



STUDENT HANDBOOK



South Pacific Institute Student Handbook

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Introduction:

Welcome to South Pacific Institute:

South Pacific Institute currently operates from two locations. The main location is conveniently located at 140 Queen Street (Level 7), in the CBD (Central Business District) of Melbourne, with access to public transport (bus, train and tram) and all the highlights of the city. The second location has easy access to public transport and is located within a few minutes travel from the main location, at 97 Smith Street, Fitzroy, VICTORIA.

Dedicated staff members at South Pacific Institute provide students with quality training in all our accredited courses; all at South Pacific Institute are committed to help our students to achieve their chosen qualification. Combined with the support of our friendly administration and student support staff, students are provided with the best possible environment to ensure that their learning experience is both practical and enjoyable.

Studying in Melbourne-Melbourne is Australia's second largest city in terms of population. It is located in southern Victoria and has been voted one of the world's most liveable cities. It boasts an amazing choice of multi-cultural restaurants, boutiques, bars, galleries, parks and village-like inner suburbs. Melbourne's CBD is vibrant and culturally diverse, and approximately forty-five percent of its population was born overseas. It attracts international students from all around the world – more than 100,000 international students currently live and study in the city. Whatever your interests may be, Melbourne is a fantastic place to live and learn. For more information also visit www.studymelbourne.vic.gov.au

Visitors who are new to Australia need to be aware that they are bound by the laws and legislation of the Commonwealth of Australia as well as the State they are living in.

Studying at South Pacific Institute-Location and Facilities

Location of and facilities in classrooms:

Classrooms for theory modules are situated at South Pacific Institute's main location at level 7 140 Queen Street, Melbourne. Train stations such as Flinders Railway Station and Southern Cross Railway Station is situated 10 minutes walk from the main location and trams are within a minute's walk in Bourke Street. There are cafes, boutiques and shopping malls all within a few minutes' walk. For those who wish to sample the best in fresh produce the Queen Victoria Market is a short tram ride from our main location.

There are 8 classrooms at SPI's main location, all air conditioned and spacious. Classrooms have whiteboards, chairs and tables, and the capacity to use projectors and computers. Students are supplied with training materials that may vary from hard bound books, CD's or printed handouts. Students have access to South Pacific Institute's intranet and computer facility room (for study purposes), students' common area/kitchen and toilet facilities. No on-site parking is available at either the Queen Street or Smith Street locations; however there are many public parking places around both SPI locations.

Students' class Timetable information specifies the date, time, and Unit/module being taught. Students are shown the facilities around South Pacific Institute's main location, information on public transport and are given a map to the Cookery Training Kitchen (where required) during their Induction/orientation

Commercial Cookery Training Kitchen: The Training Kitchen is located at 97 Smith Street, Fitzroy. Our Training Kitchen has been fitted with Stoves, Ovens, Hot plates and all kitchen equipment deemed necessary to give students a simulated work environment in order to assist them to achieve the best cookery training results possible. This experience is also a great preparation for the practical work placement that students undertake in a commercial kitchen, as part of their Holistic Units of competency.

Please note that when a student is placed in a commercial kitchen as part of their work based training, all care is taken to find a location that is as close to the student's home address as possible. In addition, the institute's workplace



coordinator is on hand to help orientate the student by introducing them to the chef at their work placement and to assist them with details to do with best methods of transport to the workplace and so on.

Student Lockers: are provided at both our main location and at the Training Kitchen. Whilst it may be necessary to bring a bag along to contain books, pens etc., it is advisable to keep your belongings with you and to avoid bringing valuable items. In special circumstances, these can be left with the trainer or administration staff at the main office. South Pacific Institute takes no liability for lost or stolen items.

OVERSEAS STUDENTS AT SOUTH PACIFIC INSTITUTE

South Pacific Institute follows the standards of both the ESOS National Code and Standards for Registered Training Organisations (RTOs) 2015

Please see the link at <http://internationaleducation.gov.au> for ESOS and for the Standards for RTOs 2015 see www.asqa.gov.au and type Standards 2015 in the Search tab at the top right hand corner of the web page.

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 2017. Please see the link at <http://internationaleducation.gov.au>

Protection for overseas students

As an overseas student on a student visa, each international student 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 cricos.deewr.gov.au CRICOS registration guarantees that the course and the education provider at which they study meet the high standards necessary for overseas students. Students should carefully check that the details of their course – including its location – match the information on CRICOS.

Student rights

The ESOS framework protects student rights, including:

- the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider and the provider's agent. If a student is less than 18 years of age, to ensure their safety, they will be granted a visa only if there are arrangements in place for their accommodation, support and welfare (please note that SPI does not enrol students under the age of 18).
- the right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of their written agreement.
- The right to get the education that has been paid for. The ESOS framework includes consumer protection that will allow students to receive a refund or to be placed in another course if their provider is unable to teach their course.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information that students have a right to know and services that must be offered, including:

- orientation and access to support services to help the student study and adjust to life in Australia
- who the contact officer or officers is for overseas students
- if a student can apply for course credit
- when a student's enrolment can be deferred, suspended or cancelled
- what the student's provider's requirements are for satisfactory progress in the courses they study and what support is available if the student is not progressing satisfactorily
- if attendance will be monitored for the course, and



- a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the principal course of study a student plans to undertake in Australia. In order to be able to transfer beforehand a student will need their provider’s permission.

Student responsibilities

Change of Contact Details

It is a requirement of your student visa that if your contact details ever change, SPI must be told as soon as possible. Contact details include your address, either postal or residential and your phone numbers, including home and mobile numbers. You must also provide SPI with an Emergency Contact in case of an emergency.

If any of your details change, you can inform SPI by going to Administration and the Student Administration Officer will provide you with a Student Personal Details Form.

In addition, as an overseas student on a student visa each international student has the following responsibilities:

- to satisfy their student visa conditions
- to maintain Overseas Student Health Cover (OSHC) for the period of their stay
- to meet the terms of the written agreement with their education provider
- to maintain satisfactory course progress
- To update their contact details every six months during the duration of their studies at SPI
- if attendance is recorded for their course, to follow the provider’s attendance policy, and
- if less than 18 years of age, to maintain their approved accommodation, support and general welfare arrangements (please note that SPI does not enrol students under the age of 18).
- the right to sign a written agreement with their provider before or as they pay fees, setting out the services

Contact details

Who?	Why?	How?
Student’s provider	For policies and procedures that affect all students	<ul style="list-style-type: none"> • Speak with the provider. • Go to the provider’s website.
Department of Education and Training	For ESOS rights and responsibilities	Website: http://education.gov.au
Department of Immigration and Border Protection	For visa matters	<ul style="list-style-type: none"> • www.immi.gov.au • Phone 131 881 in Australia • Contact the DIBP office in your country

Legislation

In order to comply with regulatory requirements, SPI must inform you during induction, of relevant legislation. The laws applicable to you as a student are as follows:

Age Discrimination Act 2004

Child protection legislation in Australia and New Zealand 2009

Copyright Act 1968

- Copyright Amendment (Digital Agenda) Act 2000

Disability Discrimination Act 1992

- Disability Discrimination and Other Human Rights Amendment Act 2009



- Disability Discrimination Amendment (Education Standards) Act 2005.
- Disability Discrimination Regulations 1996

Equal Employment Opportunity Act 2010

Work Health and Safety Act 2011 = Work Health and Safety (Transitional and Consequential Provisions) Act 2011

Occupational Health and Safety Act 2004 + Occupational Health and Safety Amendment Regulations 2012

Privacy Act 1988

- Privacy Amendment Act 2004

Racial Discrimination Act 1975

Sex Discrimination Act 1984

National Vocational Education and Training Regulator Act 2011

ESOS LEGISLATION

Education Service Providers (Full Fee Overseas Students) Registration Act 1991

Education Services for Overseas Students Act 2000 (ESOS Act)

Education Services for Overseas Students Regulations 2001

ESOS Act 2000 10th May 2013

National Code 2007

Pre Enrolment Information

Living costs in Australia

Australia is a modern, welcoming and affordable country, which enjoys one of the highest standards of living in the world. A single student should budget approximately \$12,000-\$15,000 per year, or about \$350-\$400 per week, for living expenses over and above the cost of paying for tuition. The cost of living in Melbourne varies greatly, depending on your personal needs and tastes and in the suburban area in which you decide to live. Exchange rate fluctuations may also affect budgeting.

The living costs (per person) below are based on 2 people sharing an unfurnished two bedroom apartment, flat or house. Costs will vary depending on the share arrangements, the quality of the accommodation, the geographic area as well as its demographic. The amounts are in Australian dollars:

The following should be used as a guide only.

Remember to add your program fees and airfares to get a realistic total.

- Bond (refundable security deposit) \$500 or above
- General (furniture, connection fees, etc.) \$1000
- Overseas Student Health Cover \$429
- Rent per person (weekly between \$150-500; annually \$7,800-26,000)
- Food and drink (weekly between \$80-250; annually \$4,160-13,000)
- Travel public Transport up to \$55 per week
- Telephone (weekly \$10; annually \$520)
- Gas, electricity, water (weekly \$25; annually \$1300)
- Books, stationery, photocopying (annually \$500)
- Personal expenses (clothes, entertainment) (weekly \$40; annually \$2,080)



Accommodation options-please see Student Support section on page 15 of this handbook

Food

Markets and supermarkets sell a variety of fresh meat, fruit and vegetables as well as rice, breads, spices and other ingredients. Halal and kosher foods are available. Melbourne's restaurants and cafes offer a wide variety of foods from around the world, including Chinese, Italian, Japanese, Korean, Malaysian, Greek, Indian, Thai, Vietnamese, French and Indonesian

Shopping

The Central Business District of Melbourne and the surrounding area has many large shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of staple products use any of the following links:

www.coles.com.au

www.woolworths.com.au

www.aldi.com.au

Or type "cheap shopping" into your Google browser

Transport

Melbourne has an extensive public transport system of buses, trains and trams.

Cars travel on the left side of the road. Drivers can use their home country licenses for three months from the date of entry to Australia. An international license can be used providing the license from the country of origin is also valid.

The following links will help you to get around in Melbourne Street directories:

www.whereis.com.au .

www.street-directory.com.au .

www.victrip.com.au (provides information on the public transport system in Melbourne, including costs and timetables.)

You can also download maps onto your smart phone or various apps that available from the various providers.

Student Visa Conditions

For information please follow the link below:

<http://www.immi.gov.au/students/visa-conditions-students.htm>

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a 'Tax File Number Declaration' form. International students pay tax on their earnings. For further information please visit the website: www.ato.gov.au At the end of each financial year, international students need to apply for their tax return through an accountant.

Overseas Student Health Cover (OSHC)

All international students must have health cover for the entire duration of their studies. OSHC is medical and hospital insurance and it is a government requirement. It is your responsibility to make sure that your cover is current. If your health cover is not current, you will be in breach of your visa.

You may choose any participating health insurance company, as long as you purchase OSHC. Please bring your card to the Institute where one of the Student Administration Officers may photocopy it and place the copy in your file. Keep your card in a safe place and should you ever lose it, inform SPI. We can help you get a new card or simply provide you with your Insurance ID number because we have a copy of the card in your file.

Students with children

The Institute is committed to a family-friendly policy; to designing flexible arrangements as necessary for students with children and to providing support services that enable students to reach their study goals and balance these with their family responsibilities. If you are an international student with children there are a number of issues that you must give consideration to prior to bringing your family to Australia, such as childcare and school fees and additional



living costs. Unless you are the recipient of an Australian Government scholarship (such as IPRS or AUSAID) you will need to cover your child/children's school fees, even if enrolling them in an Australian Government school.

The following are the year levels for School Education in Victoria: Primary education (1-6) Junior Secondary (7-10) Senior Secondary (11-12). For information regarding the cost of school tuition for your children please visit the Victorian Government Website: www.study.vic.gov.au/students/costs.asp

Vocational Training at South Pacific Institute

What is Vocational Training?

Training and Assessment for Vocational Training

Competency Based Training: Competency Based Training is based on students demonstrating that they can complete all the elements of the competencies as defined in the course outline. These Units of Competency are the set of skills that apply to a particular job function.

- **Element:** Each unit or module is made up of elements of competency. These are the "building blocks" of the skills required to complete the unit.
- **Performance Criteria:** These are the standards of performance which are required for each element. Each element requires the student to demonstrate their skills and knowledge, in a number of ways, to show that they can perform the functions required for the particular job.
- **Assessment:** trainer will use a range of methods to gain evidence of student's competence. Students are given "Assessment Tasks" that give them the opportunity to demonstrate their skills and knowledge in a number of ways. These may include written and verbal tests, written assignments, case studies and projects, practical "hands-on" tasks as well as simulations and role-plays. In this way they are able to demonstrate their competence over a period of time, as they progressively acquire more skills, knowledge and confidence rather than by one final examination.

Reasonable Adjustment

The Disability Discrimination Act uses the principle of reasonable adjustment, sometimes called reasonable accommodation, to ensure equity of treatment for people with disabilities. This means that, wherever possible, 'reasonable' adjustments must be made to meet the individual needs of a student with a disability.

At SPI, we can do the following to assist with your requirements for reasonable adjustment:

- Make training and assessment materials and methods more accessible
- Training and assessment methods that suit most students may hinder access for some students with a disability. SPI is able to present information through a range of methods to assist students with a disability
- Adapt the physical environment and equipment to better suit the student

If you require more details about reasonable adjustment, please speak to your Trainer or the Student Support Officer. In certain circumstances a student may be referred to the Student counsellor.

- **Unit Outline:** students are given a Training plan with all modules required for the Course they are undertaking. These modules are the units of competency that will need to be completed in order to achieve the qualification. These are comprised of both Core and Elective modules.
- **Timetables:** Timetables may change each study period and students are provided with a Timetable which shows the Session date, time and module.
- **Students** will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not been given time to prepare for. Students will also be given an opportunity for at least one reassessment for any competencies not achieved on the first attempt and have the right to appeal to South Pacific Institute if they feel that their result is incorrect or unfair

A study period of South Pacific Institute is defined as the set delivery and assessment plan provided to the students according to their enrolment date and courses enrolled.



Course Information:

Upon satisfactory completion of a chosen course, students are awarded a nationally accredited Certificate. These courses enable them to develop skills and knowledge in the areas regarded as essential for working in their undertaken course Sector. They can also provide the student with pathways into further training in the tertiary sector.

SPI courses are delivered full-time, with international students attending a minimum of 20 hours of classes per week. This time does not include time away from South Pacific Institute completing assessments or homework.

VOCATIONAL COURSE ENTRY REQUIREMENTS AND PATHWAYS INTO QUALIFICATIONS

<p><u>SIT30816 Certificate III in Commercial Cookery</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>	<p><u>SIT40516 Certificate IV in Commercial Cookery</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>
<p><u>SIT50416 Diploma of Hospitality Management</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>	<p><u>SIT60316 Advanced Diploma of Hospitality Management</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>
<p><u>BSB40215 Certificate IV of Business</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>	<p><u>BSB50215 Diploma of Business</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification higher <p>Pathways Information Not applicable</p>
<p><u>BSB60215 Advanced Diploma of Business</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course 	<p><u>BSB51915 Diploma of Leadership and Management</u> Course entry requirements Minimum Entry requirement for International Students enrolling in Vocational Courses at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course



<ul style="list-style-type: none"> • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification higher <p>Pathways Information Not applicable</p>	<ul style="list-style-type: none"> • IELTS 5.5 or equivalent (test results must be no more than 2 years old) • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>
<p><u>22251VIC Certificate II in EAL (Access)</u> Course entry requirements Minimum Entry requirement for International Students enrolling in the Course at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>	<p><u>22253VIC Certificate III in EAL (Access)</u> Course entry requirements Minimum Entry requirement for International Students enrolling in the Course at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>
<p><u>22258VIC Certificate IV in EAL (Further Study)</u> Course entry requirements Minimum Entry requirement for International Students enrolling in the Course at South Pacific Institute are:</p> <ul style="list-style-type: none"> • 18 years or older at the commencement of the course • Completed secondary studies in the student’s home country equivalent to an Australian Year 12 qualification or higher <p>Pathways Information Not applicable</p>	

International students must hold a valid and current Australian visa to study their course.

If an applicant cannot produce evidence of a satisfactory IELTS score, and there are doubts that their English Language skills are sufficient to cope in an academic environment; the applicant is required to sit an IELTS or PTE test or to enrol in an English (ELICOS) course for an appropriate duration until the applicant achieves the required IELTS or PTE score

Information on these proficiency levels may be obtained from:

IELTS: www.ielts.org

PTE: <http://pearsonpte.com/>

DIBP: www.border.gov.au

Courses/Qualifications available at South Pacific Institute:

English

22251VIC Certificate II in EAL (Access)

22253VIC Certificate III in EAL (Access)

22258VIC Certificate IV in EAL (Further Study)



Hospitality

SIT30816 Certificate III in Commercial Cookery
SIT40516 Certificate IV in Commercial Cookery
SIT50416 Diploma of Hospitality Management
SIT60316 Advanced Diploma of Hospitality Management

Business and Management

BSB40215 Certificate IV in Business
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management
BSB60215 Advanced Diploma of Business

For more information regarding South Pacific Institute's courses, including duration, units of competency, entry requirements, pathways and so on, please see our web site www.sp.vic.edu.au

Legal requirements, regulations and standards at South Pacific Institute

Equity and codes of behaviour: South Pacific Institute is committed to fostering equity for all members of its staff and student community and to reflect the cultural diversity of Australia, commitment to equity and cultural diversity, and to providing a caring and supportive environment for students so as to achieve their full potential.

All students are treated equally and valued and respected for their contribution to our learning environment. At South Pacific Institute students are participating in Adult Education and expected to behave as adults. Students have a responsibility for their course progress, treating trainers, other SPI staff and fellow students with respect and consideration and ensuring that their behaviour in no way inhibits other people from learning.

Discrimination is against the law! Australian Federal Government legislation prohibits discrimination on the basis of race, colour, gender, age, physical ability, religion, political opinion, nationality, social origin or carer status. It also prohibits harassment, bullying or violence of any kind.

If any student feels that they are being discriminated against in any way, their claim will be treated with the utmost confidence and will be investigated by an impartial and authorised person. Any student found to be acting contrary to anti discrimination requirements will face disciplinary procedures.

Disability: South Pacific Institute wishes to ensure that if a student has a disability, they will have access to facilities that will enhance their ability to study. If any student requires adjustments including special arrangements for attending classes, assessment extensions, or any matter they feel will impact on their ability to successfully complete their studies they should speak to their trainer. Trainers are instructed to assist students by providing the solution or by passing on student concerns to the responsible staff member. In the case of knowledge test adjustments, students should ensure that their request is lodged before the examination period.

Dress Standards: At South Pacific Institute, students are encouraged to develop workplace ethics and practices, therefore dress standards will need to be maintained. They are required to be dressed in a neat, casual manner with acceptable personal hygiene standards. Torn jeans or clothing with politically incorrect slogans (obscene language or racist) will not be permitted.

Dress standards for Culinary Practical classes and work placements (hospitality students): Students must wear full South Pacific Institute chef's uniform in order to be admitted to practical classes or to the work place they have been allocated to. Failure to meet dress requirements will mean exclusion from class or the work place. The uniform requirements consists of black and white checked chefs' pants, white long sleeve chefs' jacket, white kerchief, white



hat (traditional tall or pill-box, no baseball caps), white apron with 2 clean tea towels and regulation footwear. All students must also take a chef's knife and utensil kit to all kitchen classes and work placements. In accordance with food safety and hygiene regulations, students must travel to classes in their street clothes and change into their uniform on arrival. All students must change out of their uniform, before leaving for the day. Students are also reminded that if they leave the kitchen for any reason during class, work or break times, their apron must be removed.

Student Code of Conduct:

All students are required to sign a Student Code of Conduct Contract. The Student Code of Conduct requires the following conditions and rules to be adhered to, at all times.

Relationships

The quality of relationships is crucial to successful learning. At South Pacific Institute you are expected to foster harmonious interpersonal relationships by:

- being courteous and considerate to others at all times
- co-operating and complying with reasonable requests from others; students, staff and other authorised people
- positively contributing to the international culture of the institute, through co-operative actions, understanding, tolerance and empathy
- communicating with students, staff and visitors in a respectful manner, using polite language and tone
- Keeping our institute community free from harassment, aggression and violence. All forms of harassment (sexual, verbal, racial, physical, intellectual) are totally unacceptable

Learning and Maintaining Satisfactory Course Progress

Students must demonstrate their intention to learn through their attitude and approach to their studies. They are required to:

- Accept responsibility for their personal learning, seeking help when needed.
- Work efficiently in the classroom and complete assessments on time
- All individual assessment work must be the student's own work (unless it is part of a group project), not copied or plagiarised
- Attend classes on time, with all materials and equipment
- Respect the rights of other students to learn and trainers to train
- Use computers responsibly for learning purposes

Students must achieve competency in over 50% of the units assessed each study period. If their academic performance falls below this in two consecutive study periods they will be reported to DIBP and this may have an effect on their student visa.

Special Consideration may be given to students who provide documentation to show long term disability, illness or injury which has affected their ability to attend classes or complete their assessments.

Where a student is identified as being at risk of not achieving satisfactory academic progress, they will be placed under the institute's intervention process. Within this process students are provided with strategies that will assist them to maintain their academic course requirements. Where a student is undergoing intervention, they will be reported to DIBP for the following breaches of the student code of conduct, during this time:

- Not adhering to strategies that have been agreed for the purpose of bringing the student's academic course progress back to an acceptable level.
- Missing the commencement of their course may result in a student having his or her enrolment cancelled for non commencement of studies.

Note: *Special Consideration may be given to students who are able to provide proof and documentation to show long term disability, illness or injury which has affected their ability to attend classes. Contact Student Administration for further information.*



Examination/Closed Book Written Tests

Procedures

In all exams, the following rules must be adhered to:

- No student may bring unauthorised aids or documents into the Exam Room.
- Examples include mobile phones, unauthorised notes, unauthorised calculators or unauthorised textbooks. An aid or document can only be authorised by the Trainer/assessor
- No student may leave the Exam Room during the exam and then return to the exam, unless escorted by an Examiner.
- No student can converse with anybody during an exam, other than to the Examiners to have legitimate questions answered.
- Inspection of a Test or Examination Paper:

If you miss an Exam/Written Test

If you miss a scheduled exam you are required to provide proof of Legitimate Absence within three (3) working days after the official exam date, or in exceptional circumstances, proof of Legitimate Absence must be provided as soon as practicable.

- Proof must be provided to the Compliance Manager not your Trainer.
- If the proof is not provided within the time period, then the student will fail outright.
- The Compliance Manager sets the date of the new exam/written test.
- No supplementary exams will be scheduled without proof of Legitimate Absence.
- If Legitimate Absence is refused, the student can appeal to the Compliance Manager.

Students must contact the Institute as soon as they become aware that they will not be able to attend the scheduled exam/written test.

Work Based Training.

Work Based Training (WBT) has been implemented at South Pacific Institute as part of SIT30816 Certificate III in Commercial Cookery, for the delivery of unit SITHCCC020 Work effectively as a cook. A total of 192 hours will be completed in WBT. WBT is aimed at giving students a varied experience in an authentic work place situation under normal commercial pressures. In this live environment they will test their skills and knowledge when the kitchen is busy, customers are waiting, or it is “rush hour” – e.g. Lunch times at a restaurant in the city.

Reports of unsatisfactory performance such as late or non attendance, not participating as per the requirements of their “workplace employer” or not complying with the arrangements in their work placement agreement will result in an unsatisfactory result (NYC) for the unit which in turn, will affect the student’s completion date and may affect their student visa.

Qualifications and Statements of Attainment

At the completion of a qualification or units of competency (Statement of Attainment) and providing that all fees for those studies have been paid in full, students will be provided with Certificate of Completion and/or Statement of Attainment.

If a student loses their Certificate of Completion and/or Statement of Attainment requires a replacement there will be a fee of \$50.

Environment

Students are expected to be environmentally responsible by respecting the institute’s environment and seeking to improve it through:

- respecting property belonging to themselves, others, or SPI, including all teaching and learning materials and resources
- conserving energy, materials and resources by switching off appliances when not in use, not wasting materials, and re-cycling materials as often as possible



- preventing all forms of pollution and property damage by caring for property and the environment and preventing and reporting: stealing, littering, acts of vandalism, consumption of alcohol or illicit drugs within the Institute's campus

Safety

All students have the right to learn in a safe, caring and orderly environment. Students are expected to accept responsibility for the safety of themselves and others at all times by:

- following safety regulations as per applicable legislation in each area of South Pacific Institute
- familiarising themselves with Fire and Emergency Evacuation regulations and procedures
- using all equipment in a responsible manner
- avoiding and preventing violence and threats of violence, bullying and fighting
- not possessing potentially dangerous items such as; knives, guns, sling shots or any other potentially dangerous items

Fee Payments

All students have to adhere to the fee payment plan as per their signed Enrolment Acceptance Agreement. Non payment of fees is a breach of the agreement and may result in the student being reported to DIBP, or having legal proceedings and/or debt collection initiated against them. Please note that all payments made through credit cards (VISA / Master) attracts a 2% surcharge, where as all AMEX cards attracts a 5% surcharge on the transactions.

Drugs and Alcohol

South Pacific institute is a drug and alcohol free zone. All students are expected to take positive action to prevent and avoid any illicit drug or alcohol consumption at South Pacific Institute. Students must not ingest, smoke, consume or inject any illicit or non-medically prescribed drugs, or alcohol. Students must not have any illicit drugs or alcohol in their possession while studying at or on South Pacific Institute property, or while participating in any South Pacific Institute related activity. Students must not offer to sell any illicit drug to other students at South Pacific Institute. Students must not be in the company of other students who are involved with any activity related to drugs or alcohol as indicated above.

Student Prepaid Fee Safeguard: The Institute has a Safeguard for student Fees, as SPI is a member of the Tuition Protection Scheme (TPS)

Under the previous TAS and Assurance Fund arrangements, students could have been required to pay up to 100% of course tuition fees in advance. By only paying up to 50% of tuition fees upfront before the course commences the financial pressure for paying full upfront tuition fees is removed (except for short courses of 24 weeks or less which may require 100% of prepaid tuition fees). Providers also have an incentive to maintain student satisfaction after the student commences the course. Additionally, students should be refunded any pre-paid tuition fees in a timely manner if their visa is rejected or the student or provider defaults.

SPI stores and uses personal information only for the purposes of administering Student enrolment and education. The information collected is confidential and will not be disclosed to third parties without your consent, except to meet government, legal or other regulatory authority requirements.

Information is collected on this form and during your enrolment in order to meet the College obligations under the ESOS Act and the National Code 2017; and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the TPS Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorized or required by law.

Student Support Services

ESOS National Code 'Standard 6



“Registered providers support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.”

This policy ensures that all students are given support while studying in Australia. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available. South Pacific Institute (SPI) will also conduct an orientation program for all new students and the details of this orientation program is included in the procedures outlined below.

Procedure

Nominated Student Support Officers

Whilst all staff members employed by South Pacific Institute have the responsibility to provide support to all students, South Pacific Institute has appointed several members of staff as being dedicated to ‘Student Support’. They have been selected due to their regular dealings with, knowledge of and experience with students on a daily basis. These staff members are and will be available to all students, on an appointment basis, through the standard SPI hours of business. Students can access student support directly by asking to speak to one of the following nominated student support staff or by placing a written request via student administration (student request forms are available at the reception area) or by email and an appointment will be organised as soon as practical.

The assigned ‘**Student Support Staff**’ members are:

- **Gurpreet Singh Ahuja – Student administration and Academics**
- **Ankit Datta - Student administration and Academics**
- **Ira Budhiraja – Student Administration**

As part of their responsibility they are to ensure up-to-date information is available for the following services and the contacts listed are current. This information is given to students through the orientation/induction program outlined below.

Lifetime Resolutions

In addition to the nominated full time staff members that can provide students with support services, South Pacific Institute has added the services of Lifetime Resolutions. The role of Lifetime Resolutions and its qualified psychologists and counsellors will be to provide expertise that is over and above that of our full time staff.

Other Student Support Services

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

SPI provides additional support for students via a combination of:

- Credit transfer
- Mentoring
- Disability support
- IT support
- Telephone, email, networking and tutorial support
- Personal counselling



An emergency telephone number (0490031344) that will be attended 24 hours a day, 7 days a week is provided to students and is displayed at the institute and is detailed in documents provided at induction.

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 access advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

All students’ progress is monitored and guidance and support provided where non satisfactory results are identified. Students can access Student Support Staff members for all relevant queries. These staff will provide advice and guidance or a relevant referral when required.

A student is able to access a member of our student support staff to discuss academic, social and/or personal issues that may impact on their studying at South Pacific Institute. The student support personnel will be able to provide advice and guidance, or referral, where required.

Accommodation

While South Pacific Institute does not offer accommodation services or take any responsibility for accommodation arrangements South Pacific 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 current accommodation arrangements.

All students are encouraged to have accommodation organised prior to arrival in Australia but one of our Student Support staff can refer students to appropriate accommodation services, some of which are listed below:

Referral Services Available	Name & Location	Contact Phone
Hotel	Quest on Williams, 170 William Street, Melbourne	03 9605 2222
Homestay Organisation	Homestay Direct Pty Ltd	www.homestaydirect.com.au 0396703133
Backpacker	King Street Backpackers, 197 King Street, Melbourne	1800 671 115
Hostel	Victoria Hall Accommodation, 380 Russell Street, Melbourne	03 96623888
Real Estate (Rental)	Ray White, 51 Hardware Lane, Melbourne	03 9670 3330

You can also access information on share accommodation at the following links:

www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

Medical Issues

Student Administration will keep an up to date list of medical professionals within access from our campus locations and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional.

All International Students must have health Cover when they enrol at South Pacific Institute. SPI is able to assist with this and can refer students to our health insurance provider> Students may arrange this for themselves with any of a number of health insurance providers. Links to their websites are:

<https://www.oshcallianzassistance.com.au/>

www.bupa.com.au

www.ahm.com.au

www.medibank.com.au

Costs if paying through SPI’s preferred provider OSHC is \$553 per year for singles and \$1906 for a family



Local medical services are as follows:

Referral Services Available	Name & Location	Contact Phone
Hospital (Emergency)	St Vincent Hospital, PO Box 2900, Fitzroy, VIC	9288 2211
	The Royal Melbourne Hospital:	9342 7000
	The Royal Children’s Hospital:	9345 5522
	Epworth 24 hour Emergency Department (Private): Cabrini	9426 6303
	Hospital Emergency Department (Private):	9508 1500
	Knox Private Hospital Emergency Department (Private):	9210 7400
Doctor	Dr Philip Perlstein, Level 4, 250 Collins Street, Melbourne	9650 9372
Doctor/Medical	Medical One Health Clinic 292 Swanston Street, Melbourne, 3000	86637000
Dentist	Smile Solutions, Level 1,220 Collins Street, Melbourne	9650 4920
Optometrist	Spatial Vision, Level 2, 170 Queen Street, Melbourne	9691 3000

The emergency phone number for an ambulance in Australia is ‘000’. (This number should only be dialled in an emergency when you require ambulance, police or fire attendance.)

Legal Services

South Pacific Institute is able to provide some advice and guidance on a limited range of situations. Where our Student Support staff or student counsellor feel it is appropriate for a student to receive professional legal advice they will refer them to an appropriate legal professional.

Some of the services available are:

Referral Services Available	Name & Location	Contact Phone
Free legal advice	Fitzroy Legal Service, 124 Johnston Street, Fitzroy, VIC	9419 3744
	Springvale Legal Service, 5 Osborne Avenue, Springvale, VIC -3171	9562 3144
Lawyer	Advice Line Lawyers, 350 William Street, Melbourne	9321 9988

Other Useful Telephone Numbers:

- Lifeline counselling – 13 11 14
- Poisons Information – 13 11 26
- Alcohol and Drug Counselling – 1800 888 236 or
- Interpreting Service – 13 14 50
- Gas – AGL – 13 12 45
- Electricity – AGL – 13 12 45
- Water – City West – 13 16 91

Social Programs

Apart from the Student Orientation/Induction Program our Student Support staff or student counsellor will occasionally organise social events that allow all students enrolled with South Pacific Institute to mingle and socialise. These events may range from cultural and sightseeing events, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to Student Support.

Computer Access

The computer rooms have high-quality computers for your use when not being used by a class. These computers have software to help you do your work and you can access the Internet and your email. All SPI students will have computer



room access once you have completed your induction. If you are having problems gaining access or logging on, please see the staff at Administration.

Student Common Area

Students are encouraged to use the facilities available in the Student Common Area. There are tables and seats for you to eat your lunch, sofa-chairs for you to relax during a break. There is also a small kitchen area, complete with a sink, microwaves, tea and coffee facilities. Your suggestions on how SPI may improve this area are always welcome.

Remember, this is *your* area – please keep it clean.

Security

Please do not leave any of your valuables unattended at the Institute. Here is some advice on how to keep your belongings safe:

- Keep your bags with you when moving from room to room, particularly during breaks.
- Please do not carry large amounts of cash. Always be careful with purses, wallets, cash and credit cards. We recommend you get an Australian bank account, so that you can secure your money there.

SPI is not responsible for the security of personal belongings.

Printing and Internet Usage

All SPI students receive free use of internet in the SPI computer lab and printing of academic related documents. (not for personal use).

Access to Your Student File

You can access your student file any time that you wish. Inform the staff at Administration that you would like to look at your file by filling out a Student Request Form. The file will be provided to you within 2 working days. You **MUST** provide photo identification in order to gain access to your student file. You have to do this with a member of staff present – preferably the Student Administration Officer – and you cannot remove the file from the Institute under any circumstances. However, if you want anything from your file, the staff member can photocopy it for you. Because of Australian Privacy Legislation (Commonwealth Privacy Act), no other person can look at someone else's file. If you wish we can provide photocopies of material in the file at a cost of 20 cents per page.

Student Orientation/Induction Program

All students are required to attend an orientation/induction prior to the beginning of their studies with South Pacific Institute. This orientation program is managed by our Student Support staff and will include the following:

- A tour of South Pacific Institute identifying classrooms, student areas, student administration area, and any other relevant areas within South Pacific Institute such as toilets, fire exits, and restricted areas.
- All students are to receive and sign a copy of the 'South Pacific Institute Student Induction checklist' as well as receive a copy of the 'South Pacific Institute Student Handbook'.
- Students are assigned student ID numbers, have their photos taken for a student ID Card, provided with a timetable that matches their enrolment and they are advised about payment options available to them regarding their fees. They will be asked to agree to and sign a payment plan with our accounts officer. Please note there will be a replacement cost of \$20 involved, if you lose your the student ID card.

Time Table

- Class times will be conducted from 8:30am-5:30pm 7 days a week including a one hour lunch break. Students will normally be required to enroll for up to 20 hours of study per week



- Time tables are given to students at the Orientation and induction day. This normally happens in the first week of their start date.

Appropriate and sufficient student support services

South Pacific Institute's Continuous Improvement Policies and procedures have internal processes that are Monitored so that-

- a. Where necessary, corrective actions are documented and implemented
- b. Corrective actions are monitored for effectiveness
- c. Process or procedure is changed to incorporate corrective action(s)

The corrective action/continuous improvement approach results in a methodical review of all services provided by SPI to its student clients.

1. All training and assessment is moderated and validated on a regular basis utilising SPI training and assessment staff, external education professionals that are training and assessing the same qualifications and with feedback from industry professionals.
2. Our support services are monitored in several ways. By anecdotal observation of meetings with students that cover academic or personal problems. In addition by the 6 monthly collection and collation of student surveys covering a wide range of topics including the quality of and level of student support services being provided.

Such monitoring is not only needed to ensure that the nature of services provided is meeting the diverse needs of students but also that the capability and capacity of services are appropriate. To this end students are surveyed twice every year as to their perceptions of and satisfaction with the nature, capability and capacity of services.

3. Every 6 months during their enrolment and at the end of their studies students are asked to provide feedback on the quality of training, based on the facilities, trainer and training materials provided as well as all other services and facilities at SPI. This is done through feedback surveys that are to be filled in and submitted by each student.

Transfer of Students between Providers

Standard 7 of the National Code

South Pacific Institute, being a CRICOS listed education provider, is limited in its enrolling or transferring students prior to the student completing 6 months of their principal course. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letters of release need to be sighted or produced.

This policy of South Pacific Institute is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer and the following procedures will be implemented.

The following procedures have been separated into **“Students transferring from other registered providers”** and **“Students requesting a transfer to another registered provider”**

Procedure

Student Administration staff will assess applications received from students wishing to transfer education providers and recommend an outcome to the Compliance Manager who will approve or deny the application based on the following procedure.

“Students transferring from other registered providers”



The following procedure is relevant to any student who applies for a course within South Pacific Institute and is currently studying on-shore with another registered provider.

For this procedure to be completed the applicant should provide information related to their Student Visa and other appropriate student information (to look up PRISMS). Once this information is obtained the following steps are taken:

To enrol, the applicant has to fill in South Pacific Institute's application form and submit that with relevant documents including their previous academic qualifications, IELTS result, passport with valid student visa & Health Cover (OSHC is our preferred supplier). Once the application is received the following process occurs:

- i. Documents are verified by student administration staff and checked against admission criteria for the course the applicant has applied including input as to the course commencement date of any applicant that is enrolled.
- ii. Once this has been done Administration staff is to obtain authorisation from the Compliance Manager to issue a letter of offer to the applicant.
- iii. Once this has been completed a letter of offer is created and sent to the applicant
- iv. The applicant will then send back a signed acceptance of SPI's letter of offer
- v. The applicant will then make an initial payment of fees to SPI
- vi. SPI's designated staff member will then enter the PRISMS system to create an eCOE for the applicant. The eCOE will then be issued to the new student.
- vii. However, if PRISMS detects that the applicant has **NOT** completed 6 months of their principal course of study it will ask for a Letter of Release to be supplied. At this point SPI's student administration offices will ask the applicant to provide a letter of release from the applicant's current education provider in support of their application.
- viii. If such a letter of release is received the admission application proceeds and SPI will then issue the applicant an eCOE. If the applicant does not supply the letter of release from their current education provider the offer lapses and no eCOE will be issued. The application process is halted and the applicant informed that they are unable to transfer at this time.

Note, if they are in receipt of a Government scholarship, they should provide written support from the government department agreeing to the change which will stand in lieu of any letter of release.

- ix. 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, no letter of release is required. Evidence of this would need to be placed in the student file.

"Students requesting a transfer to another registered provider"

The following procedure is relevant to those students wishing to transfer to another education provider prior to completing six (6) months of their principle course of study.

- i. Students can make a written request on the "Student letter of release application" form for the letter of release to transfer to another provider. A 'release letter' will be issued in the following cases:
 - The student's transfer is perceived as being favourable to the student's safety, welfare and well-being.
 - The transfer is perceived to enhance educational prospects of the student.
 - The student was not given correct advice about the course at South Pacific Institute by their education agent.
 - Where South Pacific Institute has cancelled/ceased to offer the student's training program (letter from South Pacific Institute supplied)
 - The student's Government sponsor considers the change to be in the student's best interest. Sponsored students will require written confirmation from their sponsor



- There are exceptional circumstances (documentation required to support circumstances and a letter of offer from another provider is required.).
- ii. The student is asked to provide a valid **'letter of offer'** from the new provider authenticating the transfer.

Grounds for declining Requests for transfers

Requests for transfers may be refused for the following reasons:

- The transfer may jeopardize the student's progression through a package of courses
- The student is intending to avoid being reported to DIBP for failing to meet the Institute's academic progress requirements.
- Valid letter of offer has not been received by the student
- Reasons for requesting transfer primarily relate to enhancing permanent resident opportunities, reduction in attendance requirements at the new institute or current timetable interferes with work arrangements
- Transfer perceived as detrimental to student's welfare and wellbeing e.g. new institute without adequate student support services
- has 2x10 hour days of study,
- requires considerable extra travel
- requires attendance at hours outside of 0800-2200 in locations remote from built up areas or public transport
- students have outstanding fees with South Pacific Institute

Once the above points have been addressed by the institute's Student Administration staff, a 'Letter of Release' will be granted at no charge to the student. The student will also be advised of the need to contact DIBP. Any issues will be reported to the CEO.

iii. The institute's Student Administration staff must report the student's termination of studies via PRISMS. The above process should not take more than 10 working days once the student has provided the necessary documentation. All requests, considerations, decisions and copies of letters relating to applications for a letter of release are to be placed on the student's file.

The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

Complaints and Appeals Process

Should an application for transfer be refused by SPI, or the student does not agree with the decision made by SPI, the student has the right to access the Institute's complaints and appeals processes. Students are able to access the Complaints and Appeals Policy and Procedure prior to enrolment and at induction. The Complaints and Appeals Policy and Procedure details the steps to be taken if you wish to lodge a complaint or appeal. An SPI support person is available at any point of the process if needed.

Complaints and Appeals Standard 8 of the National Code

The objectives of this policy are to:

- Develop a procedure for lodging an appeal against a decision made by the Institute's Management in a complaints dispute
- Develop a procedure for lodging an appeal against an assessment result
- Assist clients and students with access to an appeal procedure and ensuring that appeal system is accessible and not unduly complex



- Allow students access to an independent assessment review by an outside body with appropriate qualifications should the need arise.

South Pacific Institute seeks to continuously provide a high quality education and training environment that is safe, fair and free from discrimination, in which all are encouraged to strive for excellence and fulfil their potential. It is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes.

An essential part of developing that environment is ensuring that staff and students are encouraged to come forward with their complaints in the knowledge that the responsible staff member will take prompt and effective action to address complaints.

The Complaints and Appeals process does not remove the right of the appellant to take action under Australia's Consumer Protection Laws.

Despite all efforts of the Institute to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The following procedures provide students the opportunity to have grievances resolved and resolutions reached in a timely manner at little or no cost.

A detailed description of the procedure for dealing with student or staff complaints and appeals can be found on our website www.sp.vic.edu.au

Completion within Expected Duration Standard 9 of the National Code

International students are required to complete their studies within the expected duration of the program, as specified on the student's electronic Confirmation of Enrolment (*eCOE*).

The following procedures ensure that students complete their studies within the expected duration of the course and South Pacific Institute only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students.

Procedure

- Students are required to complete their studies within the timeframe indicated on their *eCOE* and student visa. South Pacific Institute will endeavour to ensure all students are given the opportunity to complete their studies within this timeframe by monitoring their course progress, recording any interruptions to their study and any other factors that may lengthen the study time required to complete their course.

A copy of each student's *eCOE* will be kept on the student's file and variations to the *eCOE* will also be retained within the student file.

- A full-time student load is a minimum of 20 hours scheduled attendance per week however students may be engaged for less duration of study due to:
 - Credit transfers granted
- South Pacific Institute does not provide any distance or on-line learning.
- South Pacific Institute will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's *eCOE*, as the result of "**Compassionate or compelling circumstances**". These circumstances can be found at the following web link, <http://internationaleducation.gov.au>, clicking the ESOS Framework tab, then "National Code & explanatory guide" and then ESOS National Code **Part D**. As described on the website, "**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
 - pregnancy and giving birth



- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime. When 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.

Please note that, for the purposes of Standard 9, the following additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a student's study:

- if the student had failed occasional units throughout the course, but had not done so poorly as to be picked up SPI's intervention strategy for course progress (In this case, SPI would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course).

The above are only examples of what may be considered compassionate or compelling circumstances. South Pacific Institute's staff will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SPI staff will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

In addition to the points above SPI also will extend the duration of the student's study where:

- a. SPI is implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- b. an approved deferment or suspension of study has been granted under Standard 13.

South Pacific Institute will follow the steps outlined in the following policies and procedures where a student is identified with one of the above circumstances:

- Monitoring International Student Course Progress Policy / Procedure
- Deferment, Suspension & Cancellation of Enrolment Policy

All changes to a student's course duration is to be reported to the Department of Immigration and Border Protection (DIBP) via the PRISMS reporting system and records/documents of reasons and the decision process to be kept in student files.

Monitoring International Student Academic Progress Standard 10 of the National Code

Maintaining satisfactory course progress is a requirement of a student's visa. South Pacific Institute has elected to adopt the DOE/DIBP Course Progress Policy in relation to Standard 10 of the National Code. Under this policy, students are required to achieve a minimum of 50% competency in the units attempted in each study period in order to maintain satisfactory course progress.

A study period of South Pacific Institute is defined as the set delivery and assessment plan provided to the students according to their enrolment date and courses enrolled.

A student who does not achieve the required 50% competency rate for two consecutive study periods shall be considered in breach of this course progress requirement and must then be reported to DIBP through PRISMS.

This policy applies to all international students enrolled at South Pacific Institute in all study locations including workplaces for those courses that SPI has approval to conduct training and assessment in the workplace.



A student is regarded as being “At risk” if they fail to achieve competency in more than 50% of the required units in a study period, or if their progress through the assigned assessment tasks is such that it appears that they would not achieve competency in more than 50% of the units by the end of the study period.

The procedures which follow are designed to ensure that all students’ academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. Procedures include details of an intervention strategy to assist those students identified as being at risk of failing to achieve satisfactory course progress.

Procedures

Monitoring and assessing course progress

At the end of each study period, the Compliance Manager assesses the course progress of each student in conjunction with trainers/assessors and administration staff.

Those students who have failed to achieve 50% competency for a study period will be sent correspondence in which they will be asked to meet with one of our Student Support staff in order to determine an appropriate intervention strategy to assist the student in the next study period.

From the start of each study period each student’s achievement is recorded for every assessment task. Prior to students having final assessments recorded in the TEAMS Students Records Management System, trainers can report to the Compliance Manager in relation to students that are seen as being “at risk” of not reaching satisfactory academic performance. This process allows the Compliance Manager to initiate contact with such students using both trainers and administration staff, who will contact students by telephone, mail, email and SMS. It is intended that this process will encourage students who are either tardy or struggling with their studies to get support earlier than at the end of a study period.

Monitoring of students who enrol partway into a study period

SPI operates on a “rolling enrolment” basis. This means that many students enrol after a study period has commenced. Sometimes students are able to complete all the units that comprise the study period as though they have started at the normal start time, some students are able to complete the majority of units and others only a minority of units (less than half). Where it is expected that students would be able to complete all or the majority of the units in a study period the normal performance monitoring and reporting arrangements apply, including early detection, end of study period intervention strategies and the application of first study period failing to make satisfactory progress criteria. *(That is., these students are treated the same as students who started at the beginning of the study period but their student load is calculated as the number of complete units scheduled from their start date to the end of the study period, that they were expected to be able to complete).* Students who are only able to complete a minority of units (Less than half) will have their progress assessed at the end of the study period. Intervention strategies will be put into place if there are any units that the student has not gained a competent result. However this period of study will not be counted in relation to consecutive study periods.

Monitoring during Work placement

Some students, particularly those who are undertaking SITHCCC020 as part of the SIT30816 Certificate III in Commercial Cookery have to undertake training and assessment in the workplace. This period of work placement is scheduled to always occur during the second, third and fourth study periods. During this time students are also attending the college for other units of competency. Monitoring the progress of students undertaking these units is the same as for other units: early detection of failing to cope with the unit, consideration of result at end of the unit, implementation of intervention strategies. Specifically:

1. Whilst the student is in the workplace for the unit SITHCCC020 they are simultaneously attending the college. These units are not studied in isolation to other units. The students are in constant communication with their trainers.
2. The Workplace Coordinator contacts the workplace supervisor on a regular basis. This contact is to discuss any matters relating to student performances including any indications that the student is failing to cope with the demands of the unit. Notes are kept of these contacts.



3. In the workplace the workplace supervisor verifies the log book of student performance in the workplace and gives an indication of his/her satisfaction with progress.
4. The Workplace coordinator visits every student at least once during their work placement for the purposes of on site assessment and discussions with student and supervisor. At these visits log books are examined and feedback is sought from the supervisor on student performance. If the student is deemed to be “at risk” the workplace coordinator lodges the normal at risk proforma.

Intervention Strategies

The objective of any intervention strategy is to identify any necessary action to assist the student to achieve or regain satisfactory course progress. This may include internal or external support for the student depending on the individual needs and circumstances of the student. Examples of potential external support include but are not limited to external professional counselling, English language tuition, short courses in personal time management.

As mentioned above, students at risk are asked to attend a meeting with one of SPI’s Student Support staff or the Student counsellor to document and agree an appropriate intervention strategy

The student is welcome to bring a friend or support person if they wish.

The meeting is conducted at a mutually convenient time and in a dialogue that allows the student to fully participate in identifying the most appropriate strategy to assist them in improving their academic performance.

The purpose of the meeting is to:

- identify any reasons for the unsatisfactory course progress
- discuss possible solutions to assist in rectifying the problem (i.e. possible referral to external counselling services, improve time management strategies, arrange for additional academic or English language tuition, temporarily reduce study load, etc)
- develop and document a plan in consultation with the student to assist them to improve their academic performance

The intervention strategy includes a proposed date of commencement and a review date which should be approximately half way through the next study period. This is to allow an adjustment to the strategy should it need to be modified in the case of a student still struggling to meet satisfactory course progress.

Once an intervention strategy has been developed, it is documented within a 48 hour period and the student is provided with a copy. The student must be given a period of time to review and consider the intervention strategy in their own time.

The intervention strategy can only be implemented once the student has signed the strategy and returned it to the Student Support staff member (preferably the one that they have met to discuss their academic issues with).

Once the signed plan is received, the intervention strategy can be implemented on the agreed start date. Students on an intervention strategy must be carefully and regularly monitored by Student Support staff, their trainer and the Compliance Manager.

If a student on an intervention strategy demonstrates a significant improvement in the second study period and makes satisfactory course progress but has outstanding units to complete at the end of the course there will be a need to extend the student’s eCOE. This will only be done as a last resort as all care is taken to assist the student to complete their studies within the time frame of their eCOE.

Extensions to an eCOE may only be done with the approval of the Compliance Manager and/or the CEO.

If you are having trouble with your assignments or exams because of personal problems, we may be able to help you. We can organize for you to have more time (that’s called an Extension), usually up to seven (7) days.

Please remember that you need a suitable reason to get an Extension. A suitable reason might be:

- You were or are very sick (you may need to provide a medical certificate).



- A relative or friend was or is really sick (you may need to provide a medical certificate for the person and the Trainer may ask for evidence of your relationship with the person).
- A relative or friend has died recently (you may need to provide a death certificate, and the Trainer may ask for evidence of your relationship with the person).
- Personal problems that are causing you emotional distress (you may need to provide written proof of this distress, either from SPI's Student Support Officer or another professional counsellor)
- Any other extenuating circumstances that your Trainer believes are valid (you'll need to provide all document/s your Trainer asks for).

If you need to get an Extension, here is the process you need to follow.

- Go to your Trainer with all the documentation you think you'll need, and fill out the Application for Extension
- Your Trainer will assess your claim. If your Trainer believes you don't really have a suitable reason, the claim will be rejected. In some cases, all you might need to do is simply bring more documents.
- If your Trainer believes you do have a suitable reason, you'll receive a photocopy of the Form, showing you the level of extension you'll receive.
- If it's for an assignment, staple the Form to your assignment when you hand it in. If it's an extension for an exam, you'll speak to your Trainer about the new date for sitting the exam.

Resubmissions

"In order to achieve competence in an individual Unit a student must satisfactorily complete all of its assessment tasks."

For each assessment task a student's work is to be graded as either Satisfactory (S) or Not Yet Satisfactory (NYS). When all of a unit's assessments have been completed a student will be graded as Competent (C) if they have satisfactorily completed all assessments. If any assessment for a student is graded as (NYS) the student's unit result will be Not Yet Competent (NYC). Within the NYC rating there are two distinctions:

1. Reassessment required for one or more assessments. This is either for students who have not completed all assessments for a unit or have submitted one or more unsatisfactory assessments that have been marked NYS or have submitted one or more assessments that have been found to have been copied or plagiarised
2. Did not submit any assessments to their trainer/assessor. In such cases the student will be asked to repeat the unit

Re-assessment for assessments only occurs if the student has previously submitted the assessment or has missed the relevant session(s) and has been afforded special consideration which is approved by the Compliance Manager.

Students will be given an opportunity to attempt a first re-assessment (this re-assessment is conducted free of charge). Each student is to fill out and submit a reassessment request to their trainer/assessor and from this a suitable time will be arranged for the reassessment to occur within 14 days of the completion of the unit in question. Should a student either not make an attempt within this time frame (in spite of all efforts by SPI, its trainers and administration staff to have the student attend a reassessment session) or the student does not achieve a satisfactory result after the first re-assessment they will be provided with the opportunity of a second reassessment attempt which must be completed within 14 days of the unsuccessful first attempt. For this second attempt the student will be charged a \$200 fee.



Should the student still not achieve competence after these assessment attempts, it will be necessary for them to re-enrol in (repeat) the unit of competence at a cost of \$12 per study hour.

Extending the eCOE to allow students to finish the course

For those cases where the intervention strategy has been effective, and the student has shown considerable improvement in the second study period, South Pacific Institute will look at the student's eCOE to determine if a revised completion date is necessary. In such cases SPI will extend the eCOE through PRISMS to allow students an additional study period (or part thereof-if required) to complete all of their course requirements.

Any extension to the duration of a student's course, and the reasons for the extension must be recorded by South Pacific Institute on the student's file

For those cases where the intervention strategy has NOT been effective, and the student has failed to make satisfactory course progress for a second consecutive study period, South Pacific Institute will report those students to DIBP through PRISMS.

Reporting 'Breach of Student Course Progress'

Student Administration has the capacity through the TEAMS database to develop reports that will list all students and their course progress. At the end of a study period, and following the input of all student results for the preceding study period, a course progress report will be produced. Administration staff, trainers and the Compliance Manager will meet to discuss all at risk students identified by this report and to commence the process of sending warning letters to students based on the recently completed study period's results.

The process for warning students is as follows:

Study period 1: Students with unsatisfactory course progress will be sent a first warning letter after the end of study period 1 based on their having being graded NYC in 50% or more of their attempted units of competency. In the warning letter they are advised to attend a meeting with one of our student support staff in order to develop and agree an intervention strategy.

If the student fails to respond to the request to attend meetings to discuss their performance a letter of 'intention to report' the student to DIBP for misbehaviour, will be sent. A copy of South Pacific Institute's complaints and appeals process will be attached to the letter.

Students identified as being at risk and have entered into an agreement will be closely monitored during the following study period. If the student either does not participate or undertake in the agreed intervention strategies or continues to have unsatisfactory course progress by failing to achieve competence in any unit of competency undertaken prior to the end of the second study period they will be sent a second warning letter.

If at the end of the second consecutive study period a student fails to achieve competence in more than 50% of the units a letter of 'intention to report' the student to DIBP will be sent. A copy of South Pacific Institute's complaints and appeals process will be attached to the letter.

Students have 20 working days from the date specified in the letter in which to access South Pacific Institute's Complaints and Appeals process. The students are required to specify the reasons for unsatisfactory progress together with any evidence of compassionate or compelling circumstances where relevant.

If the student accesses South Pacific Institute's complaints and appeals process and their explanation is accepted, continuing support, counselling and monitoring will be provided. The student will also be required to commit to complying with any conditions or intervention strategies attached to the decision. This means the matter will not be referred to DIBP.

If the student chooses to access the complaints and appeals process, they may continue to attend classes until a decision is made in relation to their case. The Compliance Manager will assess each case on its merits. When determining whether compassionate or compelling circumstances exist all documentary evidence provided to support the claim must be considered.



If the student chooses not to access the complaints and appeals process within the 20 working day period, withdraws from the process or the outcome is unsuccessful, the student will be reported to DIBP for unsatisfactory course progress via PRISMS.

Course Credit

Standard 12 of the National Code

'Course Credit' is defined by the National Code as follows:

Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. This includes academic credit and recognition of prior learning.

RPL, RCC & Credit Transfer

- **Recognition of Prior Learning (RPL)** *involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.*
 - SPI does not offer RPL for any of its courses.
- **Recognition of Current Competency (RCC)** is a term that in the past has been used interchangeably with the term Recognition of Prior Learning (RPL). However, since 1 January 2007, a new nationally agreed definition has been in use in the VET sector. *Recognition of current competency (RCC) applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required, (eg by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.*

Procedure

- SPI does not offer RCC for any of its courses.
- **Credit Transfer (CT)** is another term that is sometimes confused with RPL. However, there is an essential difference. RPL is an assessment of individual competencies, while credit transfer assesses a course/ units/modules against one another to determine the extent to which there is a match. *Credit transfer.....assesses the requirements of an initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course. The assessment is used to determine the extent to which the achievement of the previous qualification is equivalent to the required learning outcomes, competency outcomes, or standards in another qualification. This may include credit transfer based on formal learning that is outside the AQF framework.*

Procedure

- All students are made aware of the ability to apply for course credit by filling out a CT application during the enrolment and or induction process of the course. This application form is available by requesting from administration officers.
- All applications are to be submitted to Student Administration and include original documents to be sighted and copied by Student Administration. Applications will not be accepted unless all required information is included. A Student Credit Transfer Application Form must be accompanied by nationally recognised Certificates or Statements of Attainment indicating the units successfully completed including unit codes and titles and dates of completion. All Credit Transfer applications should be submitted prior to course commencement in order for SPI to accurately schedule your classes, workload and to calculate your fees.
- The application is then forwarded to the Compliance Manager for approval.
- All results from the CT process will be provided to the student within 5 working days.



- There is no cost for CT, however In the event that a student files for credit transfer after commencement of studies there will be an administrative fee of \$ 50.00 or \$ 10.00 per unit applied for whichever is greater.

Deferring, suspending or cancelling a student's enrolment

Standard 13 of the National Code

Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances."

Travelling out of Australia

SPI understands that there may come a time where you are required to return home due to family circumstances. If you do need to return home you must complete the 'Application to defer, suspend or cancel enrolment' form and include the reasons as to why you need to return home and provide all the relevant evidence. This form is available at Administration and must be submitted to the Compliance Manager for review. Just because you have bought your ticket to go home does not mean that you will be given permission by the Institute to leave.

You must complete the 'Application to defer, suspend or cancel enrolment' Form, especially if you are leaving during the term. You may be stopped at the airport when you come back and questioned as to why you left during class time. If SPI gave you permission to return overseas, you will need to provide Immigration with the letter that the Compliance Manager would have given you before you left. If you were not granted permission to leave, but returned home anyway, and you are questioned at the airport, you may not be allowed to re-enter Australia.

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administration officer. One reason for deferring enrolment could include inability to begin studying on the course commencement date due to a delay in receiving a student visa.
- Student will be advised that they should contact DIBP for advice on how deferral will affect their visa
- All applications for deferral documentation will be kept on the student's file and DOE/DIBP shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.

Student Suspension

Once the student has started their course SPI is only able to temporarily suspend the enrolment of the student on the grounds of "**compassionate or compelling circumstances**". These circumstances can be found at the following web link, <http://internationaleducation.gov.au>, clicking the ESOS Framework tab, then "National Code & explanatory guide" and then ESOS National Code **Part D**. As described on the website,

"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
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime. When 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.

Please note that, for the purposes of Standard 9, the following additional situations would be considered 'compelling' circumstances and could support the granting of an extension of the duration of a student's study:



- if the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress (In this case, the provider would need to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course).

The above are only examples of what may be considered compassionate or compelling circumstances. South Pacific Institute's staff will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SPI staff will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student's file.

In addition to the points above SPI also will extend the duration of the student's study where:

- c. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- d. an approved deferment or suspension of study has been granted under Standard 13.

South Pacific Institute will follow the steps outlined in the following policies and procedures where a student is identified with one of the above circumstances:

- Monitoring International Student Course Progress Policy / Procedure
- Deferment, Suspension & Cancellation of Enrolment Policy

All changes to a student's course duration is to be reported to the Department of Immigration and Border Protection (DIBP) via the PRISMS reporting system and records/documents of reasons and the decision process to be kept in student files.

Students who would like to suspend their studies must first speak to one of our student Administration staff to gain an application form and to ensure they understand the reasons that the suspension may be granted. An 'Application to defer, suspend or cancel enrolment' form must be completed which will need to be approved by the Compliance Manager. This application to suspend must include in detail the 'compassionate or compelling circumstances'.

- Where a suspension of enrolment is granted, SPI will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- Students are informed that it is DIBP's policy that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). SPI will advise all students to contact DIBP in relation to whether they may remain in Australia during a period of suspension of enrolment.
- If the requested period of suspension does not affect the end date of the course, the student's current eCOE will not be altered or cancelled
- If the period of suspension does affect the end date of the course then a decision will be made as to whether to cancel the current eCOE and issue a new one for an agreed return date or to cancel the current eCOE and ask the student to reapply for an eCOE when they are ready to return.
- The basis for either decision is whether SPI is confident of the return date of the student. If the return date is confidently known at the time of request then a new eCOE for the return date is issued. If the return date is not confidently known at the time of request then the current eCOE is cancelled and the student asked to reapply for a new eCOE when they are ready to return.
- Students are to be informed in writing of the outcome of their application for suspension within 10 days of applying and informed that it may affect their student visa and they should contact DIBP for advice.
- All application documentation for the suspension will be kept on the student's file and DOE/DIBP shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request.
- Should an application be refused by SPI, the student has the right to access the Institute's complaints and appeals processes. Students are able to access the Complaints and Appeals Procedure within 20 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with SPI's



Complaints and Appeals Policy. The timeframe for handling appeals is detailed in SPI's *Complaints and Appeals Policy*

- If, after having been granted a suspension the student decides to return to studies earlier than the date of the new eCOE, the student would need to contact SPI and request an eCOE with the earlier starting date. SPI would consider how the student's early return would impact upon the student's studies and, if happy to accept the student earlier than originally planned, would cancel the existing eCOE and create a new one with the earlier starting date.

Note 2

If a female student applies for suspension on the basis of pregnancy SPI will follow normal processes for approving a suspension request as listed above. However as a general rule the suspension will commence six weeks prior to the expected birth (unless otherwise supported by medical evidence) with the return date of the student being calculated as being at the beginning of the first Term that is at least 8 weeks after the birth. This allows at least 14 weeks leave overall and a minimum of 8 weeks (maximum of 17 weeks) following the birth of the baby.

Any future suspensions will need to be supported by medical certificates indicating that the student is unfit to return to study. If a full range of units is not available for the study period of the expected return of the student, SPI will arrange a modified (less than full time) work load, until required.

Student Cancellation

- Students wishing to cancel their enrolment must complete an 'Application to defer, suspend or cancel enrolment' and submit to SPI's Administration department. Students will be advised that they should contact DIBP for advice on how this will affect their visa.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the 'Transfer between Providers Policy/Procedure'.
- All application documentation for the cancellation will be kept on the student's file and DOE/DIBP shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.

1.2 Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Suspension

SPI has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification or bullying as well as acts of cheating or plagiarism and non compliance with SPI policies, procedures and contractual agreements.

Such acts of Misbehaviour will be classified into one of two categories:

Academic Misbehaviour and General Misbehaviour.

Academic Misbehaviour

The following gives an indication to the types of behaviour that constitute 'Academic Misbehaviour' with SPI:

Summative Assessments

- a. Students must not help or receive assistance from other students during the completion of a summative assessment
- b. Students must not bring any materials into the assessment room other than those specified for that assessment
- c. Students must not use computer software or other devices during a summative assessment other than those specified by the trainer/assessor.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements in accordance with SPI's Monitoring International Student Course Progress policy; For example non-submission of assignments or failure to complete other tests in that unit of competency



- General misbehaviour (see below)

Other assessment tasks – (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

Intervention strategies

- Not attending an intervention meeting is a serious academic breach as it adversely affects the student's ability to attain satisfactory course progress.
- Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment

General Misbehaviour

The following examples indicate the kinds of behaviour which constitute student misbehaviour. They are for illustrative purposes and are not intended to be exhaustive. Student misbehaviour occurs when a student:

- contravenes any rules or acts;
 - Engages in cheating or plagiarism
 - prejudices the good name or reputation of SPI;
 - prejudices the good order and governance of SPI or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of SPI;
 - fails to comply with conditions agreed in the contract;
 - fails to reconcile tuition fees (**non-payment of fees**)
 - wilfully disobeys or disregards any lawful order or direction from SPI personnel;
 - refuses to identify him or herself when lawfully asked to do so by an officer of SPI;
 - fails to comply with any penalty imposed for breach of discipline;
 - misbehaves in a class, meeting or other activity under the control or supervision of SPI, or on RTO premises or other premises to which the student has access as a student of SPI;
 - obstructs any member of staff in the performance of their duties;
 - acts dishonestly in relation to admission to SPI;
 - knowingly makes any false or misleading representation about things that concern the student as a student of SPI or breaches any of SPI rules;
 - alters any documents or records;
 - harasses or intimidates another student, a member of staff, a visitor to SPI, or any other person while the student is engaged in study or other activity as an SPI student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
 - breaches any confidence of SPI;
 - Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from SPI premises while acting as an SPI student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
 - steals, destroys or damages a facility or property of SPI or for which SPI is responsible; or
 - Is guilty of any improper conduct.
- Where a student has been identified as having committed an act or acts of Academic or General Misbehaviour the Compliance Manager will be informed and an intervention meeting will be held with the student to discuss the misbehaviour and any corrective actions that need to be taken. In that interview the Compliance Manager (and other SPI staff) will ensure that:
 - Each student must be treated fairly, with dignity and with due regard to their privacy



- Each student is to be regarded as innocent of the alleged misbehaviour until they have either admitted to it or been found by proper inquiry by the Compliance Manager to have so behaved.
- Past misbehaviour is not evidence that a student has behaved in the same manner again.
- Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misbehaviour will be penalised more leniently than subsequent instances of misbehaviour.
- A written report detailing the student's misbehaviour and the result of the intervention meeting will be provided to the student and a copy placed on the student's file.
- Students are able to access the Institute's Complaints and Appeals Procedure within 20 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with SPI's *Complaints and Appeals Policy*. The timeframe for handling appeals is detailed in SPI's *Complaints and Appeals Policy*
- The corrective actions that the Compliance Manager can impose are:
 - Academic Misbehaviour could include a warning, a reduction in grades, receiving zero for an assessment, being deemed NYC in the unit, or suspension of enrolment
 - A charge for any costs that the general misbehaviour may have caused
 - Temporary exclusion from SPI in the form of suspending enrolment for a period of time
- DIBP's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIBP.
- Where the severity of misbehaviour is severe, the Compliance Manager may decide to cancel the student's enrolment

Provider Cancellation

In some cases where the student's misbehaviour is severe, SPI has the right to cancel the enrolment. Most notably but not limited to; **Academic Course Progress requirements &/or Student Code of Conduct breaches**

- Where the Compliance Manager has decided the misbehaviour is severe enough for cancellation the following must occur:
 - The student must be informed in person (where possible), and in writing of the decision of SPI's intention to cancel the student's enrolment
 - Students are able to access the Institute's Complaints and Appeals Procedure within 20 working days of a decision if they feel that the decision is unfair or they have other grounds to appeal the decision, in accordance with SPI's Complaints and Appeals Policy. The timeframe for handling appeals is detailed in SPI's Complaints and Appeals Policy
 - Students must also be informed that SPI is obliged to inform DOET/DIBP via PRISMS after the 20 working days period and that they will be at risk of having their Visa cancelled

1.3 Recording and reporting deferment, suspension or cancellation of enrolment

- All applications for deferment and outcomes are to be kept on the student's file.
- All reports of misbehaviour, decisions and actions taken in relation to misbehaviour, and other related documentation must be kept on the student's file.
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to DOE / DIBP via PRISMS.
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolment
- **All students are to be given the opportunity to access the complaints and appeals procedure before SPI reports the suspension or cancellation of their enrolment via PRISMS. Students have 20 working days to lodge an appeal**
- Where a student decides to access this procedure within 20 working days of notification SPI must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.



Refund Policy and Procedure
Standard 3 of the National Code

This policy supports the Standards for Registered Training Organisations (RTOs) 2015 and the relevant standard of the National Code 2017

Policy

This policy/procedure supports Clause 5.3 of the Standards for RTOs 2015 and ‘Standard 3’ of the ‘National Code 2017 which states:

‘Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.’

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to South Pacific Institute’s (SPI’s) Accounts Officer and the following procedure followed in assessing the application.

All ‘refunds’ are to be approved by the CEO upon having the refund application checked by the Accounts administrator. Applications are processed within 14 days of the application being placed.

Please note the refund policy below is in relation to ‘Tuition Fees’ and should not be confused with ‘enrolment’ fees which are non-refundable.

This Policy/ Procedure refers to the following members of staff: Accounts Administrator and the Institute’s CEO

Procedure

All refund information is made available to students through the enrolment process and is included on the ‘Enrolment Acceptance Agreement’ which the student signs prior to acceptance into a course of study with SPI and prior to money being accepted from the student.

Refund applications

Any student wishing to apply for a refund must complete a ‘Refund Request Form’ and submit this form to Student Administration. ‘Refund Request Form’ and all supporting documents are to be sent to:

Student Administration

South Pacific Institute

PO Box 4574

Melbourne, VIC 3001

Or by email, with attached support documents, to info@sp.vic.edu.au

Applications for refunds are to be processed by SPI’s Accounts Officer within 14 days from the date of application. Provider defaults will be paid within 14 days. Refunds for student withdrawals will be paid within 28 days. All refunds must be approved by the CEO. Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the CEO.

Payment of Refunds

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. South Pacific Institute will provide the student with a statement detailing the calculation of the refund.

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 and will be net of any handling fee charged by local representatives used by the Student. SPI will provide the student with a statement detailing the calculation of the refund.

Please note:

- Refund applications placed after course commencement will be in relation to Tuition Fees only. Tuition fees are specified in the table above. This refund does not include materials and equipment charges. SPI will not provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent. Once a refund payment has been provided by SPI the student’s enrolment will be cancelled.

South Pacific Institute’s refund arrangements are as follows: Enrolment Fee	Non-refundable
Tuition Fees	



Visa refused prior to course commencement	Full refund (not including the enrolment fee of \$200.00), minus the lesser of: (a) 5% of the total amount of pre-paid fees that SPI received in respect of the student for the course before the default day; or (b) the sum of \$500.
Withdrawal at least 10 weeks prior to agreed start date	Full refund not including enrolment fee
Withdrawal at least 4 weeks prior to agreed start date	75% refund* not including enrolment fee
Withdrawal less than 4 weeks prior to agreed start date	25% refund* not including enrolment fee
Withdrawal after the agreed start date	No refund
Visa cancelled due to actions of the student	No refund
Abandons the course without notice	No refund and the balance of all outstanding fees for the course to be invoiced to the student
Course withdrawn by SPI (Before the agreed start date)	Full refund including enrolment fee
SPI is unable to provide the course after course start date (for which the original offer was made)	Return of unused tuition fees. Pre-paid fees may be transferred to an alternative enrolment where the student agrees
The course is not provided fully to the student because the Institute has a sanction imposed by a government regulator	Return of unused tuition fees
Visa extension is refused	Return of unused tuition fees
Withdrawal from study - current students (not including English Language Studies' students) with confirmed extenuating circumstances)**	Refund of unused tuition fees (of the following term/s)* (<i>Notification of Withdrawal from Studies</i> form must be received 2 weeks prior to term commencement by Student Administration*)
Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider
Home stay Fees and accommodation booking fee (if applicable)	Full Refund of unused fees if two week's notice is given
Airport Pick-up (if applicable)	Full Refund if service cancelled prior to flight arrival