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INTERNATIONAL

STUDENT HANDBOOK

CENTRAL MELBOURNE INSTITUTE
EXCELLENCE IN EDUCATION
RTO No. 40669
CRICOS Provider No. 03351G

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WELCOME - MESSAGE FROM THE CEO

Our handbook will, we hope, give you a flavour of what makes Central Melbourne Institute special, in terms of our academic expertise and organisational connections. We hope that you take advantage of this handbook to find out about student life at our institute and about the student services available to you.

Central Melbourne Institute has come a long way in a short amount of time, and we are proud that we currently have international students studying with us from around the world. Our academic programs are professionally oriented with much focus given to academic excellence and graduate employability. We are dedicated to the promotion of quality education in a wide range of disciplines, including automotive, business, project management and massage.

The high standard of teaching maintained by Central Melbourne Institute has made it the first choice of many aspiring students. Our courses have a strong practical component which prepares students for the challenges in the workplace. The scope and content of all our courses as well as academic and practical activities are regularly upgraded to keep abreast with trends in the Australian job market. Our courses, aim not just to create appropriate skills for our students, but also to enhance their creativity and knowledge in their chosen discipline. The quality and relevance of CMI's have gained much market recognition with our graduates successfully securing remunerative jobs. We are confident that with the enthusiasm and support from our staff and students, Central Melbourne Institution will attain greater heights in the few years to come.

Dr. Peter Glyn Lewis

DR. PETER GLYN LEWIS

CEO

The 2022 International Student Handbook is a detailed informative guide to help students and their families to gain a clear insight into the courses delivered at CMI and to assist with making our student's time in Australia a truly memorable experience.

Orientation Program

Orientation is conducted during the first week of your course. Its purpose is to fully inform new students of most aspects of life at the Institute and to provide an introduction to studying, Melbourne's costs of living, transportation, facilities, banking and accommodation. In addition, Institute staff will be introduced; a tour of the Institute will take place and an opportunity to ask questions will be given. It is essential that you attend the orientation program otherwise you may miss out on information that affects your study, your visa and/or your enjoyment of your stay in Australia.

During orientation the following will be discussed:

- Information about our Institute
- The Qualifications
- The Student Body
- Campus and Services
- Support Services
- Melbourne
- Helpful Contact
- Admissions: Entry Requirement
- Health & Safety
- Study Requirements
- Plagiarism & Cheating
- Complaints & Appeals
- Institute Primary Contacts
- Course information:
- Introduction of key teaching and support staff
- Course outline and student certificates upon completion
- Students provided with Timetables/Training Plan
- Refund Policy
- Deferment, Suspension and Cancellation Policy
- Credit Transfer and RPL Policy
- Transfer Policy
- Fees and Charges
- Course Progress
- Access to Records
- Complaints and Appeals
- Ethics and standards of CMI:
- Equal Opportunity
- Student Code of Conduct
- Plagiarism & cheating
- Occupational Health and Safety Procedures:
- Evacuation procedures explained
- Emergency exits clear
- Location/access to First Aid Kit
- Location of:
- Classrooms
- Kitchen and recreation areas
- Toilets
- Public transport
- Student Support Services
- Student Visa Conditions (if applicable)
- Adjusting to Life in Melbourne (if applicable)

Student Orientation Self-Assessment

After your orientation program, please go through the list below and make sure that you can check off each item as having been done and understood. If there are any items that you cannot check off, then please contact one of the friendly staff members of Central Melbourne Institute who will happily explain them to you.

Have you:

- ❑ A copy of the Student Handbook
- ❑ Checked your enrolment status and if required, please make relevant amendments of necessary information
- ❑ Obtained the names and contact details of key administrative personnel in the Institute
- ❑ Acquired course textbooks and any other materials necessary
- ❑ Understood the terms "cheating" and "plagiarism" as they pertain to Institute's study
- ❑ Familiarised yourself with the key support services of the Institute
- ❑ Know the type of assessments you will receive in your course
- ❑ Understood the criteria and submission dates of the assessments you have been set
- ❑ Understood the nature of the feedback you are likely to receive from trainers
- ❑ Understood the grading system of assessment tasks at the Institute
- ❑ Appreciated the need for balance between academic and social experiences at the Institute
- ❑ Understood the number of contact hours you have per week
- ❑ Located the bathrooms in the Institute
- ❑ Located the emergency exits in the Institute
- ❑ Familiarised yourself with the public transport system
- ❑ Understood the Institute academic progress requirements
- ❑ Understood the work permit requirements
- ❑ Understood assessment requirements

Institute Contact details

City Campus (Head Office)

Street Address	Level 6, 460 Bourke Street MELBOURNE VIC 3000
Postal Address	PO BOX 2524 MELBOURNE VIC 3000
Phone	+613 8637 7700
Email	info@cmi.vic.edu.au

Located in the heart of Melbourne, Central Melbourne Institute is easily accessed by tram, bus and train with frequent services to/from Melbourne Central, Southern Cross, Flinders Street and Flagstaff Train Stations which are a gentle 5 minutes' walk from the Institute.

Malvern Campus

Street Address	1291 - 1293 Malvern Road MALVERN VIC 3144
Postal Address	PO BOX 2524 MELBOURNE VIC 3000
Phone	+613 9822 7951
Email	info@cmi.vic.edu.au

Located on a main road, the Malvern campus is easily accessed by trams with frequent services. The closest train station is Tooronga which is 10-minute walk from the Institute. The tram stop number 45 on Malvern Road will get you to this campus.

Ultra Tune Automotive Workplace (Course delivery of Automotive Courses)

Street Address	455 Bridge Road RICHMOND VIC 3032
Phone	+613 8637 7700
Email	info@cmi.vic.edu.au

Located on a main road in Richmond, CMI is privileged to provide Automotive training on a premise purpose built for training and assessment of practical components of our automotive courses, namely AUR30620 Certificate III in Light Vehicle Mechanical Technology, AUR40216 Certificate IV in Automotive Mechanical Diagnosis and AUR50216 Diploma in Automotive Technology. The workshop is an approximate 10 minute tram journey from the Melbourne CBD.

Institute Helpful Contact Numbers

For all general inquiries	P: 03 8637 7700 E: info@cmi.vic.edu.au
For all marketing inquiries	P: 03 8637 7700 E: marketing@cmi.vic.edu.au
For all admission inquiries	P: 03 8637 7700 E: admission@cmi.vic.edu.au

Information for Students

Mode of Study

Mode of Study for all the courses is face-to-face* classroom based in a simulated environment.

Number of approaches to training and delivery is used by Institute staff. Study techniques may include presentations, classroom lessons, case studies, field trips, group discussions, role-plays, practical demonstration etc.

(* Delivery mode may affect due to current COVID-19 or any natural pandemic where applicable)

Course Assessment

A number of approaches to course assessment are used by Institute staff. Assessment approaches may include: observation of performance in class, workshop, case studies, projects, assignments, presentations, role plays, written tests and exams, practical training, clinical training, work experience or work placement.

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 prepared for.

Students who are dissatisfied with their assessment outcome may apply for appeal the outcome or do the reassessment by contacting their trainer or assessor. If after three assessment attempts, student's competence is "Not Yet Competent", they will be required to repeat the unit and pay any fees associated with repeating the unit.

Students will be given total 3 attempts including 1 original plus 2 reassessments. Cost of reassessment will be as follows:

•1st Original submission: Free of cost

•2ND Reassessment fee: Free of cost

•3rd Reassessment fee: $300

If student fails in the 3rd reassessment, then students will have to repeat unit. Repeat unit fee- $300. Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

•the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or

•the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

Types of Assessment

Assignment:

An assignment is regarded as any work required for the assessment of competency; the due date for an Assignment is final. Assignments received after the due date may not be assessed.

Submission of Assignments/Projects

Assignments are usually completed outside normal class times and time allocations are reasonable Students should always retain a backup copy of their assignments

All assignments must be presented in a word-processed format. All assignments will be marked on content, in relation to the performance criteria

All assignments are to be submitted to your trainers in scheduled class time

Case Studies

A case study is a written or verbal presentation of a situation that either did or could happen in a related area. Students are then required to solve problems or make decisions.

Presentations

Students may be required to make a presentation to the class, either as an individual or as part of a group. This usually involves research of the topic, designing a presentation and a selection of appropriate presentation aids such as videos, posters, slides etc. A written submission may be required to support the presentation.

Written/knowledge Tests

Students may be required to complete a written/knowledge test. This may consist of short answer questions, multiple choice, open-ended essay, sentence completion, structured essay, true-false questions, or matching pair's questions.

In Class Activities/Exercises

Students may be assessed by way of an in-class exercise and/or experiential activity during a class.

Practical Observation

Students may be required to demonstrate newly learned skills via practical demonstrations. This could occur by hands-on skill demonstrations; role plays or group activities.

Practical demonstration in automotive workshop

Students will be required to undertake part in practical demonstration in automotive workshop This could occur by hands-on skill demonstrations or group activities.

Assessment Guidelines

What is competency?

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. Aspects of work performance included in this concept involve:

Performance at an acceptable level of technical skill; Organising one's tasks;

Responding and reacting appropriately when things go wrong; and Transferring skills and knowledge to new situations and contexts. **Standards** are statements of the required workplace levels of performance.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether or not competency has been demonstrated.

Effective and objective assessment is critical to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a student's evidence of skills and knowledge, against the requirements of the Standards.

All assignments will be in accordance with the principles of assessment and rules of evidence (these can be found at https://www.asqa.gov.au/standards/chapter-4/clauses-1.8-1.12).

The Principles of Assessment and The Rules of Evidence

The Principles of Assessment

For an effective assessment system in a competency environment, some basic principles must apply.

Validity- Any assessment decision of CMI is justified based on the evidence of performance of the individual learner.

Validity requires:

Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;

Assessment of knowledge and skills is integrated with their practical application;

Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

Reliability- Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment

Fairness - The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by CMI to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

Flexibility - Assessment is flexible to the individual learner by:

Reflecting the learner's needs;

Assessing competencies held by the learner no matter how or where they have been acquired; and

Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual

The Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current.

Validity- The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficiency- The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authenticity- The assessor is assured that the evidence presented for assessment is the learner's own work.

Currency- The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

To achieve these principles, the assessment system must exhibit the following characteristics:

The standards, assessment processes and all associated information are straight forward and understandable;

The characteristics of potential students are identified, to enable all potential assessment issues to be identified and catered for; The chosen processes and materials within the system of assessment do not disadvantage students;

An appropriate and effective review and dispute resolution mechanism is in place to investigate, examine and redress any issue of unfairness or disadvantage identified, involving access, assessment, certification or any other related issue; and

Where potential disadvantages are identified, the system is amended to avoid or counter them, or appropriate steps taken to overcome them including reassessment if required.

Consistency

The assessment system must ensure that evidence collected and provided for judgement is consistent across the range, without undue reliance on any small number of select workplace contexts or projects.

Assessors

The role of an assessor is to objectively assess and judge a student's evidence against a set of standards. In order to do this effectively, an assessor must have a sound knowledge of, and be skilled in, the relevant industry area. In addition, the assessor must have acknowledged competency in assessment itself and hold an appropriate training and assessment qualification or equivalent.

Forms of evidence

In general, basic forms of skills evidence include:

Direct performance evidence - current or from an acceptable past period extracted examples within the workplace (applicable to RPL assessment); natural observation in the workplace (applicable to RPL); and

simulations, including competency and skills tests, projects, assignments

Supplementary evidence, from:

oral and written questioning; personal reports; and Witness testimony.

Appropriate and valid forms of assessment utilised for both skills and knowledge may include: Evaluation of direct products of work;

Natural observation;

Skill tests, simulations and projects;

Evaluation of underpinning knowledge and understanding; Questioning and discussion; and

Evidence from prior achievement and activity.

Students with special needs

One fundamental principle of an assessment system is that each student must have access to fair and open assessment. Students with special needs should be offered the same opportunities as any other student.

As special needs extend to more than identify physical or learning difficulties, an assessor will also need to consider the best approach when dealing with students with needs such as low literacy, lack of confidence or non-English speaking background.

A trainer/assessor must take special needs into consideration from the planning stage onwards and adopt particular assessment methods as appropriate. Depending on any specification given in the standards, the assessor may be able to accept alternative evidence from a student with special needs.

If there is uncertainty, the assessor should call on other assessors or a verifier for assistance and guidance, as required. In such a case, the situation must be fully documented, with appropriate feedback being provided to the student at all stages.

In case a student requires special training needs, Trainer will be provided with '*student support' form* by the training manager before the course commences or as and when the special learning need arises. Trainer will be required to lodge individual training methodology to address the special needs.

Reasonable adjustment

To meet the needs of all learners, adjustments can be made to the way assessments are conducted but not to the requirements of the assessment. The purpose of these adjustments is to enhance fairness and flexibility so that the specific needs of students can be met.

Examples of reasonable adjustments may include but are not limited to:

Providing additional time for student to practice the assessment tasks presenting questions orally for students with literacy issues.

Asking questions in a relevant practical context.

Adapting machinery and equipment to make it more easily used.

Presenting work instructions in diagrammatic or pictorial form instead of words and sentences simplifying the design of job tasks.

Assessment

Assessment Process

Establish the assessment context:

The assessor establishes the context and purpose of the assessment by identifying the relevant competency standards, assessment guidelines and qualification framework, identifies the Institute support materials that have been purchased and developed to facilitate the learning and assessment process.

Prepare the student:

The assessor meets with the student to:

Explain the context and purpose of the assessment and the assessment process.

Explain the Competency Standards to be assessed and the evidence to be collected.

Outline the assessment procedure, the preparation which the student should undertake, and answer any questions.

Assess the needs of the student and, where applicable, negotiate reasonable adjustment for assessing students without compromising the integrity of the competencies.

Provide verbal and/or non-verbal feedback upon completion of any summative assessment; regarding the student's understanding of the competency standards, evidence requirements and assessment process.

Determine if the student is ready for assessment and, in consultation with the student, decide on the time and place of the assessment.

Implement the CMI's assessment plan.

Each unit has an individual assessment tool and mapping document which establishes the details assessment methodology including:

Outlining the assessment methods.

Providing instructions for the assessor.

Providing instructions for the students.

Being mapped to the unit of competency through a separate mapping document

Ensuring assessment is summative.

Plan and prepare the evidence gathering process:

The assessor must use the Institute assessment tools to gather sufficient and quality evidence about the student's performance in order to make the assessment decision.

The assessor must organise equipment or resources required to support the evidence gathering process.

The assessor must complete the reporting requirements and make a judgment in accordance with the assessment decision making rules and deem the student competent or not yet competent using the overall decision-making rules.

All assessment methods are identified on the unit summary page as a part of the assessment requirements.

Collect the evidence and make the assessment decision

The assessor must:

- Establish and oversee the evidence gathering process to ensure its validity, reliability, fairness and flexibility
- Collect appropriate evidence and assess this against the relevant Units of Competency
- Incorporate allowable adjustments to the assessment procedure without compromising the integrity of the competencies.
- Evaluate the evidence in terms of validity, consistency, currency, equity, authenticity and sufficiency
- Record details of evidence collected
- Make a judgment about the student's competency, based on the evidence and the relevant Unit[s] of Competency.

Provide feedback on the assessment

The assessor must provide advice to the student regarding the outcomes of the assessment process. This includes providing the student with:

Clear and constructive feedback on the assessment decision.

Information on ways of overcoming any identified gaps in competency revealed by the assessment outcome.

The opportunity to discuss the assessment process and outcome information on reassessment and the appeals processes.

An opportunity for reassessment if appropriate or requested by the student.

Record and report the result

Feedback is provided to every student at the end of every assessment. The assessor will provide advice to the student about the outcomes* of the assessment process.

The assessor records the assessment outcome, maintains records of the assessment procedure, evidence collected and the outcome, and provide signed and dated assessment outcomes to the Training Manager, that are achieved for each unit.

The assessor also maintains the confidentiality of the assessment outcome.

***Assessment Outcome:** Each unit of competency includes multiple assessment tasks and after each assessment, the student's submission will be marked Satisfactory (S) or not satisfactory (NS). After each assessment, verbal and written feedback is provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment Appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the trainer/assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either Administration Manager or RTO/ training manager. If students are still dissatisfied, students can appeal formally and in writing to have the result reviewed. Students can refer to Complaints and Appeals policy for more details.

Use of Computing Equipment

Backup Discs/Memory Sticks

It is strongly recommended that students purchase a memory stick in order to save important files. Although there is room for student files to be stored on the network, these are deleted at the end of each term. It is your responsibility to ensure that backup copies of your work are saved on additional disks.

Access to Computers

Access to Institute computers is only permitted if a staff member is present.

Computers may be made available to students who require to do work outside of class time. Students will need to check with the Training Manager regarding their availability and supervision requirements.

Use of Computers

Food and drinks are not permitted in computer rooms at any time.

Students are not permitted to load or copy any software, including games, onto Institute computers.

Disciplinary action will be taken for any breach of these rules.

Use of the Internet and the World Wide Web

Students may only browse the internet and use email only for the purpose of their course related research.

Sites known to contain material which is pornographic or illegal under International, Australian or State Laws should not be visited and students should be aware that site visits may be logged.

Breaches of Copyright

Unauthorised use of software images or files is a breach of copyright and is regarded as a serious matter by the Institute.

It is against Institute policy for students to copy or reproduce any licensed software on the Institute computing equipment. Students who abuse the use of computer software, images or files will be held legally accountable.

Non-compliance with Institute rules on computer usage (may result in any of the following):

Suspension of computing privileges.

A disciplinary review which may include suspension or expulsion from the Institute.

Legal action.

Course Delivery

A number of approaches to course delivery are used by Institute staff. Course delivery approaches may include trainer led classroom delivery; practical workshop; seminars; tutorials and supervised study. During class time, students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

Credit Transfer

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

1. Unit/module is the same i.e. same code and title
2. Unit/module has been reviewed and this results in minor changes to the unit/module code e.g. B to C. This indicates that the learning outcomes of the unit/module have remained the same.
3. Unit/module has been transferred from another training package/curriculum and recorded; however, the learning outcomes remain the same.
4. If the course credit is given, the confirmation of enrolment (COE) issued for that student will indicate the actual net program duration (as reduced by course credit) for that program.
5. If course credit is granted, and it results in shortening of the student's program duration, **CMI will** report the change of program duration in PRISMS.

Students who have completed identical units to those in the course they are beginning at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment issued by any other RTO or AQF authorised issuing organisation.

-Students are requested to apply for credit transfer before enrolment but no later than 2ND week of the first term of study in their enrolled course.

-Students must complete the Credit Transfer Application form, and submit the application to the Administration department or at the Reception.

-The application must include copy of verified Award or statement of attainment copies, all original documents and must identify the units successfully completed including unit codes, unit name and dates of completion.

-Training Manager or Administration Manager will verify the Award or Statement of Attainment, and other original documents submitted along with the Credit transfer application form and will grant credit transfers for identical units that have been identified as being completed at another Registered Training Organisation.

-Verified copies of Qualifications and Statements of Attainment and other documents provided by the students and used as the basis for granting Credit Transfer will be placed in the student files.

-Granting of Credit Transfer will be recorded as a unit outcome and kept in the **student's** file.

-If Credit transfer is granted, **CMI** will provide a written record of the decision to the students to accept and will retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Application forms and more information about credit transfers are available on **CMI**'s website or can be obtained from **CMI**'s reception.

Pathways

Graduates of the Institute may seek credits to the relevant degree programs in Australian Universities. The Institute has no special arrangements with any Australian University and there is no guaranteed entry into university programs.

Unique Student Identifier (USI)

Every year, an estimated three million Australians build and sharpen their skills by undertaking nationally recognised training. From 1 January 2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) in schools.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to the National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:
Link a student's VET achievements, regardless of where in Australia they did the course.
Let students easily access secure digital transcripts of their achievements.
Give students more control over their VET information.

For further information visit http://www.usi.gov.au

Pre-Training Review (PTR)

CMI's assessor will conduct PTR before conducting further process of enrolment. LLN test will also be provide by the administrative staff through LLN robot and link will sent to student email address. The student will be required to sit the LLN Robot, language, literacy and numeracy test here at the CMI campus at the presence of CMI's Trainer/Assessor.
CMI's assessor will use PTR questions.
Students undertaking CMI courses must possess sound Numeracy skills since CMI courses require them to do calculations, make reports and graph, etc.
All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF levels for following courses:

ACSF Level 3 AUR30620 Certificate III in Light Vehicle Mechanical Technology
ACSF Level 4 AUR40216 Certificate IV in Automotive Mechanical Diagnosis
ACSF Level 4 AUR50216 Diploma in Automotive Technology
ACSF Level 3 HLT42021 Certificate IV in Massage Therapy
ACSF Level 4 HLT52021 Diploma of Remedial Massage
ACSF Level 4 BSB50820 Diploma of Project Management
ACSF Level 4 BSB50420 Diploma of Leadership and Management
ACSF Level 4 BSB60420 Advanced Diploma of Leadership and Management
ACSF Level 6 BSB80120 Graduate Diploma of Management (Learning)

If students do not meet the recommended English and/or LLN requirements, students will be referred for additional support which will be provided by the institute with ACSF Support Plan or students may also be asked to take further Language, literacy and numeracy training, such as ELICOS programs at other institutes to ensure that students are provided with support and proper guidance. CMI does not offer ELICOS programs.

Qualifications to be issued

Qualifications gained at CMI are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognised nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Qualification, Statement of Results or transcript of results will only be issued once all the outstanding fees have been paid in full. CMI will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation they may need. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies. Application may only be made after enrolment and payment of fees and must be made using the RPL application form that will be provided during orientation. Students must attach verified copies of all relevant documents to the RPL application form. There is no reduction in tuition fees if RPL is applied for and granted. It is recommended that student seek advice from the CMI's staff before commencing an RPL application.

Please refer to the RPL policy for further details regarding RPL procedure. Achieving RPL might affect the student's Visa Condition/Duration.

Special Learner Needs

Students are advised to notify the RTO/Training Manager of any special training needs they might have, such as a medical condition, injury, disability, impairment, etc. These special needs should be addressed prior to course commencement (enrolment form) or, if they occur after the course has commenced, as soon as feasible. To meet the needs of all learners', adjustments can be made to the way course is delivered or the way assessments are conducted without compromising the integrity of the assessment. These adjustments will be planned in conjunction with the RTO/Training Manager, the Assessor, the student and any supplementary evidence supplied i.e. medical certificate, medical report, professional recommendations, etc. The purpose of these adjustments is to enhance fairness and flexibility so that the specific needs of students can be met. The Institute will endeavour to make all necessary adjustments to aid the students throughout their learning to ensure impartiality and flexibility. The RTO/Training Manager will track the progress of learners with special needs and conduct a review each study period or as otherwise seen necessary, to ensure student academic progress is maintained at a satisfactory level. At this point, any necessary class delivery and assessment adjustments will be made

Media Consent

The Application form gives you the opportunity to decline permission for CMI to use any representation of your time here for promotional purposes. From time to time, CMI staff may request to take photographs/videos or verbal/written interviews/testimonials of students at CMI or at places where the student is involved in an activity. These creations may be used in a classroom, or work activities or could be published by CMI in print, digital or broadcast media such as documents, the student magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have the right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting CMI's student administration.

Training Facilities

The training classrooms and administration of CMI are located on:

1. **Level 6 460 Bourke Street MELBOURNE VIC 3000**.
   This location is on a main road in the centre of Melbourne. It is easily accessed by train, tram and buses with frequent services. This location is on a main road in the centre of Melbourne. It is easily accessed by train, tram and buses with frequent services. The closest train stations are Flagstaff, Melbourne Central and Southern Cross which are about 5 minutes' walk from the Institute. Reception will be open from 9.00 a.m.-5:00 p.m. from Monday to Friday.

2. **1291 – 1293 Malvern Road, Malvern, VIC, 3144**.
   It is easily accessed by frequent tram services. The closest train station is Tooronga which is gentle 10 minutes' walk from the Institute. Reception will be open from 9.00 a.m.-5:00 p.m. from Monday to Friday.

3. **Automotive Training workshop**
   Our Simulated Automotive Repair Workplace is located at 455 Bridge Road RICHMOND VIC 3121.
   Located on a main road in Richmond, CMI is privileged to provide Automotive training on a premise purpose built for training and assessment of practical components of our automotive courses, namely AUR30620 Certificate III in Light Vehicle Mechanical Technology, AUR40216 Certificate IV in Automotive Mechanical Diagnosis and AUR50216 Diploma in Automotive Technology. The workshop is an approximate 10 minute tram journey from the Melbourne CBD.

Head Office

Head Office Address: Level 6 460 Bourke Street MELBOURNE VIC 3000.This location is on a main road in the centre of Melbourne. It is easily accessed by train, tram and buses with frequent services. The closest train stations are Flagstaff, Melbourne Central and Southern Cross which are about 5 minutes' walk from the Institute.

Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program run by the Institute.

Evacuation Procedure

From time to time, trail evacuation procedures may occur.

- Please cooperate with your trainer in evacuating the building, as directed, by going to and staying in the assembly area until advised otherwise.
- You may not re-enter the building until advised by your Trainer, Training Manager or the Institute CEO.
- A few trial evacuations are performed at orientation.

Facilities

Central Melbourne Institute provides students with a range of facilities to enhance and support their learning experiences in all the campuses, such as:

- All campuses have an allocated student common room for self-study and extracurricular activities.
- All campuses have spacious climate-controlled classrooms with modern technological capabilities.
- Current research-based learning materials and learner friendly resources are provided to students by trainers in the classrooms.
- Our Malvern campus is fully equipped to deliver Fitness Courses and has a complete gym for practical trainings.
- Our city campus has a clinical massage area.
- Our city campus boasts a well-designed computer lab with free internet access to all students.
- All of our students may utilise the Gym facilities, free of charge.
- Automotive students will have access for fully equipped automotive training workshop during the practical sessions.
- City campus has access to library and learning resources.

Access and Equity

Access and Equity is based on providing and maintaining training services that reflect fair and reasonable opportunity for all students and staff, regardless of race, colour, religion, gender or physical disability allowing everyone to freely participate in training in a harassment free environment.

All staff are to be given fair and reasonable opportunity to participate in relevant decision-making processes and the allocation of resources and services as required to fulfil their duties and responsibilities
All students are to be given fair and reasonable opportunity to attend and complete training
Deficiencies are to be investigated to determine whether a breach or policy discrepancy exists, and if so, the impact of that breach or deficiency and how the policy should be amended to eliminate the breach or deficiency
All perceived deficiencies in the Access and Equity Policy are to be documented, assessed and reviewed.

Equal Opportunity Legislation
Equal Opportunity Legislation protects those in the training system. This legislation makes discrimination and harassment in the provision of education, employment and the provision of goods and services unlawful.

Discrimination
Discrimination occurs when a person is treated less favourably than others due to the person's circumstances, characteristics or
beliefs.
CMI is an equal opportunity company and does not discriminate against or favour target groups in either recruiting or training. Target Groups may include but are not limited to:

- Aboriginal and Torres Strait Islanders
- People with a disability
- People from non-English speaking backgrounds
- People in transition and other special groups (i.e. people re-entering the workforce, long term unemployed, sole parents, people with literacy problems, and those who have been institutionalised)
- Women
- People from regionally isolated communities.

Direct Discrimination

Direct discrimination takes place when a person, organisation or group of persons is treated less fairly than others on the basis of stereotyped beliefs or views.

Indirect Discrimination

Indirect discrimination includes rules, practices or polices which appear to be non-discriminatory and equally applicable, but operate in such a way that certain groups of people are excluded without just cause.

Workplace Harassment

Harassment is any behaviour which is unwelcome, offends, humiliates or intimidates a person and causes the work/learning environment to become unpleasant. If a person is being harassed then their ability to do their work is affected as they often become stressed and suffer health problems.

Harassment may result from behaviour which is not intended to offend or harm, such as jokes or unwanted attention however, this does not mean that it is lawful.

Sexual harassment is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated. Sexual harassment is not interaction, flirtation or friendship which is mutual or consensual. Sexual harassment is a type of sex discrimination.

Sexual harassment may include but is not limited to:

- staring or leering
- unnecessary familiarity, such as deliberately brushing up against you or unwelcome touching
- suggestive comments or jokes
- insults or taunts of a sexual nature
- intrusive questions or statements about your private life
- displaying posters, magazines or screen savers of a sexual nature
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- requests for sex or repeated unwanted requests to go out on dates
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Any form of harassment will not be tolerated at CMI. If harassment occurs, the person responsible will be subject to disciplinary procedures. Disciplinary action will be taken against any employee or client involved in such behaviour. This may include termination of employment and removal of the client from the training course.
Serious cases of harassment may constitute a criminal offence.

Authorising and assisting

It is against the law to authorize or assist another person to discriminate against or sexually harass someone. This means a person must not ask, instruct or encourage anyone else to undertake these actions.

Victimisation

Victimisation is subjecting, or threatening to subject someone, to something detrimental because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

Workplace Bullying

Workplace bullying is characterised by persistent and repeated negative behaviour directed at an employee that creates a risk to health and safety.

How to Manage Harassment

If you feel that you are being harassed, tell the person to stop, that their behaviour is unacceptable and that they must not do it again. It is important to say these things to the person harassing you as they may interpret silence as a form of acceptance or consent to their behaviour. If you are too frightened or embarrassed to say anything to the person, advise a Manager who will deal with the matter promptly.

Student Support and Welfare Services

As per the standard 6.3 of the National code 2018, CMI will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas students' place of study or the mode of study of the course, at no additional cost to the overseas student. CMI will provide an opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services are free of cost.

CMI aims to identify and respond to the learning needs of all the students. Diverse student learning needs are catered to and students are encouraged to express their views about their learning needs at all stages of their learning experience from the initial counselling to the enrolment stage. All support services on-campus are free of charge. Some referred services external to the institute may come at a charge determined by the provider of the service.

All staff at CMI are available to provide general advice, assistance and support with matters such as studying, assessment, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact a student support officer who may refer them to external support services if required. CMI will offer reasonable support to overseas students to enable them to achieve expected learning outcomes regardless of the overseas student's place of study or the mode of study of the course, at no additional cost to the overseas student. However, students might have to pay the fee charged by the external services.

Please refer to CMI's Support and Welfare Policy for more details.

Student Support Services

1.1 The primary mechanism for student support is through the Administration Manager who is responsible for responding to requests for assistance from students.

1.2 Students requiring additional assistance will be referred to the appropriate Institute staff, e.g. Student Administrator, Training Manager, Trainers, Admin Officer, Chief Executive Officer, or to an appropriate external support provider if this is considered appropriate.

1.3 Before a student is referred to an appropriate external support provider the Administration Manager must seek approval from the Chief Executive Officer or the Training Manager.

The support staff and initial contact person on campus are:

Table 1: Support staff and initial contact person on campus

Service	Responsibility	Phone no	Email
Emergency Health, safety and security, critical incident.	CEO	613 8637 7700 (In case of life-threatening emergency, CALL **000**)	info@cmi.vic.edu.au
Academic support *(including catch up classes, academic progress, attendance, LLN Support, intervention)*	Trainer/RTO Manager	613 8637 7700	info@cmi.vic.edu.au

First aid, student's health and safety	Administration Manager/ Student Support Officer	+61 3 8637 7700	admission@cmi.vic.edu.a u
Complaints & Appeals	Administration Manager/Training Manager/Student Support Officer	+61 3 8637 7700	info@cmi.vic.edu.au
Administration Matters *(including enrolment, orientation, deferral, results, Refunds)*	Administration Manager/RTO Manager/Student Support Office r/Accounts Officer	+61 3 8637 7700	admission@cmi.vic.edu.au
LLN support	Administration Manager/Trainers Student Support officer	+61 3 8637 7700	info@cmi.vic.edu.au
Accommodation	Administration Manager/ Student Support Officer	+61 3 8637 7700	admission@cmi.vic.edu.au

Other Helpful Contacts

Fire, Ambulance and Police emergency Phone 000
Translating and Interpreting Service Phone 131 450
Life Line 24 hours Counselling Services Phone 131 114
Life Resolutions (Counselling Services) Phone 1300668256 (http://www.liferesolutions.com.au/)

Doctor Royal Melbourne Hospital, Grattan St, Parkville, VIC 3050, Ph 039342 7000
Medical one, 23 QV Terrace, 292 Swanston St, Melbourne Ph. 03 8663 7000
Swanston Clinic, Level 2, 55 Swanston St Melbourne Vic 3000, Ph 03 9654 9818
Community Health Centre
North and West Melbourne Neighbourhood Centre, 58 Errol St, North Melbourne Vic, Ph. 03 9328 4812

Physiotherapist Collins Street Physiotherapist Level 7, 520 Collins St, Melbourne Vic, Ph 03 9629 4299

Religious Institute
The Anglican Diocese of Melbourne - The Anglican Centre, 209 Flinders Lane, Melbourne 3000
St Francis Catholic Church - Cnr Lonsdale & Elizabeth St Melbourne 3000
Mosque - 66-68 Jeffcott Street, Melbourne, Ph 03 9328 2067
Hindu - Hindu Society of Victoria Shri Shiva Vishnu Temple 52 Boundary Rd Carrum Downs
Buddhists - Melbourne Buddhist Centre, 1 Pitt Street Brunswick

Legal Services - Victoria Legal Aid350 Queen St, Melbourne (03) 9269 0120
Study in Australia http://www.studyinaustralia.gov.au/
Youth Central http://www.youthcentral.vic.gov.au/
Complaints or problems https://www.ombudsman.gov.au/
Employment information Fair Work Australia

Business Victoria	
Equal opportunity	Victorian Equal Opportunity & Human Rights Commission
Occupational Health & Safety	Work Safe Victoria
Protection of student fees	Tuition Protection Service
Travel	Public transport services
Study Information	Study in Australia

Relevant Legislation

The Australian Government is committed to ensuring students have a great education experience in Australia.

Therefore, various legislations have been enacted to safeguard the interest of both education providers and students.

CMI is also subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs our obligations as a Registered Training Organisation (RTO), to students as our customers, and relates to the industry that we are conducting training for.

A range of legislation is applicable to all the staff members and students of CMI. Information on relevant legislation can be found at the following websites.

- Occupational Health & Safety http://www.worksafe.vic.gov.au/
- Equal Opportunity https://www.humanrights.vic.gov.au/
- VET Quality Framework www.asqa.gov.au/
- Department of Home Affairs https://immi.homeaffairs.gov.au/
- Australian Human Rights Commission Act 1986 https://www.humanrights.vic.gov.au/
- Disability Standards for Education 2005 https://www.dese.gov.au/disability-standards-education-2005
- Disability Discrimination Act 1992 https://www.legislation.gov.au/Details/C2018C00125
- Racial Hatred Act 1995 https://www.legislation.gov.au/Details/C2004A04951
- Racial Discrimination Act 1975 https://www.legislation.gov.au/Details/C2016C00089
- Sex Discrimination Act 1984 https://www.legislation.gov.au/Details/C2021C00420
- Privacy Act 1988 https://www.legislation.gov.au/Details/C2021C00452
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 https://www.legislation.gov.au/Details/F2017L01182
- Education Services to Overseas Students (ESOS) Act 2000 https://www.legislation.gov.au/Details/C2021C00556
- Education Services to Overseas Students (ESOS) Regulations 2019 https://www.legislation.gov.au/Details/F2021C00774

It is the responsibility of all CMI's staff to ensure the requirements of relevant legislation are met at all times. Please refer to the websites indicated, or contact the institute if you require further information. There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

Agent's Legislation

CMI engages with on shore and off shore Agents to recruit students. Full list of Agents can be found on CMI's website. CMI is responsible to ensure that it's Agents accurately represents CMI's services on their behalf. If you have any feedback or concerns regarding services provided by Agents or its representatives, please contact CMI students support at info@cmi.vic.edu.au or give us a call at 613 8637 7700.

Student Code of Behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent academic performance by attending required classes and completing assessments. Academic Performance will be reviewed at the end of each study period.
- Use English at all times to improve your language skills.
- Do not smoke or carry/consume alcohol on CMI property.
- Do not cheat on assessments, tests and exams
- Drugs are expressly forbidden from being brought into any of CMI premises.
- Any student found with drugs will be reported directly to the police.
- Do not shout, run, or make unnecessary noise whilst walking around the institute. This disrupts the rights of other students to learn
- Do not discriminate any person associated with CMI because of race, religion, creed, nationality, sex, or any other individual difference. Every person at CMI has the same right as you, regardless of these differences.

For non-compliance with the Code of Conduct, the following procedure for discipline will be followed:

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure.

- A member of the Institute staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file (Step 1).
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file (Step 2).
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file (Step 3).
- After the 3 steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student cancellation warning letter.
- Failure to attend scheduled meetings may result in Central Melbourne Institute deciding to cancel a student's enrolment

- If Central Melbourne Institute intends suspending or cancelling the student's enrolment where it is not at the student's request, the student must be informed they have 20 working days to appeal to Central Melbourne Institute. If the appeal is not upheld or the student withdraws from the appeal process then Central Melbourne Institute must report the student to Department of Home Affairs (DHA) via PRISMS. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare
- Suspension or cancellation of the enrolment has to be reported to Department of Home Affairs (DHA) and may affect the status of a students' VISA
- At any stage of this procedure students are able to access Central Melbourne Institute complaints and appeals procedure to settle any disputes that may arise.

Visa requirements

The Department of Home Affairs (DHA) publishes a full list of mandatory and discretionary student visa requirements at https://www.homeaffairs.gov.au/

Change of address

Upon arriving in Australia students are required to advise the institute of their residential address and telephone number and of any subsequent changes to their residential address. It is extremely important that students notify the institute of a change of address as, under Section 20 of the ESOS Act 2000.

CMI is obliged to serve a notice at the last known address of the students if the student breaches a student visa condition relating to attendance and/or academic performance. The institute may also send warning notices to students that are aimed at providing support to students and prevent breaches of visa conditions.

Hence, students must notify CMI of any change of their address and contact details within 7 days of change while enrolled at the institute including:

- the student's current residential address, mobile number (if any) and email address;
- who to contact in emergency situations.

Failure to update the contact details to CMI means that students may not receive important information which may affect their course, their enrolment or visa.

As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is the responsibility of students and in their interest to keep their records up-to-date to ensure they receive important information about their course, fees and possible breaches of their student visa.

Additional information on student visa issues is available on the Department of Home Affairs web site at https://www.homeaffairs.gov.au/

Student Initiated Deferral or Suspension of Enrolment

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer the commencement of studies or suspend their studies must apply to do so in writing to the institute. Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. you are going into hospital)
- Bereavement (death of an immediate member of family)
- Serious illness of an immediate member of family.

If you know that you will not be attending classes during the study period, you should contact the institute and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence, supporting circumstances/reasons for seeking suspension or cancellation of enrolment, you will be required to formally apply for the deferral or suspension.

CMI may decide to suspend or cancel a student's enrolment on its own initiative as a response to misbehaviour by the student. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home Affairs through PRISMS by the institute and this may affect the status of a student visa.

Please refer to CMI's Deferment, Suspension or Cancellation of Student Enrolment Policy for more details available on CMI's website or can also be made available from the reception.

Student Cancellation of Enrolment

Cancellation of enrolment may trigger the refund arrangements in the Written Agreement between the Institute and the student. Students who cancel their enrolment and think they are due for a refund must also apply for a refund. Refund applications must be made in writing to the Institute RTO/ Training Manager. The student refund application form, available from the Institute, may be used as the written application. Written applications for refunds will also be accepted by mail or by email. Refunds will be made within 28 days of receipt of a written application and will include a statement explaining how the refund was calculated.

The Institute will report your cancellation of studies to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office at https://www.homeaffairs.gov.au/

Institute Initiated Suspension or Cancellation of Enrolment

The Institute may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record by the student. If the Institute is intending to initiate a suspension or cancellation of enrolment, a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the Institute suspension or cancellation. The Institute will report any suspension or cancellation to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office at https://www.homeaffairs.gov.au/

Institute Deferral of Commencement

The Institute may also decide to defer the commencement of a course. If the Institute defers the commencement of a course, the provider default conditions in the Written Agreement between the Institute and the student will be triggered and the Institute will be obliged to repay all course money within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

If approved, the Institute will report its deferral of commencement to DHA which may affect the status of your visa. If you require more information as to how this action may affect your visa status, please contact your local DHA office at https://www.homeaffairs.gov.au/

Department of Home Affairs

According to the Department of Home Affairs (DHA), you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on and the Study in Australia internet site:
http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visa_sub-classes

Overseas Student Health Cover (OSHC)

If you are a student from overseas on a temporary student visa it is a condition of your visa to maintain adequate health insurance for the duration of your visa. This means you need to purchase Overseas Student Health Cover (OSHC) and keep your policy up to date as long as you hold this visa.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals.

Some exceptions may apply if you are a student from Sweden, Norway, or Belgium. If this applies to you, you may have special arrangements under your own national schemes - check with the Department of Home Affairs to find out if special arrangements apply to you and if you are exempt from the requirement to purchase OSHC.

As holding OSHC is a visa requirement, take care to maintain your cover at all times. If you do fall behind in payments or renewing your cover, you will be able to continue your cover but you may not be able to claim for services you received while you were in arrears.

If your visa status or Medicare eligibility changes at any time, inform your insurer as soon as possible to find out whether your level of cover is still suitable. When your student visa expires, then you are no longer eligible to hold OSHC. You can then swap over to a residents' cover or to an Overseas Visitors Health Cover plan.

OSHC assists international students to meet the costs of medical and hospital care they may need while in Australia. OSHC also includes ambulance cover and limited pharmaceuticals. The OSHC premium cover must be paid before a student visa is issued. CMI can assist you in organising an OSHC cover for you if you wish. Contact our Student Services. You can find out more about OSHC at:
https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm

Some of registered health insurers that offer OSHC are:

http://www.nib.com.au/overseas-students

http://ahmoshc.com/english.aspx

www.oshcallianzassistance.com.au

http://www.medibank.com.au/oshc/

http://www.bupa.com.au/health-insurance/cover/oshc?meag=cs&s_CID=54001S054&GCLID=CIDX5_VGJ8QCFdckvQodkqMAqA&gclsrc=aw.ds

Student Transfer

Students must lodge a written request to transfer, including that the student must have a letter of offer from another registered provider. Applications for a letter of release will be considered by the Training Manager and responded to within 14 days of being received by the college.
A release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.

A release will normally be granted, within 7 working days of the application, in the following situations:

- CMI fails to deliver the course as outlined in the written agreement; or
- there is evidence that the overseas student's reasonable expectations about their current course is not being met (such as correspondence between the overseas student and the registered provider or marketing materials given to the overseas student prior to enrolment, and setting particular expectations about the course)
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the college and can demonstrate clearly how this will be alleviated through a transfer; or
- there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course, and the course is therefore unsuitable to their needs and/or study objectives.
- The current course of study is clearly not consistent with documented course requested for on their application.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- Once the release is granted student is advised to contact Department of Home Affairs to seek advice on whether whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs website at: https://www.border.gov.au/Trav/Stud/More/Changing-courses

A release will normally not be granted in the following situations:

- The requirements of the written agreement have not been met by the student; or
- The student does not satisfy any of the situations which normally lead to a release being granted; or
- The proposed transfer will jeopardise the student's progression through a package of courses; or
- The student has unsatisfactory course progress at the level they are studying, even after engaging with that CMI's intervention strategy assist overseas students and has been or is about to be reported to Department of Home Affairs; or
- The student has unsatisfactory attendance and has been or is about to be reported to DHA; or
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

CMI will record all transfer request outcomes in the Provider Registration International Student Management System (PRISMS). CMI will advise overseas students of the outcome of the transfer request through email or phone. If a release is refused, reasons for the refusal will be documented in writing and the student will be notified the reason for refusal and the overseas student's is informed of their rights of appeal for internal complaints and appeals process (in accordance with Standard 10) within 20 working days. Refer CMI's Student Transfer Policy for more information.

Use of Personal Information

Information is collected during enrolment in order to meet the CMI's obligations under the ESOS Act 2000and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

Information collected about students may be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during enrolment cannot be disclosed without the student's consent where authorised or required by law. It is a requirement of the VET Quality Framework that students can access personal information held by the institute and students may request corrections to information that is incorrect or out of date. Students may apply in writing to Administration Manager if they wish to view their own records.

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight (2 WEEKS) during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely solely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

Living in Melbourne

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Victoria

About 36 per cent of Victoria is forest. The Murray is the State's longest river and there are a number of large inland lakes. Victoria's vast coastline extends over 1600 kilometres, bordering the Southern Ocean and Bass Strait and separating the Australian mainland from Tasmania. Victoria is the most densely populated of Australia's 8 States and Territories. Some 26 per cent of all Australians live in Victoria and, of those, most reside in Melbourne, the nation's second largest city and capital of this state.

Melbourne

Melbourne is the capital city of Victoria with a population of over 5 million people. It is Australia's second largest city. The city offers wonderful experiences, a great climate, friendly people and quality education. Situated on the Yarra River and around Port Phillip Bay, the city has beautiful beaches and excellent water sport facilities. It is a spacious city with many parks & gardens, sporting venues, and scenic attractions. One quarter of Melbourne's population was born overseas, making it one of the world's most multicultural cities. Melbourne is among the top 10 most liveable cities in the world, as surveyed by CNN Travel Index.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures.

Melbourne has a temperate climate with four distinct seasons:

- **Winter (June - August)**

Temperatures range from 10-15°C

- **Spring (September - November)**

Temperatures range from 17-22°C

- **Summer (December - February)**

Temperatures can rise above 35°C

- **Autumn (March - May)**

Temperatures range from 17-24°C

Melbourne does not have a specific wet season; it can rain at any time of the year.

Festivals

- International Comedy Festival
- International Festival of the Arts
- Chinese New Year Parade
- Moomba Festival

International Sporting Events:

- Spring Racing Carnival (Melbourne Cup)
- Australian Open (Grand Slam tennis)
- Grand Prix Motor Racing
- World Series and Test cricket
- Bells Beach Surf Classic

Art

Australian contemporary arts reflect the world's oldest continuous cultural traditions and also a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

Multiculturalism

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world.
Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia, not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia, you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country. However, all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

Clean, Safe, Cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean up Australia campaign is being adopted worldwide.

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines.

Driving

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in English, the visitor must carry a translation with the permit. An international driver's license alone is not sufficient. Different states in Australia have different driving licence conditions.

For example, as per the new regulations, in state Victoria (includes Melbourne), International students can use their overseas licence for the first six months of living in Victoria (after that, students will need Victorian licence instead). This rule has been applicable from 29th October 2019. Hence, Students need to have a Victorian licence to be able to drive in Victoria.

For more information, please visit: https://www.vicroads.vic.gov.au/licences/new-to-victoria

Taxis & Uber

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicate if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber services are also available at the airport and there is a designated pick-up place available outside the airport for Uber customers.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Money and Banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars. However, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at http://www.studyinaustralia.gov.au/global/live-in-australia/banking

Normal Bank Trading Hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are $5, $10, $20, $50 and $100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured $1 and $2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Accommodation

The following types of accommodation are available for International students:-

1. Full Board (Home stay) AU$150.00 - AU$270.00 per week
2. Student house AU$80.00 - AU$100.00 per week
3. Half - Board AU$ 80.00 - AU$ 100.00 per week (plus expenses).
4. Leasing a House/Flat AU$200.00 - A$400.00 per week (unfurnished)

This accommodation can be booked prior to arrival. Two weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful internet sites for housing are:

http://sha.com.au/

http://www.find-studentaccommodation.com/?gclid=Cl2TH4T7iJACFSK9YAoddIzqrw

http://www.youthcentral.vic.gov.au/ViewPage.action?siteNodeId=13&languageId=1&contentId=-1&ref=neo

http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation

A Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high-quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, Institutes and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian universities, Institutes and schools have established networks of support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Australia Welcomes Overseas Students

Overseas students are welcomed in Australia because they:

- Contribute to the development of people and institutions both in their home country and in Australia.
- Contribute to the Australia's research capability
- Develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Study Methods

In Australia, much emphasis is placed upon private (individual) study along the lines of assignments, on research and learning to analyse data and present arguments about subject matter, and on being willing to defend one's argument. All these involve heavy use of libraries, intensive note taking in lectures, and active participation in the learning process (as opposed to passive listening and remote learning).

To be a successful student in Australia, you will need to adapt to these methods of learning, but most education institutions in Australia are very willing to help as they offer counselling services or free referral and assistance to develop effective study skills. Many lecturers in Australia have vast experience teaching overseas students, they understand the difficulties in getting used to different study methods and they will be patient in helping you to develop new skills.

Cost of Living

Melbourne is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about AU$18,610 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about AU$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone, and incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional AU$4,000 per year for each dependent.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

The ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding place to study. Australian laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and includes the Education Services for Overseas Students Act (the ESOS Act), and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018).

ESOS Act: The Education Services for Overseas Students Act 2000 (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. It sets out the registration requirements and the ongoing standards for education providers that offer courses to overseas students. For more information, kindly refer to https://www.legislation.gov.au/Details/C2021C00556

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 (Cth) and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. For more information, kindly refer to https://www.legislation.gov.au/Details/F2017L01182

For additional information on the ESOS Legislative Instruments, please visit ESOS Legislative Instruments: https://www.dese.gov.au/esos-framework

Academic Course Progress

Students at CMI are required to regularly attend classes and achieve satisfactory course progress. If students do not make satisfactory academic progress, they may be reported to the Department of Home Affairs which may affect their visa status.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in that study period.

A failure of units in any study period will trigger a review of academic progress by the school and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit after one or more opportunities for re-assessment has been provided or a result appeal process has been undertaken. In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes and pay attention to the work and activities undertaken in class;
- Study the theory and practice the skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by the trainers;
- Make an appointment with the Student Support Officer or Training Manager if you are having any difficulties with your studies.

For more information, please refer to the Attendance and course progress policy

Attendance Requirements

CMI gives strong emphasis on attendance requirements. CMI collects and monitors attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. CMI will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time. Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course. Low attendance implies that students might not be able to complete their course on time and this will lead to students breaching their visa conditions. Hence, students are required to attend classes in accordance with course timetables to make satisfactory course progress. CMI is required to report the students on the basis of unsatisfactory course progress to the department of Home Affairs (DHA).

Note: Students will not be reported on the basis of attendance. However, low attendance may lead to unsatisfactory course progress which can lead to you being reported to DHA.

For more information, please refer to the Attendance and course progress policy

Dispute Resolution Procedure

The Institute has a dispute resolution procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. The dispute resolution procedure includes a requirement that an independent mediator will be appointed at no expense to the student if the student is dissatisfied with the resolution process undertaken by the Institute. The Institute will make no charge to the student for its dispute resolution process or referral to the independent mediator (Commonwealth Ombudsman). If you have a complaint or appeal, you should take the following steps:

- Contact the Institute to obtain a copy of the complaints and appeals procedure and the application form.
- Complete the application form and lodge it with the Institute.
- Follow up with the Institute.

Complaints and Appeals

Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.

The procedure will be implemented at no cost to the student.

CMI's complaints and appeals policy is available to all prospective students prior to making the decision to enrol. The policy is available on the CMI's website www.cmi.vic.edu.au and in the student handbook. Students will be provided with information about the complaints and appeals process during orientation.

All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.

Students who are not satisfied with the outcome of the informal process can register a formal complaint in writing to Administration Manager. Students can also send an email alternatively to admission@cmi.vic.edu.au. Students will be provided with details of external authorities they may approach, if required

At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.

Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

For internal complaints and appeals:

- The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
- The student may be accompanied and assisted by a support person at any relevant meetings.
- At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

A student's enrolment must be maintained whilst a complaint or appeal is in progress and the outcome has not been
determined except in cases where the provider is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment.

In cases where the provider is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment the provider only needs to await the outcome of the internal appeals process (supporting the provider) before notifying Department of Home Affairs (DHA) through PRISMS of the change to the student's enrolment (International students only).

CMI will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by CMI.

If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process.

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-

- Contact a solicitor; or
- Contact the Law Institute of Victoria - Level 13, 140 William Street MELBOURNE VIC 3000 Telephone 03 9607 9550 for a referral to a solicitor. For more information refer to website Home (liv.asn.au)

Informal Complaint Process

Students who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the CMI's staff. Any student with a complaint may first raise the issue informally with Administration Manager or Trainer or Student Support Officer and attempt an informal resolution of the complaint.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless CMI staff member involved determines that the issue question or complaint was relevant to the wider operation of the Institute.

Students who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

Formal Complaint Process

Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.

To register a formal complaint a student must complete the student complaints and Appeals form and contact CMI's Training Manager to arrange a meeting providing:

- detailed statement of the complaint and who are involved.
- What is the expectation of the student to settle the complaint.
- Complaint will be lodged in a complaint register.

This meeting should be scheduled as soon as practicable but no later than **10 days** after the complaint is lodged. At this meeting the complaint can be raised and a resolution attempted.

The following matters must be lodged as formal complaints within 20 working days of notification of an intention to report the student to Department Home Affairs in order to be considered by the Institute (International student's only).

- Deferral of commencement, suspension or cancelling a student enrolment.
- Non achievement of satisfactory course progress.

The Training Manager will attempt to resolve the complaint with the student and any other parties who may be involved during the meeting and record the compliant in writing. The resolution phase must commence within 10 working days of the complaint being lodged in writing.

A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

At the end of the resolution phase the Compliance Manager will report CMIs decision to the student. The decision and reasons for the decision will be documented by the Compliance Manager and placed in the student's file. A copy of this document will be provided to the student.

Students will be informed about their Right to appeal within 10 days of the complaints if dissatisfied with the outcome.

Following the resolution phase CMI will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint

If a student is dissatisfied with the outcome of the formal complaint process, then they may initiate the internal appeals process by completing the Complaints and Appeal Form from the CMI's website or from the campus.

Internal Appeal Process

Internal appeals may arise from a number of sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by CMI.

A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeals process is initiated by a student completing the student Complaints and Appeal Form.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

Where an appeal relates to the following matters, the Student Appeals Form must be lodged within 20 working days (International Students) unless all parties agree in writing to extend this time:

- Notification of an intention to report the student to the Department of Home Affairs (DHA) or due to unsatisfactory Course Progress.
- Notification of an intention to suspend or cancel a student's enrolment due to misbehaviour, or other extenuating circumstances (ref. Student Code of Behaviour and Discipline Procedures for details).

After a student makes an internal appeal, CMI will appoint an Investigator or convene a Student Appeal Committee to hear the appeals and propose a final resolution. This Investigator or Committee will not include any person who has heard the original complaint.

After a student makes an internal appeal, the registered training organisation will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Institute. The student is allowed three assessment attempts at no cost. The costs of reassessment attempts (including first) will met by the Institute. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment. If the student is unsuccessful after 3 assessment attempts they will be required to repeat the unit and pay the repeat unit fee.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Institute and placed in the student file. A copy of this document will be provided to the student.

Following the internal appeals phase the Institute will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

There are no further avenues within the Institute for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available

There might be cases where matter is still unresolved after the implementation of above procedures and the internal appeals process exhausted, or if the student is not successful in the CMI's internal complaints and appeals process. In such cases, institute will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaint handling and appeals process without any cost charged by CMI.

External Appeal Process

The purpose of the external appeals process is to consider whether the Institute has followed its student complaint and appeals procedure, not to make a decision in place of the Institute. For example, if a student appeals against his or her subject results and goes through the Institute internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

The external appeals procedure will be determined by the independent mediator.

Students may lodge and external complaint or appeal about a decision. For external complaints and appeals the appropriate external complaints body will be:

- state and territory offices of the Ombudsman, for public providers; or
- the Commonwealth Ombudsman

Students are advised to contact the Commonwealth Ombudsman who offers a free and independent service to student's wishing to lodge an external complaint or appeal against a decision made by their training provider. Further details are available at https://www.ombudsman.gov.au/ or phone 1300 362 072.

If an appeal is against an Institute decision to report the student for unsatisfactory course progress the Institute must maintain the student's enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the provider's decision to report (International students only).

If an appeal is against an Institute decision to defer or suspend a student's enrolment due to misbehaviour or to cancel a student's enrolment the Institute only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DHA through PRISMS of the change to the student's enrolment (International students only).

Appeals related to Deferment, Suspension or Cancellation of Enrolment

In the event student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, CMI will not update the student's status or report to Department of Home Affairs (DHA) via PRISMS until the appeal process is completed.

CMI will only report an overseas student for unsatisfactory course progress or attendance in PRISMS after:

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

Note: the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Fees and Charges Policy

1. **Purpose**

The purpose of this policy is to provide information in relation to fee payment & charges of course money to students in accordance with the requirements of ESOS Act, National Code 2018(Standard 3) and Standard for RTO 2015 (clause 5.3).

2. **Enrolment**

- All fees must be paid to the CMI directly. Students should not pay the fees to an agent and/or third party in relation to the application for enrolment and tuition fee.
- Students are required to choose a payment option offered in the written agreement with the CMI.
- Student must pay full tuition fees by the due date or according to payment plan mentioned in the offer letter.
- Students are required to have a signed written agreement in place prior to enrolment.
- There shall be no requirement for Central Melbourne Institute to issue any qualification prior to the completion of the Course. CMI may at its discretion, vary this condition but only if the Fees referred to Fee Payment Agreement are paid in full.

3. **Fee Payment**

- Fees may include tuition fee, non-tuition fee such as application fee, material fee, and any other charges
- Tuition fees do not include the Overseas Student Health Cover (OSHC), books and/or other materials, application fee etc.
- All due dates on the tuition fees are kept at standard 15th of every month.

For domestic students:

CMI will accept payment of no more than $1000 from each individual student prior to commencement of their course and no more than a total of $1500 on the course start date.

For International students:

- Students, or the person responsible for paying the tuition fees, can choose one of 3 payment plan options provided on the student written agreement to pay their tuition fees.
- Once the student or person responsible for paying the tuition fees, has chosen a payment option and signed the student written agreement, student is required to follow the payment schedule provided.
- Prior to a student enrolling, the fees may be altered without notice.
- Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course.
- If a course length is extended by the student, then the student will be required to pay the increased fees for the extended component of the course
- Enrolment in a new course will incur any new fees charged.
- Tuition fees will not be transferred to another educational institution.
- Application fee, accommodation placement and airport pickup fees are non-refundable.
- Balance of fees (if any) is to be paid on an instalment program outlined in signed written agreement between student and CMI.
- Students who enrol in additional courses will be required to pay a separate tuition fee as specified for the course.
- Fees paid by credit card will incur a further charge of 2% as a surcharge.
- If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.
- In case the student fails to pay an instalment, a friendly call reminder along with the Notification Letter (Reminder to Pay) is sent to the students in the first week of following month to give time to students to arrange their funds.If a student fails to make the payment of the outstanding fees even after a final notice and/or email, "Intention to cancel Enrolment" letter will be sent to the student. Student's enrolment will be cancelled after 20 working days of final notice
- The student has the right to appeal against the decision from the date of letter. Refer to complaints and appeal policy for information available on CMI's website.

4. Course Abandonment

- In the event a student abandons the course, all fees due are payable to CMI upon demand.
- International students are not allowed by Government regulations to transfer to other Institutes prior to completing the first six months of their principal course.

5. Course Deferral, Suspension or Cancellation

- CMI may defer, suspend or cancel a student's enrolment in accordance with Deferral, Suspension & Cancellation Policy.
- CMI may at its discretion defer the commencement date, cancel or vary a course prior to course commencement. In the event of a cancellation before course commencement, CMI will refund fees in accordance with the ESOS Act and the student agrees that there shall be no further entitlement to damages whatsoever.
- Upon suspension of enrolment, the fees remain due on the scheduled dates according to the Payment Agreement

6. Course Deferral, Suspension or Cancellation (Student Initiated)

- Students may defer, suspend or cancel their course in accordance with CMI Deferral, Suspension & Cancellation Policy.
- In the event of deferral or cancellation before course commencement, Central Melbourne CMI will refund applicable fees in accordance with Refund Policy.
- Upon suspension of the course, the fees scheduled in Payment Agreement, remain due on the scheduled dates.
- Regarding cancellation of enrolment during a course refer to Refund Policy.

7. Tuition Fee Protection

CMI assures the security of student fees through its compliance with the requirements of the Education Services for Overseas Students Act 2000 (ESOS).

8. Recognition of Prior Learning & Obligations to Recognise AQF Qualifications

- CMI will ensure that a student's prior knowledge and skills are recognised; providing they are able to demonstrate satisfactory achievement of the performance outcomes within that course requirement (refer to CMI's Recognition of Prior Learning Policy).
- Credit Transfer will incur a fee of $10 per unit but not more than $50 per course.
- Credit Transfer may affect the course duration.
- RPL will incur an application fee of $200 per unit.
- Credit Transfer may affect the course duration.

9. Recommencement of Course

Students who have left studies at CMI for any reason and return after being away for 10 weeks or more to continue their studies will be charged a recommencement fee* of $200.

10. Course Materials

- Course fees do not include the cost of resource materials, equipment, tools and uniforms required for specific courses.
- Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged as applicable. Please refer to course brochure of each course to get more information about materials and equipment that students will be required to purchase at their own cost.

11. **Late Payment ofFees**

- A late payment fee of AUD $50.00 for every 7 days will be charged if fee paid after the due date as indicated on the student's payment plan.
- If payment of tuition fees is not received within 7 days of payment due date, CMI will issue the student with a reminder notice of overdue fees.
- If payment of tuition fees is not received within 7 days of first reminder notice, CMI will issue the student with a 2nd reminder notice of overdue fees.
- If student has not contacted the CMI and payment is still overdue after 20 days from the issue of second reminder notice, CMI will issue the student with an 'Intention to Report to DHA for Non-payment of Fees' notice.
- If no response is received, CMI will report the student to the Department of Home Affairs for non-payment of fees.
- CMI may restrict or withhold services or materials from the student if fees are overdue.

Additional Charges

Course fees do not include cost of any additional documents required for specific reasons.

Students are entitled to 3 assessment attempts for each assessment task where they have been marked NYC on submission of their assessment. First 2 attempts will be free of charge and the 3rd attempt will incur a fee. If the student is unsuccessful after 3 assessment attempts, they will be required to repeat the unit and pay the repeat unit fee.

Fees and Additional charges are tabled below for more information:

Course Fee	As per course offer and written agreements
Application Fee (Non-Refundable)	$250
Material Fee	As per the course brochure, offer and written agreements
Recognition of Prior Learning Fee	$200 per unit
Credit transfer Fee	$10 per unit but not more than $50 per course
Repeat/Re-enrolling unit Fee	$300
Re-assessment Fee (after 2 attempts)	$300
Late payment Fee	$50 per week
Deferral/Suspension Fees	$250
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	2% surcharge
Recommencement fee*	$200
Accommodation Services	Depends on Specific Arrangements
Airport pickup	$100
OSHC (Overseas Student Health Cover)	Outsourced- contact CMI for more details
Re-Issue of Certificates and transcript	$50
Re-Issue of Student ID Card	$20
Interim Academic Transcript	No charge
Change of COE Fee	$250
COE Extension	Depends on course and duration extended

The written agreement and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Refund Policy

Purpose

The purpose of this policy is to set out the circumstances under which students may claim a refund and the associated procedures for handling refunds.

Responsibility

The CEO (or delegate) is responsible for reviewing the refund requests. The accounts department is responsible for processing them.

Procedure

1. Refund application requests must be made in writing using the Refund Request Form provided at Central Melbourne Institute, or alternatively, the refund request form may be downloaded from the website (www.cmi.vic.edu.au) or requested via email from admission@cmi.vic.edu.au

2. Completed forms must be submitted to the administration department.

3. The Accounts department will process any approved refund amount (if applicable) based on the circumstances listed in the table below.

4. Refund will be made (within 14 days) directly to the account stated in the refund request form and the student will be informed about the same via an email. If a refund can't process within 14 days, student will be informed about the delay.

5. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form. Refund to International banks will be made in the Australian currency whereby the student will receive refund amount equivalent to Australian dollar exchange rate on the date of transfer.

6. If the student is not eligible for any refund, based on the circumstances as stated in the table below, the student shall be informed of the same in writing.

7. Any refund given will be recorded in the Institute's Student Management System so that each student's financial status is known.

8. Refunds will only be given to the student listed on the written agreement or to the original payer. Student can also nominate a person(s), other than the overseas student, student must notify in writing if nominating a person who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act.

FEE REFUND CONDITIONS	REFUND APPLICABLE *This applies to all students at Central Melbourne Institute*
Provider Default	
Provider default is applicable in the following situations. ▪ The course does not begin on the agreed commencement date, or ▪ The course ceases to be provided at any time after it commences but before it is completed, or ▪ The course is not provided in full to the student because a sanction has been imposed on the registered provider or any other reason.	In the unlikely event that the CMI is unable to deliver your course in full, will be offered a refund of any Tuition Fee paid in advance for the default course. The refund amount will be calculated as follows: • The refund amount = *weekly tuition fee* x *the number of weeks in the default period* a. *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. b. *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7 The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in another course offered by the Institute at no extra cost. You have the right to choose whether you would prefer a refund of tuition fees, or to accept a place at another institute. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the Institute is unable to provide a refund or place you in an alternative course, the Tuition Protection Service will be accountable for providing refunds or providing assistance to locate an alternative. However, students are primarily responsible for finding another institute which will accept them into an alternative course **REFUND PROCEDURES:** • The student is required to supply, in writing, to the • Institute the nominated method of re-imbursement. The money will be refunded to the student within 14 days after the written request is received and approved. **Refund of Application Fee: No refund**

Visa refused before course commencement	
In the event where student's initial visa is not granted.	In the event that the student's visa has been refused, the refund amount shall be calculated as follows: • The refund amount = the total tuition fee minus • 5% of the tuition fee received up to a maximum of $500 The total tuition fee also includes any non-tuition fee paid. **REFUND PROCEDURES:** A written request for refund and proof of visa refusal from the Australian Government must be sent to the Institute no later than four weeks after visa refusal**.** **Refund of Application Fee: No refund**
In the event where a student enrols in a Package Program and the first course has commenced and the student visa is refused before the commencement of second course.	The refund amount will be calculated for the student for the commenced course as follows: • The refund amount = *weekly tuition fee* x *the number of weeks in the default period* where *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. a. *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7 If the student has paid any tuition fee for the second course, the refund will be calculated as: • The refund amount = the total tuition fee minus 5% of the tuition fee received up to a maximum of $500 **REFUND PROCEDURES:** A written request for refund and proof of visa refusal from the Australian Government must be sent to the Institute no later than four weeks after visa refusal. **Refund of Application & Material Fees Fee: No refund**

No proof of refusal from the Australian Government.	**No refund**
Visa refused after commencement date	
In the event that a student's visa is not granted and the course has commenced.	The refund amount = *weekly tuition fee* x *the number of weeks in the default period* 1. *The weekly tuition fee* = total tuition fee for the course / number of calendar days in the course x 7. This amount is rounded up to the nearest whole dollar. 2. *The number of weeks in the default period* = number of calendar days from the default day to the end of the period to which the payment relates / 7 **Refund of Application & Material Fees Fee: No refund**
Cancellation before commencement date	
In the event that the student cancels their enrolment and requests a refund in writing **16** full weeks or more prior to the course commencement.	A 100% refund of monies paid for tuition fees will be issued to the student. **Refund of Material Fees: 100% refunded** **Refund of Application Fee: No refund**
In the event that the student cancels their enrolment and requests a refund in writing 10-15 weeks or more prior to the course commencement.	A 70% refund of monies paid for tuition fees will be issued to the student. **Refund of Material Fees: 100% refunded** **Refund of Application Fee: No refund**

In the event that the student requests a refund in writing **6** to **9** full weeks prior r to the course commencement.	A refund of 50% of monies paid for the tuition fees will be issued to the student. **Refund of Material Fees: 100% refunded** **Refund of Application Fee: No refund**
In the event the student requests a refund in writing 5 full weeks or less prior to course commencement	**No refund**
Withdrawal after the course start date	**No refund**

If a student requests to defer to any following intake/s before the commencement of the course initially applied for due to personal reasons.	**No refund**
Cancellation on or after commencement date	
Withdrawals notified in writing and received by the Institute on the commencement date or after the semester commences.	**No refund** will be issued which includes all monies paid to Institute for Overseas Student Health Cover (OSHC), airport pick up, accommodation booking and board.
There is a student default due to any of the following reasons. ▪ The student failed to pay an amount he or she is liable to pay in order to undertake the course. ▪ The student breached a condition of his or her student visa. ▪ Misbehaviour by the student	**No refund** will be issued to a student either before or after commencement of course.
If a student fails to attend a course after the start of the Course.	**No refund** will be issued which includes all monies paid to Institute.
In the event that the student seeks and is granted approval by Institute to transfer to another provider prior to completion of six months study of the principal course.	**No refund** will be issued of any course money paid in advance.
If a student chooses to pay Tuition Fees on an instalment basis on an agreed payment plan.	**No refund** will be issued for any course money (paid on instalment basis). Instalments paid will be for tuition fees due and payable to the institute for services already rendered.
If a student abandons their course.	**No refund** will be issued and all outstanding fees are payable to the Institute
Conditions	
At the time of enrolment any Credit Transfer (CT)/ Recognition of Prior Learning (RPL) will be discussed & granted after the student provides sufficient evidence, if the Credit Transfer allows shortening of the duration of the course prorata fees will be worked out and offered to the student. Once the student accepts this offer, there will be no further reduction of the fee.	

Fees not listed in this refund section are not refundable. Prior to a student enrolling fee may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
If a student withdraws after any number of deferments. The date on the original CoE will be considered for the purpose of determining the date of commencement of semester/course in relation to the institute refund policy and other related polices

Please Note: Any student who is refused for a refund by CMI may appeal within 20 working days in writing to the student Administration Manager and follow the CMI's complaints and appeal process.

Tuition Protection Service

The TPS is a placement and refund service to assist overseas students whose registered providers are unable to fully deliver their course of study. The TPS ensures overseas students can either:

- complete their studies in another course or with another registered provider or
- receive a refund of their unspent tuition fees.

CMI is a member of the Tuition Protection Service (TPS). This means that the fees paid to the institute are safeguarded if institute defaults on delivering the courses you are enrolled in. For more information on Tuition Protection Service visit: https://tps.gov.au

If there are any queries about our institute and courses, please feel free to contact us via phone, email or visit our institute. The contact details are listed below:

Address	Level 6, 460 Bourke Street MELBOURNE VIC 3000 AUSTRALIA 1291 Malvern Rd MALVERN VIC 3144 AUSTRALIA
Phone	+61 3 86377700
Email	info@cmi.vic.edu.au
Website	http://cmi.vic.edu.au

Thank you for choosing Central Melbourne Institute

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