries via the Student Handbook or the website etc. is disseminated in person at the Orientation or Induction session. During orientation students have an opportunity to interact with the RTO team and discuss or clarify any concerns or queries they may have about the upcoming training.

During this session, the Melbourne College of Business and Technology Student Support Team provides detailed information on the following:

Category	Details Provided
Welcome & Introduction	RTO overview, campus tour, key staff introductions.
Training Product **Information**	Code, title, duration, delivery mode, structure, assessment overview.
Student Responsibilities	Attendance, academic conduct and progress requirements.
Support Services	Academic support, LLN support, personal/wellbeing services, trainer access.
Assessment Policies	Assessment methods, submission guidelines, resubmission, RPL, Credit Transfer.
Fees & Refunds	Total fees, payment schedule, Fee and Refund Policy, withdrawal procedures.
Complaints & Appeals	How to lodge a complaint or appeal, timeframes, escalation process.
Health & Safety	WHS obligations, emergency procedures, first aid, evacuation points.
Student Handbook & Agreement	Distribution and explanation of Student Handbook and Student Agreement form.

Regulatory Obligations	ESOS obligations, visa conditions, maintaining enrolment and progress (for international students)

At the time of Orientation session, Melbourne College of Business and Technology also provides students with specific, actionable, and training product-related information that builds on what was shared earlier. This ensures students are ready to engage in learning with a clear understanding of academic expectations for progression and conduct, available support and resources, as well as assessment requirements. This detailed information encourages early engagement with students and enables them to navigate the training and assessment with confidence.

Category	**Information Provided**
Welcome and Induction	Trainer introduction, student introductions, class norms, group communication channels (email, LMS, etc.)
Training Product Overview	Detailed explanation of the structure, packaging rules, units/modules, learning outcomes.
Schedule & Timetable	Weekly timetable, term/semester structure, key dates (assessment due dates, holidays, placements)
Assessment Requirements	Assessment types, due dates, submission procedures, rules (e.g. plagiarism, late submissions), re-submission
Learning Resources	Training materials, prescribed texts, equipment, LMS login instructions, digital tools access
Trainer Access & Support	Trainer/assessor contact details, consultation hours, support processes
Work Placement Info *(if applicable)*	Placement schedule, supervision requirements, workplace safety, logbook overview
Reasonable Adjustments	How to request adjustments for disability or learning support
Classroom Expectations	Attendance, participation, conduct, WHS protocols, respect and cultural safety expectations
Student Communication	Where and how students will receive training product updates and feedback (e.g. email)
Reminder of Policies	Brief recap of key policies: Complaints, Appeals, Code of Conduct, Assessment, Academic Integrity

Information about changes

Melbourne College of Business and Technology will promptly notify students of material changes as required including below:

- Any changes to training product content, delivery, Trainers and Assessors, or delivery locations.
- Transitions to superseded or discontinued training products.
- Changes to policies.
- Updates on third-party arrangements.
- Updates on ownership of the provider.
- A Continuous Improvement Register is maintained by the Compliance Officer to track changes and communication dates.

Deferment, Suspension and Cancellation

Students can only apply to Melbourne College of Business and Technology for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have an impact on course progress or wellbeing).

Students may request a deferral prior to course commencement. The request must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Melbourne College of Business and Technology may chooses to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons are to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months. Students may be required to apply for a new student visa to continue their course.

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

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

Melbourne College of Business and Technology will use our professional judgement to assess each case on its

merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

College Initiated Deferments, Suspensions or Cancellations

- **Suspension**

The College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct / Behaviour / Rules.

Attendance will not be recorded during a period of suspension.

Course suspension will be recorded on PRISMS.

- **Cancellation**
    - On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct / Behavior / Rules
    - Due to the student no longer holding a Student Visa
    - Due to the student's failure to pay course fees
    - Students not being genuine/bonafide students, being, they do not attend class or progress in their course.
    - Course suspensions/cancellations will be recorded on PRISMS.

Melbourne College of Business and Technology can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Melbourne College of Business and Technology policies and/or Australian Law.

Before suspending or cancelling a student's enrolment Melbourne College of Business and Technology must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

If Melbourne College of Business and Technology intends to cancel a student's enrolment and the cancellation was not requested by the student, the student must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students are advised that a deferment or suspension of their studies may affect their visa.

Melbourne College of Business and Technology is not required to wait for the outcome of any external appeals process before notifying DESE of the cancellation of the student's enrolment.

Where Melbourne College of Business and Technology has a reason for concern for the welfare of the student or those with whom the student may come into contact, Melbourne College of Business and Technology will cancel the student's enrolment prior to completion of any appeals process.

Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of an investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to another staff/student/person
- the student has medical or psychological problems that may affect their wellbeing
- the student cannot be located

If Melbourne College of Business and Technology cancels your COE, you must contact DHA within 28 days to inform DHA of your plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.

Assessment Integrity

While you are studying at Melbourne College of Business and Technology, you must not engage in any activity that involves attempting to receive a grade for course work assessments by means other than honest effort. For example:

1. You must not, knowingly, procure, provide, or accept, any materials that contain questions, or answers, to any examination, or assignment, to be given at a subsequent time.
2. You must not complete, in part, or in total, any examination, or assignment for another person.
3. You must not, knowingly, allow any examination, or assignment, to be completed, in part, or in total, for himself, or herself, by another person.
4. You must not plagiarise, or copy, the work of another person and submit it as your own work.
5. You must not employ unauthorised aids when undertaking course work.
6. You must not without proper authorisation and specific direction, alter any previously graded class assignments, or examinations, and then re-submit them for re-grading.
7. You must not provide your assignments, in part, or in total, to any other student in current or future classes of the course.
8. You must not procure, or accept, assignments from current, or prior, classes of the course.
9. Collaborating with other students to develop, complete, or correct, course work assessments is limited
   to activities explicitly authorised by the instructor.
10. You must not use other students' course work assessments, in part, or in total, to develop, complete, or correct, your course work assessments.

For more details, please refer to forms are available on website www.mcbt.vic.edu.au

Recognition of Prior Learning Policy and Procedures Melbourne College of Business and Technology recognises that students may enter training with existing skills, knowledge, or experience gained through work, informal study, or life experience.

To support learner progression and promote flexibility, the RTO will:

- Provide all VET students information about the Recognition of Prior Learning RPL process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for Recognition of Prior Learning (RPL).
- Ensure RPL assessments are conducted in accordance with the principles of assessment and rules of evidence.
- Apply fair, consistent, and transparent decision-making processes.
- Maintain complete and accurate records of all RPL applications, evidence, and decisions.
- Provide a written record of the RPL decision to the student and retain the same for two years after the student ceases to be an accepted student.

- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where RPL shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the RPL is applied and approved after the enrolment and the course duration is shortened.

RPL will only be granted where competency is demonstrated to the same standard as required by the relevant unit of competency.

Procedures

I. Information and Access

The Melbourne College of Business and Technology ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for RPL.
- Provided with access to the RPL Policy, Procedure, and Enrolment Form.
- Directed to support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

II. Application

To apply for RPL, a student must:

- Submit a completed **RPL Application Form**.
- Provide a portfolio of evidence that demonstrates current competency against relevant units.

The Melbourne College of Business and Technology Student Support Officer shall receive the application form and

- Log the same into the **RPL Register** and
- Refer the application to the Academic Manager.

The Academic Manger shall allocate an assessor to complete the RPL consultation, evidence collection and judgement.

The assessor schedules RPL meetings with the students who must participate in an initial consultation with assessor to confirm eligibility and evidence requirements and then subsequent meetings as required.

The student must provide any further information and evidence as required and requested by the Melbourne College of Business and Technology assessor.

III. Assessment of RPL

Melbourne College of Business and Technology ensures that a qualified assessor:

- Reviews the application and supporting evidence portfolio.
- Conducts competency conversations, workplace observation (if applicable), or provides students to complete other tasks (if required).
- Evaluates the evidence against each element and performance criteria of the unit using the **RPL Assessment Tool**.

All assessments must comply with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency).

Melbourne College of Business and Technology ensures, RPL is granted only where full competency can be confirmed.

IV. RPL Decision and Documentation

Melbourne College of Business and Technology assessor ensures that all decisions are made:

- Based on sufficient and verifiable evidence.
- Recorded in the RPL Decision Report.
- Communicated to the student in writing within 10 working days.
- RPL outcomes must not be influenced by course completion targets or delivery schedules.

Melbourne College of Business and Technology Student Support Officer enters the RPL decision into the Student Management System and ensures all relevant documents are saved in the student's file.

V. Appeals and Reassessments

Students who disagree with the RPL outcome may:

- Lodge a formal appeal as per the Melbourne College of Business and Technology Feedback, Complaints and Appeals Policy and Procedures.
- Request a second assessor to review the application and evidence.

Melbourne College of Business and Technology Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

Credit Transfer Policy and Procedures

Melbourne College of Business and Technology recognises students who have previously completed equivalent units of competency or training products through another RTO where a student is seeking credit transfer for the said training products that are on the Melbourne College of Business and Technology's scope of registration. It is important to note that credit transfer is not an assessment. It is an administrative function that determines the equivalence of a unit of competency or training product the student has been previously awarded to units of competency or training products incorporated into courses being delivered at Melbourne College of Business and Technology. This is not to be confused with the recognition of prior learning which is a method of assessment.

To support learner progression and eliminate unnecessary duplication of training, Melbourne College of Business and Technology will:

- Provide all VET students information about the Credit Transfer process and access to this policy and procedure.
- Provide all VET students with the opportunity to apply for credit transfer (CT).
- Assess credit transfer applications based on verified and authenticated AQF certification documentation or VET transcripts (unless prevented by licensing or regulatory requirements of the training product).
- Ensure decisions are fair, transparent, and consistent across all applicants.
- Maintain detailed records of all CT decisions in the student management system.

- Provide a written record of the CT decision to the student and retain the same for two years after the student ceases to be an accepted student.
- Create a Confirmation of Enrolment (CoE) that reflects the shortened course duration where CT shortens the course duration.
- Update the Confirmation of Enrolment (CoE), notify PRISMS and the international student as required, where the CT is applied and approved after the enrolment and the course duration is shortened.

Credit transfer will only be granted where equivalency of training products is confirmed and not restricted by licensing or regulatory conditions

Procedures

I. Information and Access

The Melbourne College of Business and Technology ensures that prior to enrolment, during enrolment and at orientation, all students are:

- Informed of their right to apply for Credit Transfer.
- Provided access to the Credit Transfer Policy, Procedure, and Enrolment Form.
- Directed to Student Support staff or the Academic Manager for guidance.

This information is also made available via the student handbook, website, and pre-enrolment materials.

II. Application

To apply for Credit Transfer, a student must:

- Submit a completed **Credit Transfer Application Form**.
- Provide AQF certification documentation or a VET transcript and a USI transcript.

The Melbourne College of Business and Technology Student Support Officer shall receive the application form and:

- Log the same into the Credit Transfer Register.
- Verify the provided AQF certification documentations or the VET transcript and the USI transcript with the issuing RTO/ Authority.
- Refer the application to the Academic Manager.

III. Assessment of Credit Transfer

Melbourne College of Business and Technology ensures that:

- Credit is only granted for equivalent units of competency or training products identified through Training Package mapping.
- Licensing or regulatory requirements are checked before granting CT.

The Melbourne College of Business and Technology Academic Manger:

- Reviews the verified AQF certification documentations or the VET transcript and USI transcript for authenticity and equivalence.

- Confirms the units of competency or the training products align with those on the Melbourne College of Business and Technology's scope.

IV. Credit Transfer Decision and Documentation

Melbourne College of Business and Technology Academic Manager:

- Makes a decision to grant Credit Transfer based on the provided and verified evidence.
- Communicate the decision to the student in writing within 10 working days.

Melbourne College of Business and Technology Student Support Office:

- Enters the Credit Transfer decision into the Student Management System and ensures all relevant documents are saved in the student's file.

V. Appeals and Reassessments

Students who disagree with the Credit Transfer application outcome may:

- Lodge a formal appeal as per the Melbourne College of Business and Technology Feedback, Complaints and Appeals Policy and Procedures.
- Request a reassessment of the credit transfer application and evidence.

Academic Manager ensures, all appeals are responded to within the timelines specified in the policy.

Overseas Student Transfers

Melbourne College of Business and Technology is committed to upholding the integrity of Australia's international education sector by managing overseas student transfer requests in accordance with Standard 7 of the National Code 2018. The transfer of international students between CRICOS registered providers within the first six months of their principal course is restricted to ensure students are making informed decisions and receiving adequate support from their provider before transitioning. Melbourne College of Business and Technology assesses all transfer requests fairly, consistently, and in a timely manner, with consideration of the student's individual circumstances, including compassionate or compelling reasons and the best interest of the student. The RTO ensures that students are informed of their rights to request a transfer, the conditions under which transfers may be granted, and the process for appealing a decision. All decisions are made transparently, recorded and communicated in writing, and are actioned in PRISMS as required. This policy contributes to student wellbeing and provider accountability while maintaining visa compliance and course progression integrity.

The Melbourne College of Business and Technology makes this policy available in the **Student Handbook** and on the Melbourne College of Business and Technology's website.

Transferring from another registered provider

Melbourne College of Business and Technology will not knowingly enrol a student transferring from another provider within the first six months of their principal course unless:

- The releasing provider or course is no longer registered

- A sanction prevents continuation of the course
- The releasing provider grants and records the release in PRISMS
- The student is government sponsored, and the sponsor supports the transfer in writing.

Transferring to another registered provider

Melbourne College of Business and Technology will consider transfer requests before six months of the principal course if:

- The student is at risk of being reported for unsatisfactory progress at the level they are studying despite intervention.
- There are compassionate or compelling circumstances.
- The course is not being delivered as agreed
- The student's reasonable expectations are not being met
- The student was misled in their decision to enrol, and the course does not meet the student's long-term goals and aspirations.
- An appeal decision (internal or external) supports or recommends the transfer.

Decision to decline the transfer request

The transfer may jeopardise the student's progression through a package of courses.

Transfers will not be granted if:

- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The request is not supported by evidence of legitimate compassionate or compelling circumstances
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

Transfer Request Process

- For a request for transfer to be considered and a letter of release provided, students must provide a valid course offer from another registered provider with the completed **Student Transfer Application Form.**
- The application, circumstances and evidence are reviewed as per the policy.
- The outcome of the students' application is provided in writing within 10 working days of receipt of the application.
- Where a student's application is refused, the reasons for the decision and the right and process to appeal are communicated to the student in writing in accordance with the *Feedback, Complaints and Appeals Management Policy and Procedures.*
- Where a student's application is approved and release is granted, Melbourne College of Business and Technology advises the student in writing that they must contact Immigration to seek advice on whether a new student visa is required. To find out more about visa

requirements, students will be advised to contact DHA on 131881 or visit the following website, Explore visa options for studying in Australia

- The overseas students do not incur any cost for release. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be assessed and paid in accordance with Melbourne College of Business and Technology's *Fees and Refunds Policy and Procedures.*
- Melbourne College of Business and Technology waits for the applicant to access the appeals process for twenty (20) working days after the application decision is provided before making any further updates on RPISMS.
- All records relating to overseas student transfers will be kept for two (2) years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

Change to another course offered by Melbourne College of Business and Technology

Students may transfer to another course offered by Melbourne College of Business and Technology in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to.
  - better meets the study capabilities of the student; and/or
  - better meets the long-term goals of the student, whether these relate to future work, education, or personal aspirations; and/or
- Where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

A transfer to another course within Melbourne College of Business and Technology will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student seeks to avoid being reported for breach of visa conditions such as attendance and course progress requirements.
- The student has just commenced study and not accessed the full range of training support services. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.

For a request for transfer to be considered, students must complete a **Course Change Application Form.**

Fee and Refund Policy

Melbourne College of Business and Technology acknowledges its responsibility under the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 to protect VET students from financial loss where prepaid fees exceed the threshold of $1,500 per course per individual.

To comply with the regulatory requirements, Melbourne College of Business and Technology has adopted the following principles:

- Prepaid fees will only be collected in accordance with approved fee protection arrangements.
- Students will be provided with clear information about all applicable fees and refund arrangements.
- Where fees exceed the threshold, a formal and approved fee protection strategy will be implemented and maintained.

Fee information includes:

- All costs for the course including any materials fees
- Any other costs payable to the RTO including costs for recognition of prior learning if applicable
- Payment terms and conditions including deposits, refunds, and payment plans if applicable

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and inform the student of their consumer rights. Students are asked to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Where an employer is paying for a student's course, an Employer Agreement will be provided at the time of enrolment outlining the total fees, payment terms, and schedule of payments applicable.

No cooling-off period applies as Melbourne College of Business and Technology does not use unsolicited consumer agreements (such as telemarketing, door-to-door selling, or direct approach marketing in public places).

Course fees as applicable to each course are detailed on the Student Agreement and include:

- All the training and assessment as well as educational support services are required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question and will be charged a pro-rata course fee based on the number of units required to be undertaken.
- Learning materials for each student unless otherwise stated on the Course Outline.

Issuance of one set of certification documents including the testamur (certificate) and record of results and/or

A Statement of Attainment (in the case of withdrawal or partial completion).

- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined in the Student Agreement.
- Stationery such as paper and pens or other personal use items such as computers or internet access that may be required to complete homework tasks.
- Printing costs (if required).

- Re-issuance of AQF certification documents. Re-issuance or additional copies of these documents will attract a fee (Please refer to the Fee Schedule for details).

Melbourne College of Business and Technology cannot guarantee that students will complete the course in which they enrol regardless of whether all fees due have been paid.

Please refer to the fee schedule for a detailed schedule of fees.

Payments can be accepted by electronic transfer, cheque, money order, or in person at the head office.

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

Debts may be referred to a debt collection agency where fees are more than 40 days past due.

Melbourne College of Business and Technology reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Procedures

I. Tuition Fee Protection

Melbourne College of Business and Technology complies with its obligations under the *Education Services for Overseas Students Act 2000 (ESOS Act)* by participating in the **Student Tuition Protection Scheme (TPS)**, managed by the Australian Government via the **Overseas Students Tuition Fund (OSTF)**.

The TPS is designed to protect the interests of international students on student visas in the event that a provider is unable to deliver the course in which the student is enrolled. In such cases:

- The TPS will offer the student a place in a **suitable alternative course** at no additional cost; or
- If a suitable course cannot be found or the student does not accept the offered course, the TPS will provide a **refund of the unused portion of prepaid tuition fees** paid to Melbourne College of Business and Technology.

Importantly, students **do not need to submit a refund application** in the case of provider default. The TPS process is automatic.

Key Principles of TPS Fee Protection:

- Tuition fees are collected according to the agreed **Student Fee Payment Schedule**.
- Melbourne College of Business and Technology contributes to the **TPS Levy** as a CRICOS-registered provider.
- In the event of provider default, the TPS will initiate placement or refund actions on behalf of the student.

Fee Protection for Domestic Students

In accordance with **Clause 18** of the *Compliance Standards 2025*, Melbourne College of Business and Technology ensures that domestic students are also protected from financial loss:

- Melbourne College of Business and Technology will **not collect more than $1,500 in prepaid fees** per course per student unless approved fee protection measures are in place. (Refer II)

Access to Fee Information

To support transparency and informed decision-making, Melbourne College of Business and Technology provides the following to all prospective and current students:

- A comprehensive **Student Agreement** outlining all tuition fees, materials fees, payment schedules, and refund conditions;
- A **Course Outline** summarising the applicable course fees;
- Information published on the **Melbourne College of Business and Technology website**;
- Melbourne College of Business and Technology lists all tuition fees payable by the student for the course (Refer Fee Schedule), and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences).
- Confirmation of fee details prior to enrolment or the collection of any fees, in line with **Standard 2.1** of the Outcome Standards of the former Standards.

II. Choice of Fee Protection Measures

As a non-government, non-university RTO, Melbourne College of Business and Technology must implement one or more of the following protective arrangements:

(A) Bank Guarantee

- Melbourne College of Business and Technology maintains an unconditional financial guarantee from a bank operating in Australia.
- The guarantee covers the total prepaid amount exceeding $1,500 per individual, across all applicable students.
- The guarantee:
- Is maintained at all times.
- Is updated quarterly or when new prepayments are received.
- Has no expiry unless replaced or updated.
- Costs are borne by the RTO and not passed to the student.

(B) Tuition Assurance Scheme

- As an alternative or additional measure, Melbourne College of Business and Technology may maintain membership with an approved tuition assurance scheme operator.
- If services cannot be delivered, the scheme ensures:
    - Students are placed into an equivalent course at no additional cost, or
    - Refunds are issued for services not yet delivered (in excess of the threshold).
        - The scheme operator must be approved by the National VET Regulator (ASQA).

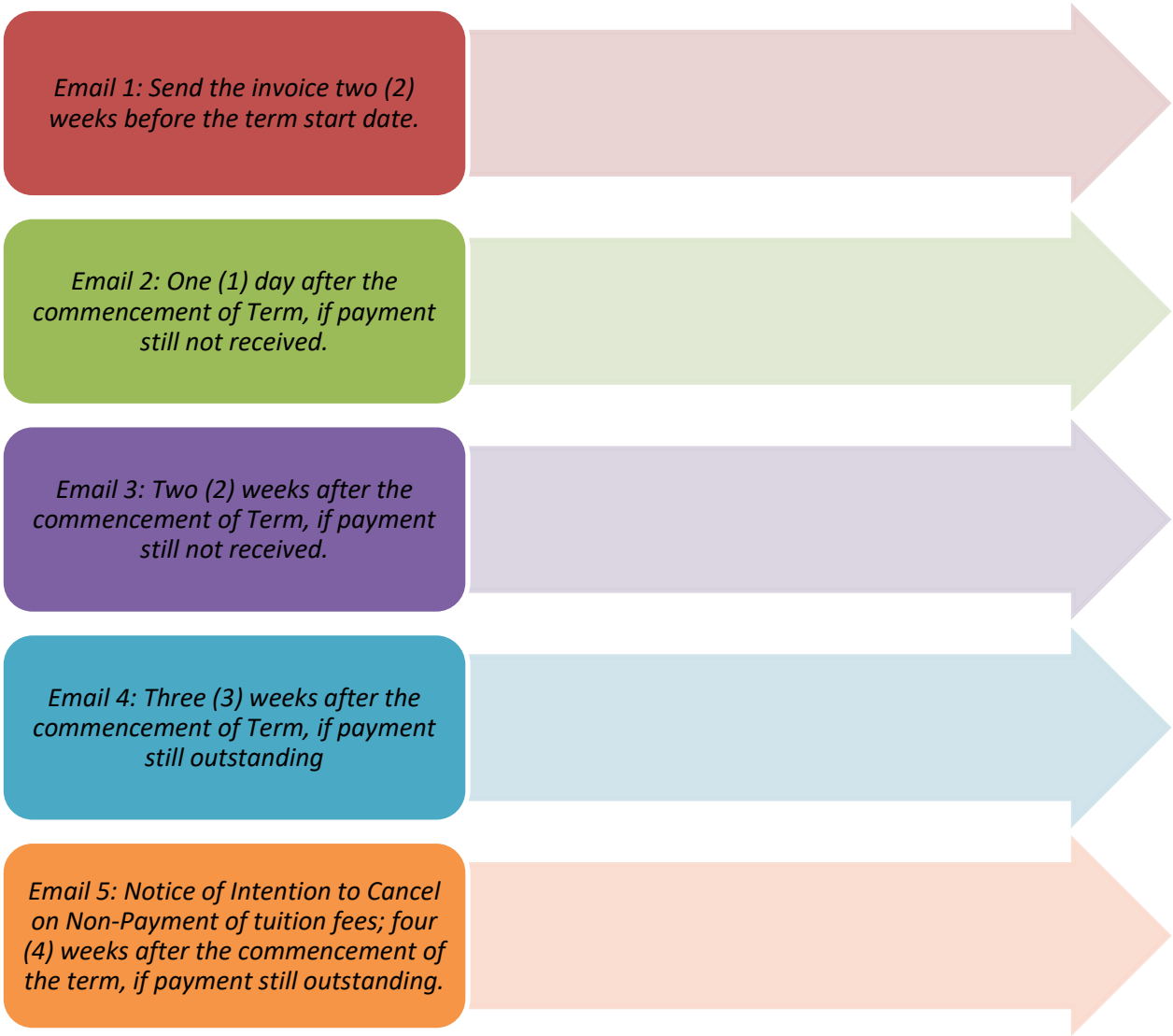
(C) Other Approved Measures

- Where applicable, the RTO may implement other protection measures approved in writing by ASQA.
- These must meet the intent of the legislation and be formally documented.

III. Documentation and Monitoring

- The Finance Officer tracks all prepaid fee transactions through the Prepaid Fees Account.
- The Compliance Officer reviews prepaid balances monthly from PRISMS Protected Fee Amount report and ensures maintenance of required Protected amount in the nominated bank account.

- Evidence of compliance (bank guarantees, scheme membership certificates) is kept in the Fee Protection Register.
- Melbourne College of Business and Technology will ensure that its accounts will be certified, at least annually, by a qualified accountant who is a member of Certified Practicing Accountants (CPA) Australia, or otherwise registered as an auditor of the Australian Securities and Investment Commission (ASIC), and on request, the report must be made available to the state or territory registering body that has registered the organisation.
- Below is Schedule 1 of the Email/ Notice issued to students towards fee payment during their enrolment at Melbourne College of Business and Technology



IV. Failure to Provide Services

- If Melbourne College of Business and Technology is unable to provide prepaid services:
  - The CEO must initiate one of the following actions within 5 working days:
    - Arrange for placement into an equivalent course at a suitable location and at no additional cost, *or*
    - Refund prepaid fees for undelivered services (exceeding $1,500 per course).
- A record of the student outcome and corrective action is maintained in the Fee Protection Account.

V. Process for claiming a refund

- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the Tuition Assurance Scheme
- A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- There is no requirement to set out the length of study periods or the tuition fees that apply to study periods in ongoing invoices and billing cycles. As there are no longer restrictions on the collection of further tuition fees after the student commences, as agreed initially on a payment plan with students setting out when any remaining fees are due to be paid once the student starts their course.

All course fees for fee-for-service students include an Enrolment Fee (or non-refundable deposit) which will only be refunded where Melbourne College of Business and Technology is required to cancel a course before it commences due to insufficient numbers or for other unforeseen circumstances.

A student not achieving the qualification or unit/s in which they enrolled due to exhausting their attempts at assessment, does not entitle the student to a refund.

RPL application fees are non-refundable.

Students who withdraw from a course may seek a refund or a reduction in fees owing by making an application for a refund in writing using the Student Refund Application Form. The application must include the details and reason for the request. Students who have not completed a Student Withdrawal Application Form are not eligible for consideration of a refund or reduction in fees.

In the unlikely event that Melbourne College of Business and Technology or any third parties responsible for delivering training and assessment on its behalf, is unable to deliver the course or any portion of the course as promised, the student will be issued with a refund for the course or portion of the course that was not provided. This includes the following situations:

- Where Melbourne College of Business and Technology or any third parties delivering training and assessment on its behalf ceases to operate.
- Where Melbourne College of Business and Technology ceases to deliver the course in which a student is enrolled, and the agreement is terminated.
- Where Melbourne College of Business and Technology needs to make a change to the terms of the student agreement (such as the way the course is delivered or conditions of enrolment) and a new agreement cannot be reached with the student to account for changes.

In any of the above situations, Melbourne College of Business and Technology will automatically conduct a refund assessment of all affected students and issue the refund to the Fee Payer accordingly. In these cases, there is no need for a student to make an individual application for a refund. Refunds will be issued within 28 business days. The refund assessment will be based on reviewing the services and/or materials provided to the student and the costs incurred by Melbourne College of Business and Technology in their provision such as:

- Textbooks or other materials provided.
- Training already provided (e.g., number of meetings/classes/visits etc.).
- Individual support is provided by the trainer/assessor.
- Assessments marked or feedback provided (including RPL).

The outcome of the refund assessment will be provided in writing to the student's registered address within 28 business days, outlining the decision and reasons for the decision along with any applicable refund or adjustment note. Refund decisions can be appealed by following Melbourne College of Business and Technology Complaints and Appeals Policy & Procedure.

Recording and payment of refunds

General Refund Conditions

- The original fee payer (student or employer/guardian) is the party eligible to receive any approved refund, as specified in the Student Agreement.
- All refund claims are managed in accordance with the terms set out in this policy and the Fee Schedule provided at the time of enrolment.
- A statement is included in the Student Agreement confirming:
- "This written agreement, and the right to make complaints and seek appeals of decisions and actions under various processes, does not affect the rights of the student to take action under the Australian Consumer Law where applicable."

Provider Default

- If Melbourne College of Business and Technology, or any third party delivering training and assessment on its behalf, is unable to deliver the agreed services, the following applies:
- Situations Covered:

- Melbourne College of Business and Technology ceases operations or course delivery.
- A material change is made to the student agreement and no revised agreement can be reached.
- A course is cancelled due to insufficient enrolments or external disruptions.
- Process:
- Students will be automatically assessed for refund eligibility.
- Refunds are made without requiring an application form.
- Melbourne College of Business and Technology will issue a refund for the unused portion of prepaid fees within 28 calendar days.

Refunds will be calculated based on:

- Unused tuition services
- Any materials/resources not yet provided
- Hours of training not yet delivered

If the student was an international student, the Tuition Protection Service (TPS) may intervene to offer:

- A suitable alternative course at no additional cost; or
- A refund of unspent prepaid tuition fees, if no suitable alternative is available.

Student-Initiated Withdrawal or Cancellation

Withdrawal Scenario	**Refund Eligibility**
Visa Refusal (prior to course start)	100% refund of all unused prepaid tuition fees (excluding enrolment fee)
Withdrawal > 28 days before start date	Full refund of tuition fees minus enrolment fee
Withdrawal < 28 days before start date	50% refund of tuition fees minus enrolment fee
Withdrawal after course start	No refund (unless due to serious illness or hardship)
Visa cancelled due to student actions	No refund

Note: Enrolment fees are **non-refundable** under all circumstances.

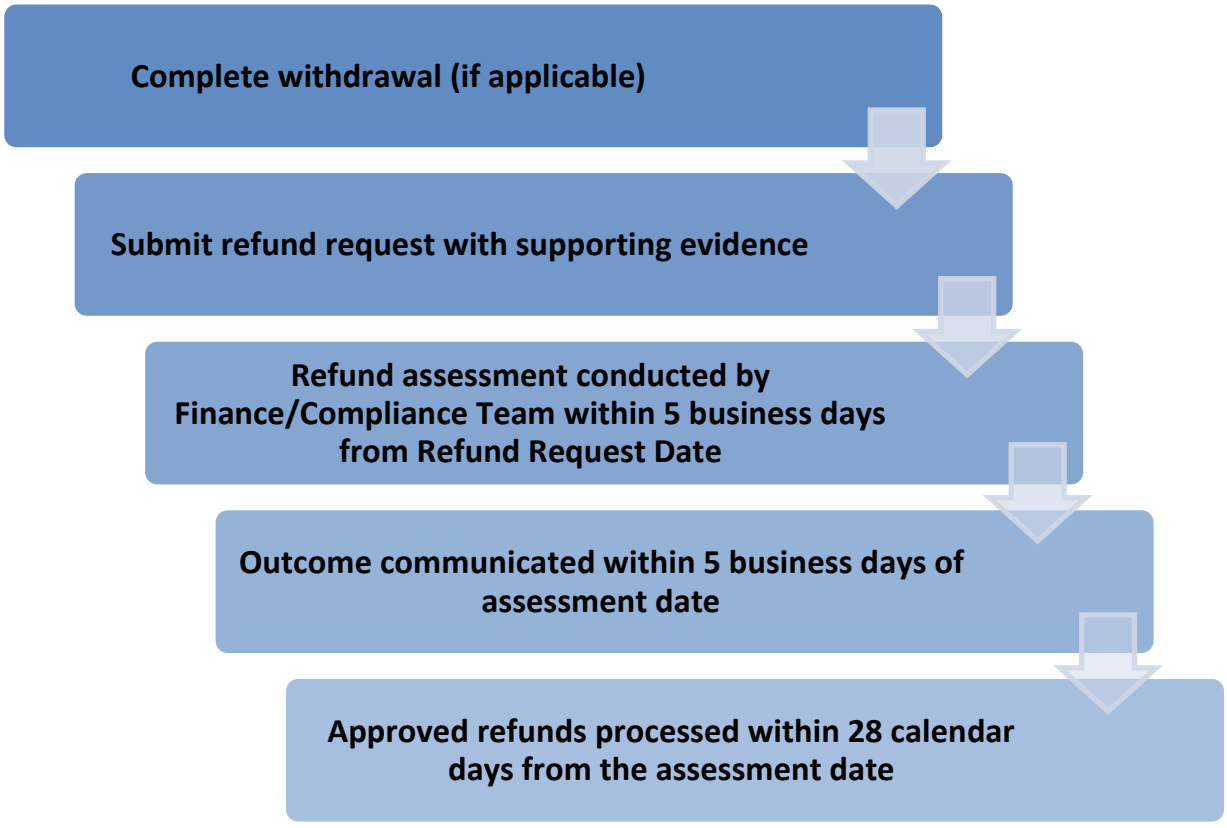
Refunds Due to Compassionate or Compelling Circumstances

- Students unable to commence or continue studies due to serious illness, injury, or personal hardship may apply for a pro-rata refund. Requirements include:
- Written request submitted using the Student Refund Application Form
- Supporting medical certificate or evidence
- Refund eligibility is assessed case-by-case and may be offered as:
- A partial refund
- A credit transfer toward a future course (valid for 12 months)

Non-Refundable Items

- The following are non-refundable:
- RPL application fees (regardless of outcome)
- Enrolment/administration fees
- Fees for services already rendered (e.g., assessments marked, feedback provided)
- Fees for textbooks or materials already supplied
- If a student fails to achieve competency due to exhausted assessment attempts, no refund is applicable. The student may re-enrol in the unit at a pro-rata fee.

How to Request a Refund



Appeals Process

- Students may appeal refund decisions under the Complaints and Appeals Policy & Procedure.
- International students may also escalate to the Overseas Students Ombudsman if unsatisfied.

Late Payment of Fees

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

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Melbourne College of Business and Technology will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Melbourne College of Business and Technology's Complaint and Appeal policy
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
    - Student name, contact detail and total fee that the student is indebted to RTO.
    - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.

Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full.
Where a student continues to have an outstanding fee, the following restrictions may apply:

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

Maintaining Records of Refunds

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

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

The student must be informed of their right to appeal any decision of this policy in line with Melbourne College of Business and Technology's Policy and Procedure - Complaints and Appeal policy.

Recording and Audit Trail

- Refund decisions, calculations, and supporting evidence are:
- Stored securely on the student's file

- Recorded in the Fee Protection and Refund Register
- Audited periodically to verify compliance with Clause 18

Special Notes on Fee Scheduling and Study Periods

- Melbourne College of Business and Technology does not define formal study periods for the purpose of restricting fee collection, as current legislative instruments no longer impose these restrictions.
- Payment plans clearly outline when fees become due post-commencement, ensuring transparency in all transactions.

Feedback, Complaints and Appeal Policy

Melbourne College of Business and Technology is committed to fostering a culture of openness, fairness, and continuous improvement where students and other stakeholders feel safe to provide feedback, raise concerns, or appeal decisions without fear of disadvantage or reprisal. The organisation recognises that both **informal and formal complaints** play a crucial role in enhancing the quality of services, ensuring student satisfaction, and maintaining accountability.

This policy outlines processes for:

- **Informal complaints and feedback**
  - Encourages open communication between students and staff to resolve issues at the earliest opportunity, informally and at the local level.
  - Supports VET students to raise concerns directly with Trainers and Assessors, assessors, support staff, or the RTO Manager (with appointment), allowing for timely and flexible resolution.
  - Promotes a culture where feedback (both positive and constructive) is welcomed as part of day-to-day interactions and regular feedback surveys.
- **Formal complaints and feedback**
  - Provides a structured and documented process for VET students or other stakeholders who wish to escalate concerns that were not resolved informally or that require a formal review.
  - Ensures that formal complaints are handled impartially, fairly, and within reasonable timeframes by designated personnel who are independent of the issue.
  - Guarantees that procedural fairness is maintained, outcomes are documented, and students are informed of resolution avenues, including external escalation options.

Furthermore, Melbourne College of Business and Technology ensures that:

- VET Students are fully informed of their rights to provide feedback, lodge complaints, and appeal decisions through multiple accessible channels.
- All complaints and appeals, whether informal or formal, are treated confidentially and are used as valuable inputs for continuous improvement.
- Feedback, complaints, and appeals can relate to any aspect of the student experience, including services provided by third parties delivering training or assessment on behalf of Melbourne College of Business and Technology.

This policy strengthens Melbourne College of Business and Technology's commitment to a fair, respectful, and supportive learning environment where student voices are heard and acted upon.

Procedures

I. Access and Support

Complaints procedures and the student's rights to access both internal and external complaints and appeals process are explained:

- During orientation
- In the Student Handbook and on the website
- Within the Student Written Agreement
- On request from staff

Complainant may seek help from Student Support and Welfare Officers or bring a support person.

Support Services for First Nations Students

- First Nations students are offered culturally appropriate support through internal services or external referrals.
- Where available, a First Nations Liaison or identified contact person is assigned.

II. Feedback and Complaints Management System (Standard 2.7)

- **Receiving Feedback and Complaints**
  - Feedback and complaints may be submitted:
  - Verbally to a staff member (Informal compliant/ feedback)
  - In writing through the Complaints and Feedback Form
  - Anonymously via suggestion boxes
- Complaints can relate to:
  - Services provided by the RTO
  - Behaviour of staff or other students
  - Conduct of third parties or RTO contractors
- Complaints about a particular incident should be made as soon as possible after the incident occurs.
- When making a complaint, complainant must provide as much information as possible to enable Melbourne College of Business and Technology to investigate and determine an appropriate solution. This should include:
  - The issue relating to the complaint, describing the incident and how it affected the complainant.
  - Any evidence to support the complaint.

- **Complaint Handling Process**
  - All complaints are acknowledged in writing within 5 business days by the Student Support Officer and forwarded to the RTO Manager in accordance with Performance Indicator 2.7(b).
  - Investigation is completed within 15 business days of the receipt of the Complaints and Appeals form, depending on complexity of the complaint.
  - Procedural fairness is upheld at all stages:

- Both parties can present evidence
- Conflict of interest is avoided

- The complainant (and support person if required) will be invited to attend a meeting to discuss at no cost to them. This meeting is to be conducted by the RTO Manager or the delegated staff for non-academic complaints and the Academic Manager for academic complaints.
- The Melbourne College of Business and Technology must provide a written outcome of the complaint/investigation to the complainant and the Chief Executive Officer within 15 business days of receipt of the formal complaint or earlier if practicable.

III. Appeals Management System

- **Appeal Rights and Scope**
  - If the complainant is not satisfied with the outcome of the complaint resolution process, they may appeal. Appeals may also be made for decisions relating to:
    - Assessment outcomes
    - Disciplinary actions
    - Fee or refund disputes
    - Any other decision adversely affecting them
  - Appeals must be lodged via the Complaints and Appeals Form within 10 business days of the outcome/ decision.
  - If a complaint or appeal is not resolved internally, students may access an external body such as the Overseas Students Ombudsman (www.ombudsman.gov.au) at no cost.
- **Appeal Handling Process**
  - Appeals will ordinarily be investigated by the Chief Executive Officer and must be acknowledged within 5 business days of receipt of the Compliant and Appeals Form.
  - The Chief Executive Officer can request further information and evidence as required conducting the appeal.
  - The appeals process is completed, and resolution is reached within 15 business days unless extended for valid reasons.
  - Procedural fairness is observed.
  - The outcome of the appeal is provided in writing to the appellant within the advised timeframe.
  - If the appeal is not resolved internally, the student may:
    - Access an external resolution body (e.g. Ombudsman).
  - Where a student has lodged an appeal against a decision to report them for course progress or attendance or non-compliance with student written agreement, Melbourne College of Business and Technology will not report the student until the appeal process, including external appeals, is completed.

IV. Documenting and Communicating Outcomes

- All complaints and outcomes are recorded in the Complaints & Appeals Register.
- If the internal complaint or appeal process results in a decision that supports the complainant, Melbourne College of Business and Technology will implement any decision and/or corrective and preventative action required.

Written outcome is provided to all involved parties, with reasoning and resolution steps within the given timeframe.

Other Useful Information

ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

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

Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit: https://tps.gov.au/StaticContent/Get/StudentInformation

Unique Student Identifier

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Melbourne College of Business and Technology needs your USI number before issuing qualification or if you are new student, you can create your USI or, Melbourne College of Business and Technology can apply for your USI on your behalf.

For more information, please visit: https://www.usi.gov.au/students

Unique Student Identifier (USI) Policy

MCBT ensures full compliance with the **Student Identifiers Act 2014**, the **Student Identifiers Regulation 2014**, and the **Standards for RTOs 2025** in relation to the collection, verification, and use of Unique Student Identifiers (USI).

1. Requirement for USI

- All students undertaking nationally recognised training must provide a valid **Unique Student Identifier (USI)** before MCBT can issue any **qualification or statement of attainment**.
- Students who do not already have a USI will be supported by MCBT to apply through the official USI Registry System.

2. Verification

- MCBT will collect and verify the USI via the **USI Registry System** prior to the issuance of certification.
- If a USI cannot be verified, the student will be contacted promptly to resolve the issue.

3. Exemptions

- Students who have a verified **exemption** granted by the **Registrar of the USI Office** (e.g. individuals who completed training before 2015 or have a genuine personal objection under section 10 of the Act) will not be required to provide a USI.
- In such cases, MCBT will retain evidence of the exemption.
- Students with an exemption are advised that their training outcomes **cannot be recorded on the USI Transcript**.

4. Student Notifications

- At enrolment, students are informed of:
    - the requirement to have a USI to receive certification;
    - MCBT's obligation to verify the USI provided;
    - the consequences of not providing a USI (i.e., no AQF certification can be issued unless exempt);
    - privacy protections under the Student Identifiers Act.

5. Privacy & Record Management

- USIs are collected, stored, and used only for the purposes required by law (e.g. AVETMISS reporting, USI transcript updates).
- MCBT will handle all USI information in accordance with the **Privacy Act 1988** and its own Privacy Policy.

Governance, Risk, and Continuous Improvement

At Melbourne College of Business and Technology (MCBT), we are committed to strong governance and continuous improvement to ensure high-quality training and assessment outcomes.

1. Leadership and Accountability

- The CEO and senior management are accountable for compliance with the **Standards for RTOs 2025**, legislative requirements, and quality outcomes for all learners.
- All staff are responsible for upholding compliance, maintaining ethical practice, and contributing to a culture of quality.

2. Risk Management

- MCBT monitors risks that may affect training delivery, student experience, and compliance outcomes.
- Risks are identified and managed through:
    - monitoring student outcomes and support needs,
    - reviewing trainer/assessor currency and workload,
    - monitoring industry and regulatory changes,
    - ensuring assessment and delivery resources remain fit-for-purpose.
- Risks are regularly reviewed, and mitigation strategies are documented in our internal compliance and governance system.

3. Continuous Improvement

- MCBT actively seeks feedback from:
    - students (surveys, focus groups, complaints and compliments),
    - trainers/assessors (professional input and reviews),
    - industry partners (consultation on training relevance),
    - validation outcomes (assessment quality checks).
- Feedback is analysed, and improvement actions are recorded in a Continuous Improvement Register.
- Outcomes of improvements are communicated to students and staff where relevant.

4. Transparency and Evidence

- Decisions made under governance, risk, or improvement processes are documented, with evidence retained in line with compliance requirements.
- Students are encouraged to provide feedback at any time and can be assured their input directly informs MCBT's ongoing quality enhancements.



Melbourne College
of
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