



**MILCOM**  
TRAINING | DEVELOPMENT | SOLUTIONS



# INTERNATIONAL STUDENT HANDBOOK

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## Welcome to MILCOM

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

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

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



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

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

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

Good luck with your student journey at MILCOM!

Ashish Chadha  
CEO

## Campus Location and Information

### BRISBANE - QUEENSLAND

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



#### Arriving at the campus by Rail

Our campus is located between 50m and 300m from public transport. Queensland Suburban Rail has two nearby stations – Salisbury (which is closer for walking) and Rocklea. Both stations are on the Beenleigh line from Brisbane.

#### Arriving at the campus by Bus

Buses stop 50m from the site on Fairlie Terrace.

#### Arriving at the campus by Car

Easy access with parking available outside the campus

#### Arriving at the campus by Motorbike

There are designated motorcycle parking bays on site.

With the TransLink <https://translink.com.au/> Go Card you can travel seamlessly on all TransLink bus, ferry and rail services across south-east Queensland. It's the perfect travel companion. Get your Go Card from selected retailers and QR stations, online or over the phone, and top up your card balance like a prepaid mobile phone whenever it suits you.

#### Trains

Brisbane's speedy network of electric trains has the Greater Brisbane region covered and provides direct access to the city, quirky neighbourhood precincts and outer suburbs. There is also a handy Airtrain service that is completely integrated into the Queensland Rail suburban network, with regular trains running from Brisbane Airport directly to Brisbane City and the Gold Coast. Travel on a single ticket from any station in South East Queensland to Brisbane Airport. For any inquiries regarding public transport, please contact Translink on 13 12 30 or visit the website.

#### Ferries

Let the river be your guide. Brisbane's ferries, affectionately known as CityCats, are one of the most enjoyable ways to explore The City. Glide along the river with CityCat and CityFerry services, perfect for sight-seeing and accessing key city spots. Tickets can be bought on board the services, at most newsagents and selected retail outlets, or make use of a go card. Hop on board the free CityHopper ferry service to getround inner-city precincts for free. For any inquiries regarding public transport, please contact Translink on 13 12 30 or visit the website.

## Facilities



Our classrooms are modern and flexible with internet access or Free Wi-fi.

MILCOM has appointed a full-time, on-site student welfare officer to provide student welfare related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management. always look for the latest bulletin about arrangements and events of interest.

There is a café/diner on site, with reasonable prices. There are shower cubicles on site as well. There are the usual fast food outlets within 2 km of the site.

## Student Support

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

**Name: Shivani Nayak**

**+61 74904 5313 or email [international@milcom.edu.au](mailto:international@milcom.edu.au)**

**National Training Manager**

For all issues relating to enrolment, complaints and appeals, refunds and support

**Queensland Administration Manager**

For issues such as results and certifications and other administrative matters

**Office Manager**

For day to day queries and assistance

**Trainer contact - information will be given out at induction**

For all matters to do with your training such as extensions, absenteeism, assistance with your study, timetable, assessment, etc.

### 1. Our Vision

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

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

#### **We have experience, we have pedigree**

MILCOM has been providing training since 1991 and has built a strong reputation of being a quality training provider and has trained over 30,000 learners. We adhere to strict quality standards in our administration, training and assessment services to our learners. Our philosophy of 'training' has always been and still is based on providing current, state-of-the-art, practical learning environments for our participants.

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

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

#### **We have the team**

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

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

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

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

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

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

## 2. Governance

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

- Education Services for Overseas Students Act 2000, or ESOS Act
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Tuition Protection Service (TPS)
- Privacy Act 1988 (Cth) & Regulations 2006
- Data Provision Requirements 2012
- VET Data Policy and all NCVET Policies
- Australian Privacy Principles 2014
- Sex Discrimination Act 1984
- Work Health & Safety Act 2011
- Age Discrimination Act 2004
- Anti-Discrimination Act 1997
- Standards for Registered Training Organisations (RTO) 2015
- National Vocational Education and Training Regulator Act 2011
- Education & Training Reform Act 2006
- Working with Children Act 2005
- Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015
- Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
- The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
- Freedom of Information Act 1982
- Student Identifiers Act 2014 (Cth)
- Student Identifiers Regulation 2014 (Cth)
- Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendments (Enhancing Privacy Protection Act 2012)

All staff and learners at MILCOM Institute must also meet the following regulatory requirements:

- ASQA (Australian Skills Quality Authority)
- VET Quality Framework (VQF)
- The Australian Qualifications Framework (AQF requirements)
- Other applicable legislation and regulation as relevant to the courses being delivered.

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

## 3. The Australian Qualifications Framework (AQF)

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

Graduating from MILCOM Institute or another Australian Qualification Framework (AQF) provider can qualify you for entry to University.



## 4. MILCOM Provides

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

- ❖ Learning that can lead to career advancement.

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

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

## 5. Credit Transfer

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

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

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

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

## 6. Recognition of Prior Learning

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

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

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

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

## 7. Education and Training Delivery

MILCOM Institute ensures that training and assessment occur in accordance with the requirements of the accredited Training Program or endorsed Training Package. Where appropriate, the training will also reflect the Qualifications Authority guidelines for customising Training Programs.

MILCOM Institute adheres to policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of its students and, where relevant, their employers.

MILCOM Institute maintains a learning environment that is conducive to learning and the professional development of learners. MILCOM Institute has the capacity to deliver all qualifications listed on CRICOS scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the needs of the learner and outcomes to be achieved.

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

## 8. Course information

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

Read through the full course details on our website <https://milcom.edu.au/milcom-courses/> or on our Course Brochures/MILCOM Prospectus provided to you at pre-enrolment to make sure you choose the correct qualification for your desired job or education outcome.

Each course is made up of a number of units of competency. In order to obtain your qualification, all units must be passed; in other words, you must demonstrate you are competent in the skills, performance and knowledge as described in each of the unit of competency to be awarded in the qualification.

All the qualifications listed are delivered over **52 weeks** (including holiday and term/semester breaks) with 20 hours of face to face delivery per week. **The total duration comprises of 4 terms; each term comprises of 10 weeks of study.** The term and study break may not be in periodic order, but the course delivery will always be of 40 weeks with 20 hours face to face delivery each week.

## 9. Training

The course details will provide you with information about:

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

## 10. Academic Journey

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

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

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

who is available to discuss, in confidence, any problems you might have in relation to your study or other matters.

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

- Orientation
- Student Enrolment
- Academic progress
- Further study options
- Housing and accommodation
- Study problems
- Financial issues
- Health matters

All discussions will be treated in confidence.

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

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

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

## 11. Course Progress and Monitoring

International students of MILCOM Institute are required to maintain satisfactory academic progress as part of their student visa condition. This progress is carefully monitored by MILCOM Institute. A student must maintain a 50% satisfactory mark cover two consecutive terms in a course. Any support and guidance will be given where the academic progress requirement has not been achieved.

The Administration Manager will monitor student course progress via the Students Management System and action, as required, any student whose satisfactory course progress is at risk of falling below the required level. This monitoring will occur every Five (5) weeks.

The Training Manager will also regularly monitor student's satisfactory course progress regularly and shall be informed of any student at risk of breaching satisfactory course progress requirements.

### **Initial Notification**

Every Five (5) weeks the Administration Manager will review the satisfactory course progress of all students.

The Student Support Officer (SSO) shall issue Notification Letter indicating to the student that they have fallen below 50% academic performance for the term to date, and failure to achieve Competency in further

units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term. The letter shall remind the student that failing to achieve this satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS. The student is to be given the opportunity to be counselled to improve their academic progress. If student fails to improve their academic progress after the completion of the term, an intervention strategy will be instigated.

### **Official Warning Letter**

When a student's projected satisfactory course progress falls below 50% for a successfully completed single term, the SSO shall issue a 'Official Warning Letter'. This letter will indicate that the student now must contact MILCOM Institute to organise an appointment with Training Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following Term.

The intervention strategy is instigated at this stage. At the meeting, the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention Policy & Procedure'.

The letter will also remind the student that failing to achieve the required satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS.

In all cases where the student does not respond to written communication within 5 working days of receiving official warning letter, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then the Administration Manager will inform the Compliance Manager and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

### **Intervention Strategy**

The Intervention strategy is developed, agreed and implemented as per the Intervention Policy & Procedure.

### **Notification of Intention to Report Letter**

When a student's projected satisfactory course progress falls below 50% for 2 consecutive successfully completed terms, the SSO shall issue a 'Notification of Intention to Report Letter' letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive completed terms. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to DHA for unsatisfactory satisfactory course progress in their course of study.

The student will also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to DHA via PRISMS.

Where a student decides to go with the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student can provide evidence that course progress records are incorrect they will also be adjusted accordingly, and appropriate action will be taken to prevent such errors re- occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of satisfactory course progress requirements will be reported.

All letters, records, and notes on any communications surrounding the student's course progress shall be maintained on the student file. MILCOM Institute will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The Internal and External complaints processes have been completed and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- 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 processes by notifying the registered provider in writing.

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

## 12. Plagiarism and Cheating

When studying with MILCOM Institute, students must adhere to MILCOM Institute's rules regarding plagiarism. MILCOM Institute does not tolerate plagiarism. Plagiarism is a form of cheating. It is taking someone else's thoughts, writings or inventions and representing them as your own.

Plagiarism is a serious act and may result in your exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, you must consult with your trainer to discuss the matter.

The following list outlines some of the activities for which you as a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as your own, even when it is unintentional;
- Handing in assessments markedly similar to, or copied from another student;
- Presenting the work of another individual or group as your own work;
- Allowing another student to copy your work;
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged since it can be a real aid to understanding. It is legitimate for you to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, you must produce your own individual written solutions. Copying someone else's work is plagiarism and is unacceptable. Penalties for plagiarism are severe. A student who is identified as cheating or plagiarizing will receive 0% results.

## 13. Copyright

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

## 14. Assessments and Reports

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

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

### **Assessment of Competence**

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

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

### **Principles of Assessment:**

To ensure quality outcomes, assessment should be:

- Fair;
- Flexible;
- Valid;
- Reliable.

### **Rules of Evidence:**

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid;
- Sufficient;
- Authentic;
- Current.

### **Assessment methods may include:**

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

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

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

**Assessment Submission**

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

**You must always keep a copy of your completed assessments.**

**Assessment Extensions**

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

**Late Submissions**

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

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

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

**Re-sits**

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

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

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

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

## 15. ESOS Framework

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

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

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

## 16. Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at: <http://cricos.education.gov.au/> CRICOS registration guarantees that the course and the education provider at which you are studying meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location and match the information on CRICOS.

## 17. Fees and Charges

A non-refundable application fee of \$250 applies to all of our courses. This fee is due at the time of accepting your Letter of Offer. Material Fee (Non-tuition Fee) \$200 is applicable for One-year course.

You can find up to date fees and charges information on the Student Handbook or by visiting our website <http://www.milcom.edu.au> These fees and charges will be shown in your Letter of Offer.

### Method of Payments

- Electronic Transfer
- Cash or Bank Cheque

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

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

All fees and charges will be outlined in the Letter of Offer showing due dates for each payment. You can pay your fees by above indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students.

At MILCOM Institute, student fees are protected under Tuition Fees Protection Service (TPS) and Australia's consumer protection laws. The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options. Please visit <https://tps.gov.au/Home/NotLoggedIn> for more information.

MILCOM will not require an international student or intending overseas student undertaking a course that is more than 25 weeks, to pay more than 50% of the student's total tuition fees for a course before the student has begun the course.

While MILCOM cannot require students to pay more than 50% up front, it can accept more than 50% of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
MILCOM Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	Full refund less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
MILCOM Institute is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

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

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

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

- Contacting Student Administration
- Accessing MILCOM Institute's website

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

Please note:

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

### **Full Refunds**

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

1. Visa refused before commencement date

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

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

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

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

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

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

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

### **Tuition Protection Service**

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

### **Partial Refund**

1. Student withdraws more than 60 days before course commencement date or within cooling off period  
If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waiver the Administration fee for withdrawals within the 3-day cooling off period.
2. Student withdraws less than 60 days but more than 28 days before course commencement date  
If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

### **No Fee Refund**

3. Student withdraws less 28 days before course commencement date  
If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund. MILCOM Institute will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances. In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE. In the event that the student seeks and is granted approval by MILCOM Institute to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with MILCOM Institute' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to MILCOM Institute. In the event that a Student's extension of Visa is not granted; there will

only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE. In an event where visa is cancelled due to any action of student, there is no refund.

### **Extenuating Circumstances**

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

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

### **Refund Procedure**

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

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

### **Payment of Refund**

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

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

### **Appealing Refund decisions**

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

## **18. Additional Charges**

### **Credit Card Surcharge**

A 2.5% surcharge will be incurred when any fees are paid by credit card.

**Late Payment**

A late payment charge of 18% of all outstanding fees will be charged.

**Re-Issue Fees**

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

**Reassessment Charges**

Re-assessment fee is charged when student is failed in any unit after 2 or more consecutive attempts and COE is NOT extended to complete all the required units of competencies of qualification. Re-assessment fee of unit/s is calculated on the basis of total number of units of competencies in the qualification and the total duration of the qualification. This is calculated as AUD 40.00 per class hour.

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

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

## 19. Your Rights and Responsibilities

The ESOS framework protects your rights, including:

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

**Your responsibilities**

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

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;

- Meet the terms of the Enrolment Acceptance Agreement with your provider;
- Inform your provider if you change your address;
- Maintain satisfactory course progress;

## 20. Complaints and appeals

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

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

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

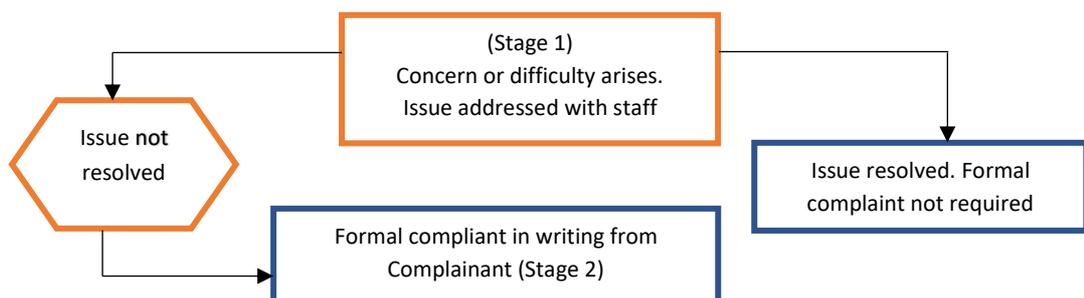
Students should contact Administration to obtain a copy of the Complaints and Appeals Procedure or to obtain a copy of the Complaints Form. If a student is still not satisfied with the outcome they have the option of appealing to the Overseas Students Ombudsman. The phone number for the Overseas Students Ombudsman is 1300 362 072. Information on the Overseas Students Ombudsman is available at <http://www.ombudsman.gov.au/> . Online Complaint Form: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

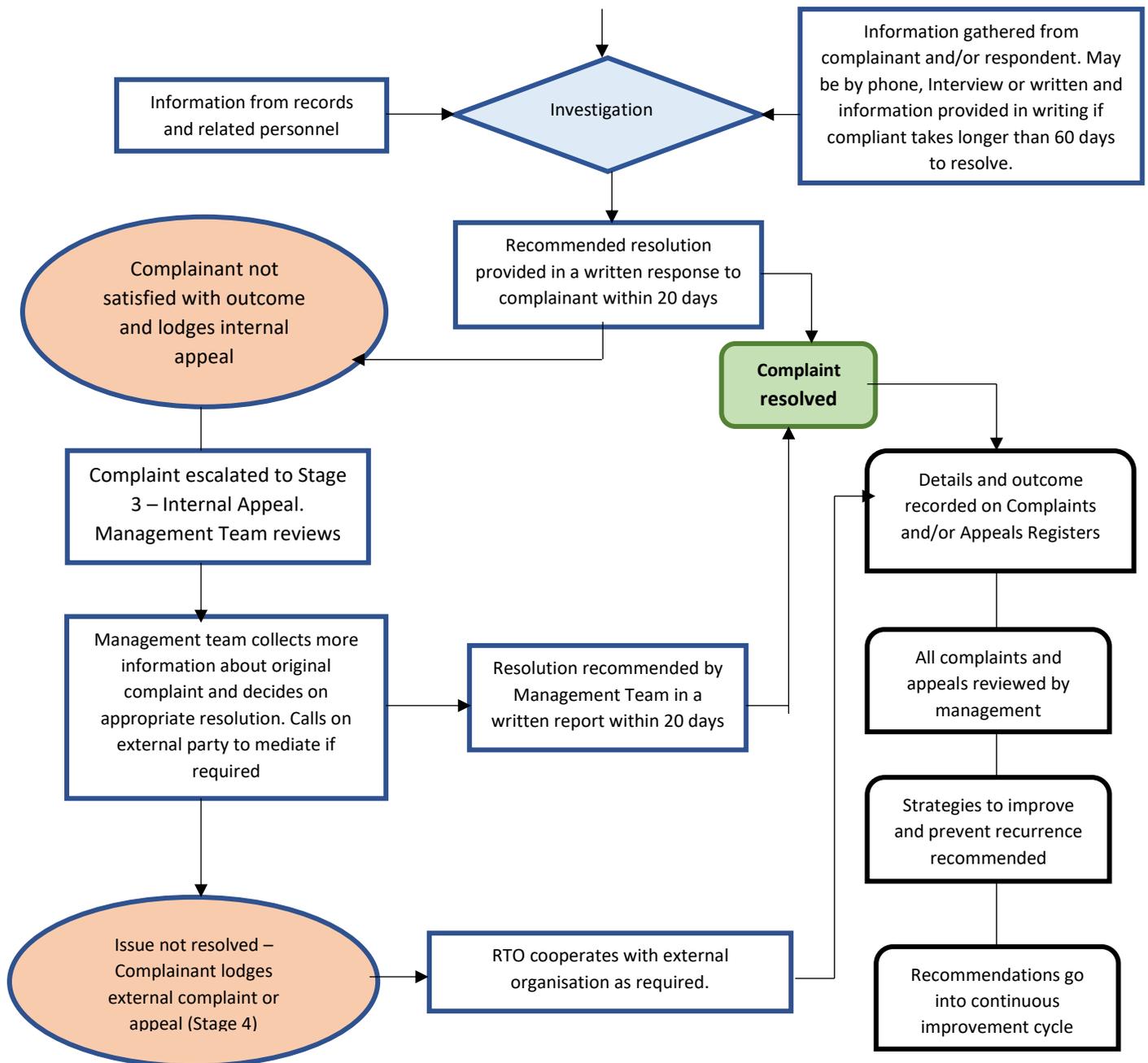
(For detailed information, please refer to Complaints and Appeals Policy and Procedure)

**Contact details:** Commonwealth Ombudsman

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

### Complaints and Appeals flowchart





## 21. Unique Student Identifier (USI)

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

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

## 22. Student Support Services

### Student Orientation

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

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

### Nominated Student Support Officer

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

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

**Name: Shivani Nayak**

**Ph: 1300 369 320**

**Email: [Shivani.nayak@milcom.edu.au](mailto:Shivani.nayak@milcom.edu.au)**

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

### Student Support Services

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

- Study and Life in Australia

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

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

Identifying LLN Support Prior to Enrolment or Commencement:

LLN Test (if deemed necessary) would be administered prior to enrolment into qualifications within MILCOM Institute's scope of registration. Test would be administered by qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

### **Student Support during training:**

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

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

When support needs arise, the Training Manager and the relevant Trainers/Assessors will prepare a strategy and plan a range of support needs for each individual learner identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
  - Modification of the classroom configuration to improve mobility.
  - Referral to ELICOS or other language courses.
  - Referral to an external agency (e.g. Department of Home Affairs)
  - Creation of an Individual Training Plan
- Facilities and resources  
At orientation students are given a guided tour of the campus and all MILCOM Institute's facilities and during that process they will become aware of all the resources available to them.
  - Policies and Procedures  
All students will be given a brief about relevant policies and procedures, not limited to MILCOM Institute's course progress policy and procedure, Refund policy and procedure and Complaints and Appeal policy and procedure. Student will be able to access these policies by requesting student support officer or Administration Manager or through the MILCOM website [www.milcom.edu.au](http://www.milcom.edu.au)

- **Work Rights**  
At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.
- **Academic issues**  
Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

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

- **Personal / Social issues**  
There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.
- **Accommodation**  
While MILCOM Institute does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.
- **Medical Issues**  
Student Support Officers will have a list of medical professionals within access from the Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer. For any critical incident, MILCOM Institute have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:
  - Missing students;
  - Severe verbal or psychological aggression;
  - Death, serious injury or any threat of these;
  - Natural disaster; and
  - Issues such as domestic violence, sexual assault, drug or alcohol abuse

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

- **Legal Services**  
MILCOM Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.
- **Social Programs**

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

### **Student Support Services Referral List**

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

## **23. International Student Transfer**

### **Requests to transfer to MILCOM Institute from another Training Provider**

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

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

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

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

- Releasing education provider, or the course in which the overseas student is enrolled, has ceased to be registered;
- Releasing education provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- Releasing education provider has agreed to the overseas student's release and recorded the date of effect and reason for release in prisms;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

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

### **Requests to transfer from MILCOM Institute to another Training Provider**

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

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

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

- Ensure any outstanding fees are paid
  - Ensure the student is fully aware of all issues relating the transferring of providers.
- iv. Once the above points have been addressed by the Administration Manager, student's enrolment at MILCOM Institute will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allow them to study the intended course.
  - v. The Administration Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
  - vi. Where the transfer is not in the best interest of the student, the request to transfer to another education provider will be refused. Reasons for refusal may include but are not limited to:
    - Outstanding payment

- New course location or outcome is not suitable to student situation
  - Provider is not a CRICOS registered provider
  - The welfare of the student is compromised
- vii. This decision of the appropriateness of the transfer will be made by the Administration Manager and shall be given to the student in writing. The above process should not take more than 5 working days once the student has provided the necessary documentation
- viii. In an event where the student's application of transferring to another provider is refused, the overseas student will be informed in writing about student's right to appeal against the decision.
- ix. Overseas Student will have access to MILCOM Institute's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome was informed to the student.
- x. MILCOM Institute will not finalise the student's refusal status until the appeal finds in favour of the institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
- xi. All requests, considerations, decisions and documentation to be placed in student's file for 2 years after the overseas student ceases to be an accepted student.
- xii. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. The refund will only be processed in accordance to the refund policy.

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

## 24. Deferral, Suspension and Cancellation of Enrolment

### Deferment, Suspension or Cancellation

- Serious illness or injury supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include involvement in, or witnessing of a serious accident;
- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Misbehaviour by the student;
- Student's failure to pay the amount which he/she was required to pay to undertake or continue the course as stated in the Enrolment Acceptance Agreement;
- Breach of course progress or attendance requirements, which occur in accordance with National Code Standard 8.

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

## 25. Australian Privacy Principles

MILCOM Institute, as a Registered Training Organisation, is required to collect various personal information from you as a student. We collect, protect, update, store and dispose of your personal information in accordance with legal requirements.

Under the Data Provision Requirements 2012, MILCOM Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education

Research Ltd (NCVER). NCVER will collect, hold, use and disclose my personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au) )

## 26. Access to your Records

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

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

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

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

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

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

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

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

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

## 28. Issuing of Qualifications and Statement of Attainment

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

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

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

### Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

## 29. Training Evaluation and Feedback

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

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

### **The Learner Outcome Survey (SOS)**

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

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

### **Why is the survey conducted?**

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

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

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

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