

**Mint International College
(MIC)**

Student Handbook



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WELCOME

Mint International College (MIC) welcomes you to your training program. This handbook is designed to acquaint you with the Mint International College and provide you with information to assist you to achieve your desired Vocational Education and Training (VET) outcomes.

The information contained in this handbook applies to all students of Mint International College. Our objective is to provide you with a training environment that is constructive to both personal and professional growth.

Please take the time to read your student handbook as it contains important information.

Who is Mint International College (MIC)?

Mint International College is a trading name of Mint Training Pty Ltd, a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) to deliver training and assessment services for nationally accredited qualifications in a variety of industries under the provision of the *Standards for RTOs 2015*. Mint International College's scope of registration can be viewed at <https://training.gov.au/Organisation//details/21524>.

Mint International College is an approved training provider under Jobs and Skills (Western Australia).

MIC is an established national learning and development organisation with an emphasis on integrity and high quality training solutions.

Our trainers and assessors are highly qualified and experienced in the areas in which they train. They look forward to providing the best and bringing out the best in each learner, for the workplace and the industry sector. To find out more about our services, our vision, our people, our approach, and our course offers, please visit our website at www.mintraining.edu.au.

Mint's Legislation Policy

There are some legislation that governs our obligations as a Registered Training Organisation (RTO), our obligations to you as our clients, and relates to the industry that we are conducting training for.

The legislation that particularly affects Vocational Education and Training includes:

- State & Commonwealth Legislation
- Education and Training Reform Act 2006
- Vocational Education and Training Act 1990
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Disability Act 2006
- Working with Children Act 2005
- Work Health and Safety Act 2011
- Racial And Religious Tolerance Act 2001
- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
- Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Age Discrimination Act 2004 (Commonwealth)
- Disability Standards for Education 2005 (Commonwealth)
- Privacy Act 2014
- Standards for RTO 2015

Mint International College is responsible to:

- Identify relevant legislation
- Obtain and maintain a copy of the legislation and links to legislation and regulations
- Provide staff with a list of appropriate legislation and the availability of the legislation.
- Ensure that staff acknowledges that they are aware of the legislation.
- Conduct professional development sessions for staff on relevant legislation and regulation and how it impacts on their work.
- Include information about relevant legislation in staff and student induction material

Training Definitions

Our training programs are predominantly based on the principles of Competency Based Training. Some of the common training terms you will discover are described below:

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance the Australian Skills Quality Authority (ASQA) to deliver, assess, and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Task skills (performing individual tasks)
- Task management skills (managing a number of different tasks within a job)
- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Mint International College applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas required.

Flexible Learning means an approach to training which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment which is required under a traineeship training contract. The traineeship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

Workplace Training, this is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

Student Enrolment

To enrol in a training program at Mint International College, you will need to contact our head office in Melbourne. Mint International College will arrange for a representative to contact you to:

- Discuss your training requirements
- Discuss undertaking a training program including information of work-placement (if applicable)
- Check your eligibility for Government subsidised training (WA only)
- Confirm of course fees and any Administration/Resources costs
- Conduct a Pre training Review and Language, Literacy & Numeracy (LLN) assessment to determine your learning needs
- The date of the mandatory orientation/induction session
- Organise course commencement

Mint International College is committed to the enrolment of student when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- meets the selection requirements for the relevant course
- provide all required information/documentation
- understand and agreed to the organisation's policies, procedures and code of conduct
- paid the prescribed fees

At enrolment, Mint International College will collect your personal information such as your contact number, email ID, address etc. Under Privacy Act 2014, Mint International College cannot disclose the information to third parties without your written consent. However your personal information may be required to be made available by Mint International College to Commonwealth and State Government and other related authorities. By signing the Mint International College enrolment form, you agreed for Mint International College to disclose your personal information to Commonwealth and State Government authorities upon request.

Student Selection

Mint International College will NOT pay, provide or offer, either directly or indirectly, incentives to individuals and/or entities to induce them to undertake training (either Government subsidised or Fee for Service).

Mint International College is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements. Therefore selection into a training program is based upon the applicant:

- meeting appropriate funding body entry criteria if the applicant is applying for a state funded program
- meeting any other entry requirements / pre-requisite qualifications and/or work experience requirements; and
- meeting any age requirements that may be in place for a particular course

If any applicant does not meet entry requirement, Mint International College may advise of any appropriate pre-entry training they can undertake to meet eligibility criteria.

Recognition of prior learning (RPL)

RPL is the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

In order for Mint International College to grant RPL, your assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients, and work samples.

You may apply for RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency. Our assessor will ensure that the evidence is authentic, valid, reliable, current and sufficient.

Each unit of competency is addressed individually and there are several stages in the RPL process:

- Self-assessment
- Submission of relevant evidence
- Assessment of evidence
- Interview and/or Demonstration and/or Observation tasks
- Gap training (if required)

Although Mint International College may finalise the RPL process within 4-8 weeks of receipt of the application and associated supporting evidence, it may take longer depending on the unit(s) of competency applied for and/or applicant providing required evidence on time.

RPL fees are determined at the time of application and depend on level of qualification and assessments required by the applicant.

Credit Transfer

Mint International College will accept and mutually recognise the qualifications and Statements of Attainment awarded by another RTO.

Credit transfer allows learner to count relevant, successfully completed unit(s) of competency at another RTO, and universities – towards their current course or qualifications. It works in two ways:

- Students receive credit for units or modules they have previously completed and are exempt from retaking them, therefore reducing the study load
- Students may be exempt from certain introductory units but are still required to complete the total credit points or hours for the course

To receive a Credit Transfer for a unit of competency, a student must complete and sign a Credit Transfer Application Form and submit it along with the certified copies of relevant Certificates, Transcripts and Statements of Attainment.

If approved, the student's training plan and the Student Management System will be updated accordingly.

There's no fee charged for Credit Transfers.

Guarantee of service

Mint International College guarantees to deliver the agreed training and assessment services to students upon commencement of their course. In the event that Mint International College withdraws the qualification due to extenuating circumstances, we will ensure that students are transferred to another Registered Training Organisation to enable them to complete the studies at no additional cost or alternatively Mint International College will issue a refund of course fees that relate to training not yet delivered to the student.

Mint International College will issue students with a Statement of Attainment for any units completed within their course of study.

Mint International College incorporates adult learning principles throughout the delivery of its training programs. You are encouraged to take responsibility for your learning and to actively participate in the learning and assessment process. Mint International College encourages you to:

- Prepare for training sessions by completing the subject reading prior to scheduled classes
- Participate appropriately in all training sessions
- Undertake all work requirements in line with designated deadlines
- Speak with your trainer or workplace supervisor regarding any problems or issues you may experience during your course
- Participate in evaluation activities and offer constructive feedback regarding your course
- Expect that Mint International College trainers will treat you with politeness and respect and reciprocally treat trainers in the same manner

Use formal complaints procedures if you experience any difficulties with Mint International College staff once all informal avenues have been exhausted.

NOTE: Mint International College does NOT guarantee that a learner will successfully complete the training product on its scope of registration. And does NOT guarantee that a learner will obtain particular employment where this is outside the control of the RTO.

Code of Conduct

The code outlines students' rights and responsibilities in regard to their participation at Mint International College programs. All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Not be harassed, victimised or discriminated against on any basis.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised.
- Receive training and assessment that is in accordance with the requirements of the accredited course and endorsed Training Package.
- Be issued with qualifications and/or statements of attainment when a program of study has been successfully completed
- Access the information Mint International College holds about them by providing reasonable time-frame.
- Have their complaints dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Provide feedback to Mint International College on the student services, training, assessment and support services they receive.

All students, throughout their training and involvement with Mint International College, have the responsibility and are expected to:

- Treat all staff and other students and their property with respect and value their cultural diversity
- Respect the opinions and backgrounds of others.
- Not harass, victimise, discriminate against or disrupt others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Respect school's facilities and resources and follow relevant policies and procedures
- Not to bring any articles or items that may threaten the safety of self or others.
- Notify RTO's administration staff as soon as possible in writing if any of their personal or contact details change.
- Refrain from using mobile phones or other technology devices when advised by the trainer/assessor during class and/or during assessment/exam activities.
- Attend all training/placement on time and ensure that behaviour meets both the expectations of Mint International College and the requirements of the particular workplace facility.
- Follow Training Plan and complete all assessment tasks, learning activities and assignments honestly and without plagiarism and cheating.
- Make regular contact with their Trainer/Assessor and submit all assessment tasks, assignments and other evidence of their work in original and on time (*please make a copy of your assessments before submitting originals*).
- Notify the trainer if they are unable to attend the training session for any reason at least 24 hours prior to the commencement of the activity.
- Refrain from smoking at training/placement venues and on the premises of Mint International College.
- Provide up-to-date, accurate and timely information when required.

Consequences of Misconduct

The consequences of misconduct will vary and be dependent upon a range of circumstances. Examples of the consequences of misconduct can include, but are not limited to:

- Informal notice by a trainer, assessor or other staff member of the need to comply with the required standards of behaviour
- Re-assessment or re-submission of assessment activities
- Formal meeting with Mint International College's Management Staff to discuss the misconduct.
- Formal written warning.
- Request to provide a show cause as to why they should be allowed to continue in the course.
- Suspension of an enrolment when no response received from student by the given time-frame
- Suspension of an enrolment until the misconduct is resolved.
- Full Cancellation of enrolment without a refund of fee.

Traineeship/Apprenticeship Overview

The combination of work and training provides the opportunity to develop practical skills and improve workplace knowledge.

A trainee/Apprenticeship involves a Training Contract which is an agreement between you and your employer detailing the training conditions and the type of training program you will undertake. Training Contracts are lodged by Australian Apprenticeship Centres with the relevant State Training Authority.

Your Training Plan is an agreement between you, your employer and Mint International College, which sets out the training conditions and the type of training program you will undertake. It is an important document to retain and refer to as your training is being delivered. The Training Plan must be signed by yourself, your employer and Mint International College's representative and may be revised periodically to ensure it is still relevant to you and your employer.

All trainee/Apprenticeships fall under National Training Packages. National Training Packages specify the available qualifications, competency standards and assessment guidelines for training programs in each industry sector.

Training Delivery

Your training program is delivered through the utilisation of a number of training strategies. The flexibility in training delivery incorporates options that best suit your needs. Learning may take place in (but not limited to):

- Classroom
- Workplace
- Simulated environment
- Self-paced
- Any combination of above.

Regardless of where the training takes place, student is governed by Mint International College's policies and procedures as well as:

- Codes of conduct and behaviour for a specific workplace facility.
- Emergency and evacuation procedures for that location.
- Any lawful directive from any Mint International College authorised employee

Accredited Programs

Accredited programs are usually competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

It is important to note that the rules and requirements of a Unit of Competency and a Qualification are applied to any client regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace, or you could be applying for recognition of the skills and knowledge currently held.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include one or more of the following (but not limited to):

- Specific tasks set by your Trainer/Assessor
- Observation/Demonstration
- Written assessments and exams
- Workbook activities
- Examples of work completed or special projects
- Group discussions
- Role plays
- Third party reports
- Oral and/or Written presentations
- Case Studies
- Research tasks
- Work-placement assessment
- Any combination of above

Mint International College works towards facilitating students to achieve success through a number of strategies:

- Provision of user friendly learning resources
- Training services that are focused on assisting the student
- Availability of additional support when required
- Learning, Language and Numeracy guidance
- Provision of information relating to the requirements of the training program, including the assessment details
- Developing assessment tools that are closely linked to both the training program and workplace requirements

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competency
- To demonstrate that you are competent to the agreed industry standard

Mint International College recognises that, not all participants learn in the same manner. Mint International College will make any reasonable and necessary adjustment to meet the needs of a variety of participants.

Reasonable adjustment may mean:

- making training resources and methods accessible;
- adapting physical facilities, environment and/or equipment;
- making reasonable changes to the training and assessment strategies; and
- making reasonable changes to the way evidence for assessment is gathered

Attendance and Course Progress Monitoring

Mint International College ensures that scheduled training and assessment sessions do not exceed 8 hours in one day for all delivery modes.

If you are unable to attend, please notify your trainer or telephone our office as soon as possible.

All participants are required to maintain a high level of attendance. The trainer/assessor will record your attendance on an Attendance Sheet for each training and assessment session. If any participant leaves a class early or arrives late, this will be recorded as well. The attendance sheet allows us to ensure that students are safe if there is any need for emergency evacuation of the building, etc.

If a student is more than 30 minutes late for a session the trainer has the right to refuse entry to the classroom. This may result in the student failing to progress with their training. Entry to the classroom or session will be influenced by:

- A risk assessment of any assessment activities being undertaken at that time.
- The potential of disruption to other students.
- Whether this is an ad-hoc or regular occurrence.

Students who have access to online resources must complete all units/assessments on or before the due dates. Regular contacts are made and course progress is monitored by trainers and assessors.

Students who are identified as being at risk of failing to maintain satisfactory course progress are invited to engage in a review of course progress process. Mint International College defines students who are at risk of failing to maintain satisfactory course progress as those who:

- do not attend classes regularly (especially without notification);
- do not participate actively and regularly;
- do not submit assessments on or before the due date without formally applying for an extension;
- fail two or more units within a study period or the same unit more than once.

All students are appointed a trainer/assessor who is responsible for the delivery and monitoring of training and assessment activities. If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should first discuss this with your trainer.

Review and evaluation processes may occur over the duration of your course. You are encouraged to provide feedback to assist us for our Continuous Improvement. This will be conducted at least once throughout the duration of your training and/or at the completion of your course of study.

Course Disciplinary Procedures

Mint International College is committed to ensuring that fairness and equity considerations are incorporated in the provision of training delivery and assessment. This means that all of our students and staff have the right to study and work in a positive environment which values diversity.

If your behaviour impacts on the performance of others within your group, the trainer will discuss the situation directly with you, and will try to sort out the problem. If there is no improvement, a written notification will be issued to yourself/your employer detailing the issues.

If there is still no improvement, then, in conjunction with your employer (if applicable) the following may occur:

- You may be taken out of group training for one-on-one session
- You may choose not to continue with the training
- Your employer may choose to withdraw you from your training program

Making the most of the Training Program

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, undertake to do the following:

- Attend the training sessions and complete all required learning and assessment activities
- Prepare well in advance of each training session
- Be a willing participant

- Work with fellow students
- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Make copies of assessments for yourself before submitting original
- Be willing to contact your trainer if you do not understand the training activity or assessment task

Assessment Requirements

Students are required to submit all assessment by the due date set by your trainer/assessor. An Assessment may not be accepted if the following information is missing or incorrect:

- Student's Full name and the Group he/she belongs to (*where applicable*).
- Unit of Competency Code and Title.
- Assessment type.
- Trainer/Assessor name.
- Student's signature and Date submitted.

Students must keep a copy of their assessment before submitting an original.

Students will be provided with a feedback on their assessment and the determination of them being "Competent" or "Not Yet Competent" in a Unit of Competency.

All required assessments/exams within a unit of competency are assessed as **Satisfactory** or **Not Satisfactory**. And the final result for a Unit is marked as *Competent* or *Not Yet Competent*.

Competent — a student is deemed 'Competent' in a Unit of Competency only when all the required assessments / exams etc. are satisfactorily completed.

Not Yet Competent — a student is deemed 'Not Yet Competent' in a Unit of Competency when he/she did not satisfactorily attempt one (1) or more required assessments.

Withdrawn — a student is considered 'Withdrawn' from a Unit of Competency when he/she did not attempt at all and/or submit by the due date, one (1) or more required assessments.

Assessment Extension & Re-submission

Students may apply for an extension for submitting an assessment by completing an Assessment Extension Form no later than 5 working days before the due date. **Verbal extensions are not accepted.** An extension of up to 1 week may be granted, considering the nature of the request. Students who consistently apply for extensions will be referred to the Training Coordinator/Manager.

A student is given maximum of 2 attempts for each assessment in a unit of competency. If a student's work is *Not Satisfactory* in a 2nd attempt, he/she may repeat the entire unit of competency.

Where a student fails to submit an assessment or does not attend a scheduled activity/examination without previously arranging an extension, it is deemed to be a first attempt. The student is permitted to submit an assessment (or attend an examination) on/by a subsequent date and this is deemed to be their second attempt.

Certificates and Statements of Attainment

PLEASE NOTE: A Certificate or a Statement of Attainment cannot be issued without a verified Unique Student Identifier (USI). Please read the next (USI) section for more information.

Upon successful completion of all the requirements of your training program you will receive a Nationally Recognised Certificate. In cases where you do not complete the full requirements of the course, a Statement of Attainment for the individual Units of Competency successfully completed will be issued.

Mint International College will issue AQF Qualifications or Statements of Attainment within 30 days of course completion / withdrawal, provided there are NO outstanding fees.

Mint International College will only issue AQF Qualifications and Statements of Attainment within its scope of registration that certify the achievement of qualifications from nationally endorsed Training Packages or qualifications, competency standards or modules from accredited VET courses in accordance with Mint International College's policy for issuing certificates and statement of attainment.

Mint International College will note the language of delivery and assessment on AQF qualifications and statements of attainment issued if the delivery and assessment have been entirely in a language other than English.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a Registered Training Organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards.

It is free and easy to create your own USI online. Follow simple steps by visiting www.usi.gov.au or give your written consent to Mint International College to create your USI on your behalf.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Access to Files

Students have access to their personal records. You may request information on your student file through Mint International College's administration staff.

In line with Privacy Act 2014, information about a student, (except as required by law and/or as required under the Standards for RTOs), is not disclosed to a third party without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student consents to disclosure of information, this consent is kept on the student's file.

To maintain confidentiality of student records only authorised staff will have access. Student records may only be accessed by trainers, administrators and Mint International College's management. Some records are required by Commonwealth/State government bodies for reporting and compliance purposes.

Language, Literacy and Numeracy (LLN) Assistance

At Mint International College, all courses are delivered in the English language with a number of written assessments and research assignments. Mint International College makes every effort to ensure that all students have equal understanding of the assessment requirements. In regards to LLN, Mint International College will ensure that:

- Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing
- The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires
- Existing LLN skills are taken into account
- In cases where you may need further assistance with LLN, your trainer will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

Student Welfare and Guidance

Your trainer should be your first point of contact for assistance for any information you require relevant to the course. If in the case where your trainer cannot assist you they will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

We take into account the relevant statutory and procedural requirements including but not limited to:

- Workplace Health and Safety;
- The review of payment schedules when requested;
- Learning/articulation pathways and RPL & RCC opportunities;
- Provision for special learning needs inclusive of language, literacy and numeracy;
- Provision for special cultural and religious needs;
- Reviewing/inspection of all training sites prior to utilising the location;
- Ensuring students are able to get to and from scheduled sessions;

Mint International College Office is located within the Melbourne CBD location allowing the students ample time to get to and from scheduled sessions within Public Transport periods.

In cases of welfare guidance and assistance, information and support can be found at your local Centrelink office. To contact Centrelink to discuss any of their services with a Centrelink staff member it is best to call 131021 and arrange an appointment.

For issues not related to the delivery of training and assessment services please refer to your direct workplace supervisor. Further support and information may be obtained via the handy links provided.

Here you will find legislation and information including:

- Privacy: www.privacy.gov.au/
- Human Rights & Equal Opportunity: <http://www.hreoc.gov.au/>
- Occupational Health and Safety: <http://safeworkaustralia.gov.au/>
- Literacy: <http://www.deewr.gov.au/Skills/Programs/LitandNum/LiteracyNet/Pages/default.aspx>
- Bullying & Harassment: www.bulliesdownunder.com/website.htm
- Welfare Guidance and Assistance: www.centrelink.gov.au
- Apprenticeship and Traineeships: www.australianapprenticeships.gov.au
- Australian Apprenticeship Training Information Service: www.nacinfo.com.au

Student Support Policy

This policy ensures that all students are given support while studying with Mint International College. This support includes both academic support and personal support and the following procedures ensure that students are made aware of the support available.

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

- A tour of the RTO identifying classrooms, student areas, student administration area, and any other relevant areas within the RTO such as toilets, fire exits, and restricted areas.
- Information on emergency evacuation procedures
- Information on how to access the student support services within Mint International College

Nominated Student Support Officer

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

Students can access the Student Support Officer directly or via student administrations and an appointment will be organised as soon as practical.

Where it is identified that students are having learning difficulties, Mint International College will provide additional support to the students in the form of additional learning time, additional reading material, and more support from their trainer.

If further assistance is required, learners will be referred to specialist external support agencies.

If students are having emotional or psychological issues during the course, Mint International College will provide referrals to appropriate agencies.

There are no costs associated with internal student support and for referring students to external service.

Plagiarism

Plagiarism is the action or practice of taking and submitting or presenting the thoughts, writings or other work of someone else as though it is your own work. Plagiarism includes any of the following, without full and appropriate acknowledgment to the original source(s):

- the use, in essays or other assessable work, of the whole or part of written work from any source including but not limited to a book, journal, newspaper article, set of lecture notes, current or past student's work, any other person's work, a website or database;
- the paraphrasing of another's work;
- Plagiarism, either intentional or unintentional is a practice which runs counter to Mint International College's values of quality, excellence and integrity. There is an expectation that students will prepare and submit work which is their own and which acknowledges the work of others.

If a student is found to have deliberately plagiarised the work of another - including copying the work of other students – Consequences will apply. It is a key responsibility of an assessor to distinguish original from plagiarised work.

Consequences of plagiarism can include any of the following at the RTO Manager's direction:

- The assessments to be re-submitted
- An unsuccessful result for the unit or cluster
- A counselling session if appropriate
- Suspension of enrolment unless the issue is resolved

Appealing a plagiarism decision

Where a student disagrees with a decision regarding plagiarism made by the assessor, the Mint International College complaints form must be completed and must be made in writing and forwarded to the RTO Manager. The information provided in the complaints form will be reviewed by a board consisting of an external assessor, General Manager and CEO. Findings and actions will be forwarded to all parties.

Grievance Policy

Mint International College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. Complainants are entitled to access this grievance procedure regardless of the location at which the grievance has arisen, the Complainant's place of residence or mode of study. Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study. Non-academic matters come from decisions made by Mint International College and may include issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusion from events and facilities.

Mint has both informal and formal grievance procedures.

Informal Grievance Policy

In the first instance, Mint International College welcomes the opportunity to informally address any grievance or concern an individual may have with us. The matter can be raised directly with any member of staff, including the RTO Manager however this is not a mandatory requirement for either Academic or Non-Academic complaints.

Formal Grievance Policy

For initial processing of Academic and or Non-Academic complaints, formal grievances should be submitted in writing to:

RTO Manager - 99 Queensbridge Street, SOUTHBANK, VIC, 3006.

The responsible officer within Mint International College will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within the most efficient and timely manner.

Once the grievance has been received, a suitable person will be assigned to investigate the grievance. Mint International College will aim to have the investigation concluded and written summary of the outcome provided to the complainant within fifteen (15) working days of receipt of the submission.

For more detail on Mint International College's Grievance policy, please visit www.mintraining.edu.au or ask an Administration staff or trainer for a copy of the Mint grievance policy.

The Assessments Appeal process will be completed in accordance with the Grievance Policy.

Fairness, Access and Equity

Mint International College recognises different student's value and provides inclusive environment for all students regardless of their background. We aim to provide open, fair, clear and transparent policies and procedure for use by Mint International College students. All students should be treated courteously, with speed and efficiency throughout the process of enquiry, selection, enrolment and participation.

All students have access to assessment, which does not discriminate on any basis. Mint International College provides additional support to candidates and students who have special needs.

At Mint International College, no person is discriminated against harassed or treated unfairly. Any employee, trainer/assessors, student or visitor found to be discriminating against; harassing or victimising others will be subject to serious disciplinary action

All participants have equal access to our courses irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into our courses. Where our courses have a limited number of available places, these will be filled on the *first come first serve* basis. Any issues or questions regarding access and equity can be directed to our RTO Manager.

Fees and Refund Policy

General fee and charges

Please visit www.mintraining.edu.au to view current fees and charges for all courses on scope.

Mint International College will inform the student in writing of fees prior to commencement of studies.

For domestic students, Mint International College will not charge more than \$1000 prior to the commencement of the course. The remaining balance of the total course fee can be paid by instalments. Where the total course fee is less than \$1000, it may be paid in full or by (approved) instalments. The instalment plan is created more appropriately to match a particular training program at the discretion of the Financial Officer/RTO Manager. Mint International College may require payment of additional fee in advance (such as administration and/or resources/materials fees) but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1500.

Payment may be made by Electronic Fund Transfer, bank cheque, or credit card.

Mint International College will honour its advertised fees, except where fees are altered and disclosed in documentation supplied prior to enrolment.

Where applicable, we maintain an agreement only with student and not with any third party paying fees on behalf of student (except where tuition is being provided under a government subsidised program such as a Traineeship or an agreed employer contribution).

Mint International College may charge \$30 for reprinting and issuing of VET Certificate or Statement of Attainment.

(Student needs to contact Mint International College immediately if they have not received their certificate / statements. The above fee will be charged if student requests a copy of their certificate/statement after ONE year of completion/withdrawal from their course of study)

Concession/Fee Waivers/Fee Exemptions

Concession fee is only available to student applying to enrol into a Government subsidised training program. The concession fee may be different in each State. Student must apply for concession fee at the time of enrolment. Mint International College will assess student's eligibility and grant fee concession to eligible student in accordance with the requirements set out in the State Government's Fee Guidelines/Policy. To be granted a concession fee, student must provide a valid identification document such as Healthcare card, Pensioner card or a formal letter from Centrelink to show that they are eligible for concession fee.

Fee Waivers/Fee Exemptions may apply in some states. A referral form from approved initiative/centre/ Initiative/referring agency must be provided at the time of enrolment. A referred Job Seeker must provide a standard Job Seeker Referral Form. In these instances, Mint International College must invoice the referring agency directly for the portion of the tuition fee not covered by the referred job Seeker.

Withdrawal from a course or Unit of Competency

If a student wishes to withdraw from the course or a Unit of Competency, they must do so in writing and adhere to the relevant procedure when applying for withdrawal.

Withdrawal for the purpose of this policy could be due to any of the following:

- Course abandonment
- Initiated by Mint International College OR
- Initiated by student.

Enrolment Abandonment

Student will be considered to have abandoned their enrolment if they fail to attend 4 consecutive scheduled sessions without giving prior written notification. Where enrolment abandonment is deemed to have occurred, the enrolment will be suspended and written notice will be sent to student's postal address and/or email on file.

Refunds

Please refer to International Student Prospectus (available at www.mintraining.edu.au) to see Refund policy for International Students.

General refund

Students are advised that written advice of withdrawal is necessary to ensure that they are eligible for refunds.

If the training is cancelled by Mint International College, a full refund of fees will be provided.

In the event where student withdraws from a unit of competency, **on or before the commencement date**, 100% of tuition fees paid for that unit will be refunded (minus any non-refundable enrolment/administration fee paid).

In the event that student withdraws from a unit of competency **after commencement** for that unit, no refund is applicable.

In the case of enrolment abandonment, no refund will apply and student may also be required to pay any outstanding fees for their enrolment.

A refund of materials fees is applicable only when all materials are returned in an unused and undamaged condition.

In case of no notification of withdrawal received from the student, the date of last engagement or last correspondence sent to student is considered as a Withdrawal date.

Refund requests must be submitted in writing to Mint International College's head office. Approved refunds will be made within 28 days of receiving the withdrawal notice to the nominated bank account or by cheque, minus any non-refundable enrolment/administration fee paid (except where training is cancelled by Mint International College).

If a student is enrolled in apprenticeship/traineeship program, state specific refund policy will also apply (*see Western Australia Refund policy below*).

Paying by Instalments

In the case of withdrawal after the commencement of the unit of competency student will be required to pay any remaining monies for that unit by an agreed date.

In cases where the instalment agreement is broken (i.e. fees are not paid by the due date) the following may occur:

- Reminder notices may be forwarded, requesting immediate payment of overdue fees.
- If a satisfactory response is not forthcoming, debt recovery action may be taken in order to recover the fees. Any debt collection costs will be student's responsibility.
- No documentary or verbal evidence of enrolment or results will be given.
- Student will not be accepted into any other course/unit of study with us whilst fees remain outstanding.
- The enrolment may be suspended or cancelled at the discretion of the RTO Manager.

Western Australia - Refund Policy

Mint International College has in place a fair and equitable refund policy. Refunds for the enrolment fee will be made in line with the Western Australia fees and charges policy.

Students are advised that written advice of withdrawal is necessary to ensure that they are eligible for refunds.

Full Refunds

Students who withdraw are entitled to a full refund of the fees and charges where:

- A course/qualification or unit is cancelled or re-scheduled to a time unsuitable to the student; or
- A student is not given a place due to maximum number of places being reached;

Part Refunds

Students who withdraw for reasons other than those outlined above and notified Mint International College (*and Mint Group Staffing – where applicable for Mint Group Staffing employees*) before 20% of delivery has been concluded will be eligible for a Full refund of unit fee. An administration fee of \$50 will be charged and deducted from refund.

Pro Rata Refunds

A pro rata refund of fees and charges will be approved at any time during the course of delivery if students withdraw for reasons of personal circumstances beyond their control, otherwise no refund will be approved after 20% of delivery has been concluded. For example:

- Serious illness resulting in extended absence from classes;
- Injury or disability that prevents the student from completing their program of study; or
- Other exceptional reasons at the discretion of Mint International College Management.

In all cases, relevant documentary evidence (for example, medical certificate) is required.

An administration fee of \$50 will be charged and deducted from refund.

If an outstanding amount is still owing to Mint International College when the participant withdraws, Mint Group Staffing will deduct the amount owing from the last pay.

Other Fees

- Re-marking of an assessment (unless written request is made within 4 weeks of the publication of results) - \$25
- Replacement / Re-issue of Certificate / Statement of Attainment - \$30

(You need to contact Mint International College immediately if you have not received your certificates / statements. The above fee will be charged if you request a copy of your certificate/statement after ONE (1) year of completing the course).

Contact Us

If you have any questions, queries, or require further information pertaining to your training and/or our services, you may contact us via phone or email;

Office	Address	Phone
Melbourne (head office)	99 Queensbridge St, Southbank, VIC 3006	Australia: 1300 130 432 International: +613 8320 7600
Office Hours	9am to 5pm	
Web Address	www.mintraining.edu.au	
Email	contact@mintraining.edu.au	
Student Support Officer	Anita Wang	
RTO Manager	Sunny Banga	
After hours contact	0458 298 114	