



Student Handbook

**International and Domestic
Students**

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WELCOME

Max Therapy Institute (MTI) welcomes students from all over the world. Our students not only love learning with us but the opportunities that they encounter are some of the most valuable experiences during their study with us.

With our modern training facilities and experienced staff, student will experience hands on training delivered in classroom and college student clinic plus real workplace settings.

Upon successful completion of our courses, these valuable 'real life' experiences will prepare each and every student for the massage industry. Highly professional trainer, outstanding student support and a convenient location are a few reasons why MTI is the right choice for you.

MTI is closely linked with the massage industry, which enables us to cater the needs of the sectors and the ability to tailor courses to meet the growing industry needs, you will find that our courses are flexible and designed to suit your education level and lifestyle in Australia.

Max Therapy Institute- Your pathway to the future.

SECTION 1- INTERNATIONAL STUDENTS

The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

WHY MAX THERAPY INSTITUTE?

Students at Max Therapy Institute are supported in their learning to develop a strong link between theory and practical knowledge. Massage courses offered at the college are designed to progress the student from basic theory to being a competent, confident practitioner. EAL courses provide students a structured approach to English study for further study.

MTI Trainer & Assessors are all fully qualified in their field and have current industry experience. . All learning programs are taught in accordance with government and registered body requirements.

PURPOSE OF THIS HANDBOOK

Purpose of this handbook is to provide you with all the information that you need to know to prepare for and while studying with MTI. Please ensure you read it thoroughly before you arrive.

LOCATION

Max Therapy Institute
Level 3, 310 Kings Street
Melbourne VIC 3000

Tel: 03 9640 0339

Email: info@mti.vic.edu.au

Web: mti.vic.edu.au

MAIN CONTACT INFORMATION

Name: Patricia Smith (Course Coordinator)

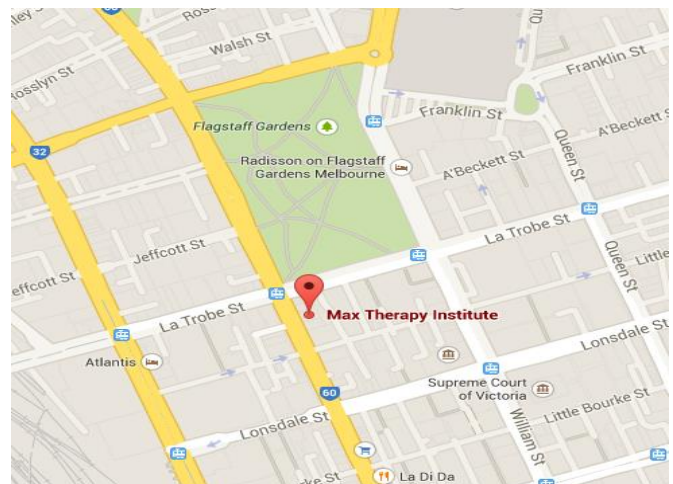
Email: manager@mti.vic.edu.au

Tel: 03 9640 0339

Student Support

Email: info@mti.vic.edu.au

Phone: 03 9640 0339



Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

Department of Home Affairs

131 881

2 Lonsdale Street, Melbourne Vic 3000

and

Level-5, 76 Thomas Street, Dandenong VIC 3175

Website: www.homeaffairs.gov.au

Local Medical Centres**Swanston Street Medical Centre**

393 Swanston Street

Melbourne VIC

(03) 9654 2722

The Town Medical Centre

3/423 Bourke Street

Melbourne VIC

(03) 9670 5777

QV Medical Centre

55/292 Swanston Street

Melbourne VIC

(03) 9662 2256

Collins Street Medical Centre

7/267 Collins Street

Melbourne VIC

(03) 9654 6088

Transport:

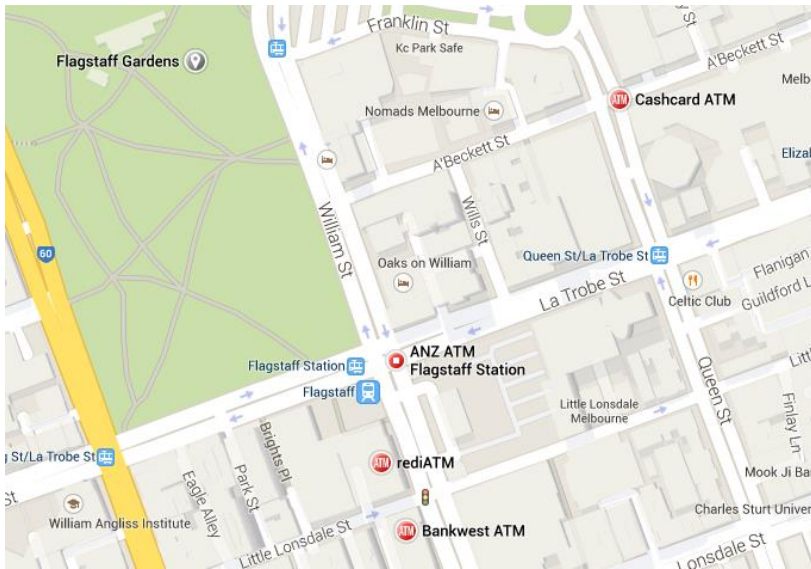
<http://www.ptv.vic.gov.au/>

Public Trains, Trams, Buses

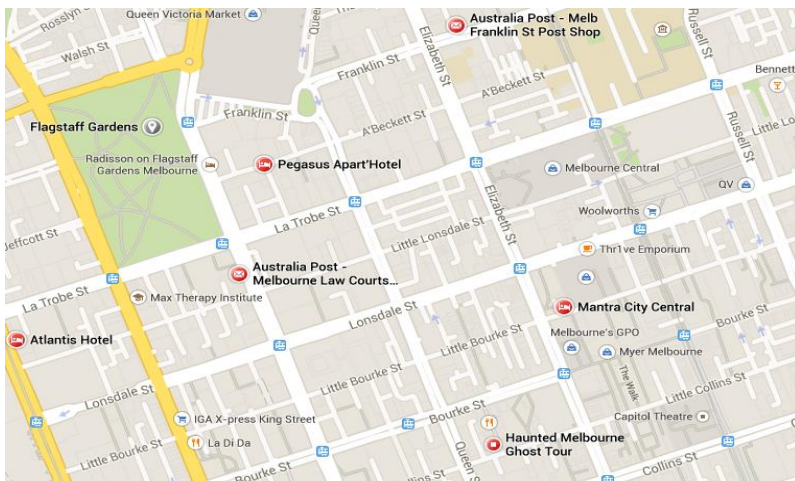
Local taxi companies

- www.13cabs.com.au
- www.silvertop.com.au

ATMS:



Post Office



LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Melbourne.

This first section of the Handbook provides you with information about the courses we offer, how to apply, including how to apply for your visa. It also provides you with information about arriving in Australia, as well as some introductory information about living and studying in Australia.

ADMISSIONS AND ENROLMENT

MTI accepts applications from all students who meet the entry requirements published in the Course Overview and Course Brochure. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

ENROLMENT PROCESS

To apply to enrol in a course, you must complete an Enrolment Form. Once you have decided what course you want to apply with MTI and follow application process as outlined in this handbook. You must complete an Application form available at MTI website. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

If you cannot provide evidence of English proficiency, you will be issued with a conditional letter of offer Based on MTI receiving evidence of your English Proficiency prior to commencement of your course.

OVERSEAS STUDENT HEALTH COVER

All international students ***must purchase health cover*** called Overseas Student Health Cover (OSHC). You will need to arrange OSHC before you come to Australia to cover you from the moment you arrive. The Department of Immigration and Border Protection requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx
- OSHC World care www.oshcworldcare.com.au
- NIB OSHC www.nib.com.au/home/newtonib/overseasstudents

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

- Extra OSHC provided by some OSHC providers.
- International travel insurance.
- General treatment cover with any Australian private health insurer.

APPLYING FOR A STUDENT VISA

Once you receive your electronic Confirmation of Enrolment/s (CoE), you are now eligible to apply for your student visa. a. Please ensure you check that you have met all of the application requirements for your country in which you hold your passport. Further information about applying for a student visa can be found at: <http://www.immi.gov.au/allforms/pdf/applying-student.pdf>.

VISA CONDITIONS

If you are granted a Student visa, you must abide by its conditions as mentioned on the “Applying for a Student Visa” document. This document is available at <http://www.immi.gov.au/forms/Documents/applying-student.pdf> Failure to comply with these conditions may result in the cancellation of your student visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify MTI of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of MTI.
- Remain with the principal education provider (MTI) for 6 months unless you are issued with a letter of release from the MTI to attend another institution.

ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Melbourne at least 2 weeks before your course orientation to give you time to settle in.

Melbourne Airport, also known as Tullamarine Airport, is the primary airport serving the city of Melbourne. The distance from Melbourne Airport to MTI is approximately 23 kilometres and is almost 23 mins away.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa.
- Your Confirmation of Enrolment (eCoE).
- Insurance policies.
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by MTI at the time of confirmation of enrolment.
- If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs. If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at www.aqis.gov.au

ARRIVING IN AUSTRALIA

Getting from Melbourne Airport to your accommodation

Airport Shuttle (Sky Bus)- Runs between Melbourne Airport to Southern Cross train station every 10 mins and is the low-cost airport bus. More information about costs and timetables are found at: <http://www.skybus.com.au/>

Taxi services- Taxi fares vary based on distance, location and time of travel. Additional charges apply on some public holidays, when booking in advance, making an electronic payment, using toll roads, or when your taxi has five or more passengers. For more information visit taxi.vic.gov.au/fares

Airport Pickups- Airport pickups and drop off at your organized accommodation can be organized by college upon request made at the time of application for a cost of \$150 only.

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Melbourne you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

ACCOMMODATION

There are various accommodation options to suit different budgets and needs:

- Homestay- Popular with younger students, staying with a local Australian family.
- Share Accommodation- Living in a flat (apartment) or house with other students.
- Lease your house. You have the same legal rights as anybody else renting in Australia. More information is available here <https://www.consumer.vic.gov.au/internationalstudents>

You can find housing information at the following websites:

www.flatmatefiners.com.au

www.gumtree.com.au

www.domain.com.au

www.realestate.com.au

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Melbourne are as follows

- Centre-based childcare- \$ 80 to \$ 120 per day per child
- Family day care- \$5.50-\$16.80 per hour per child dependent on geographical location and service
- Au pairs (living in your home) \$80-\$120 pocket money per week (+agency fee)
- Nannies - \$15-\$25 per hour live in \$15-\$35 per hour live out (+agency fee)

Find out more at: <https://www.careforkids.com.au/articlesv2/article.asp?ID=77>

For school children, current costs range from \$ 8,159, to find out more about application processes and costs go to: <http://www.study.vic.gov.au/deecd/schools-in-victoria/apply/en/school-fees.cfm>

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- \$18,610 a year for the main student.
- \$6,515 a year for the student's partner.
- \$3,720 a year for the student's first child.
- \$2,790 a year for every other child and where required.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

WORKING IN AUSTRALIA

You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **not in session**.

- Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.
- If you are doing voluntary, unpaid work, it is not included in the limit of 40 hours per fortnight if it:
 - is of benefit to the community
 - is for a non-profit organisation
 - would not otherwise be undertaken in return for wages by an Australian resident (that is, it is a designated volunteer position), and
 - is genuinely voluntary (that is, no remuneration, either in cash or kind is received—board and lodging acceptable).

You may have a part-time or casual job while you study in Australia. Depending on the job, most people should be paid at least \$18.29/hour; and over \$22.86/hour if you are a casual employee. You may be entitled to even more than this depending on the industry you work in, or if penalty rates apply to your shifts.

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.border.gov.au/Trav/Stud/More>.

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

Information for international students: <https://www.fairwork.gov.au/about-us/our-role/corporate/open-letter-to-international-students>

Check your pay rate: <https://www.fairwork.gov.au/pay>

Find your award rate: <https://calculate.fairwork.gov.au/findyouraward>

Contact the fair work ombudsman if you are having problems <https://www.fairwork.gov.au/contact-us>

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- \$18,610 a year for the main student.
- \$6,515 a year for the student's partner.
- \$3,720 a year for the student's first child.
- \$2,790 a year for every other child and where required.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Immigration and Border Protection website

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at www.understandingmoney.gov.au

SECTION 2 – ALL STUDENTS

FEES AND CHARGES

A non-refundable application fee of \$150 applies to all of our courses. This fee is due at the time of accepting your Letter of Offer.

A one of Resource fee is payable at the commencement of the course you are enrolling in. For Massage students this fee covers uniform, name badge, student clinic products. For the EAL students the Resource fee covers the textbook

You can find up to date fees and charges information on the Student Handbook or by visiting our website <http://mti.vic.edu.au/courses/> and selecting the desired courses from drop down menu.

These fees and charges will be shown in your Letter of Offer

Method of Payments

You are able to pay your fees by the following methods:

- Electronic Bank transfer,
- Cash or Bank Cheque,
- Credit Card - Master Card or Visa cards only. (**Please note that a 2.5% surcharge applies to all credit card payments**)

Electronic Bank transfer

Account Name: Max Therapy Institute Pty Ltd

BSB: 033-172

Account Number: 716727

Swift code: WPACAU2S (Overseas transfers only)

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

All fees and charges will be outlined in the Letter of Offer showing due dates for each payment. . y. You can pay your fees by above indicate method of payment. All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students. At MTI, student fees are protected under Tuition Fees Protection Service and Australia's consumer protection laws. The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative placement options. Please visit www.tps.gov.au for more information.

Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to three attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee. Re-sit fees will be calculated as total cost divided by total number of hours for the course and multiplied by total unit hours.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted MTI to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at info@mti.vic.edu.au

ADDITIONAL CHARGES

MTI has the following of additional charges

- Fee for replacement testamurs is \$75
- RPL Fees= RPL charges will be calculated per unit. All RPL fees will be outlined in the Letter of Offer for Student Agreement and must be paid prior to processing of RPL.
- Late payment fee – A late payment fee of \$50 per week applies to all students who pay after their scheduled payment date. . Payment plan set up fee –
- Payment plan fee - A \$50 payment fee set up fee applies for students who are requesting a payment plan.

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

1. Refunds – International students

For international students, eligibility for a refund will be assessed as follows:

A. Circumstances in which a refund will be paid – REFUNDS APPLY

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- Where a course does not start on the starting date outlined in the Letter of Offer.
- If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- At the discretion of MTI's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- If an offer of a place is withdrawn by MTI and this is not due to incorrect or incomplete information being provided by the student.

B. Circumstances in which a partial refunds will be paid – PARTIAL REFUND

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where MTI fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2007.
- If an international student is refused a visa and hence not being able to commence the course, MTI will refund the amount of the tuition fees upon proof of a visa rejection letter from DIBP. Application fee of \$350 is nonrefundable.
- If an international student is refused a visa (student default) but has already commenced their course, withdraws from the course or failed to pay an amount he or she was liable to pay MTI in order to undertake the course refund will be calculated as :

Refund amount= weekly tuition fees x weeks in default period

- If a student has supplied incorrect or incomplete information and as a result MTI withdraws the offer prior to commencement of the course, the student will be eligible to receive a refund of all course fees paid less a 20% administration fee and the application fee is nonrefundable.
- Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before cause commencement, the deposit paid will be refunded less a 20% of tuition fee and application fee is nonrefundable.
- If a student withdraws or defers their course after the course has started and they have paid for units/clusters that have not been commenced. This will be calculated on a per unit or cluster cost calculated as the course fee less administration fees of 20%, less textbook fees divided by the total number of units or clusters in the course.
- The application fee is nonrefundable and students are not required to pay an additional application fee when re-commencing the course.
- All suspension of studies for compassionate or compelling reasons may be eligible for fee transfers to a new term.

C. circumstances in which a refund will not be paid – NO REFUND

A student is not entitled to a refund in the following circumstances:

- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Where MTI terminates the student's enrolment because of a failure to comply with MTI's policies, misbehavior or unsatisfactory course progress or attendance.
- Refunds only apply 3 weeks prior to a term commencement. Once this period has lapsed, no refunds will be issued.
- There are no refunds for public holidays or days when a student is absent from class.

2. Outcomes of refund decisions

MTI will provide the outcome of the refund assessment in writing to the student's registered address, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment following MTI Complaints and Appeals Policy and Procedure.

Note- This agreement, and the availability of complaint and appeals processed, does not remove the right of the student to take action under Australian's consumer protection laws.

3. Processing Refunds

a. Processing refunds – provider default

- Automatically issue a refund within 14 days to students who have enrolled and paid their deposit/enrolment fee and the course is cancelled prior to commencement.
- Automatically issue a refund to students within 14 days where the course has commenced but is cancelled.
- Notify students to whom refunds are automatically issued in writing and issue refund. Record on file.
- All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.

- Assess refund as per this Policy.
- Calculate the relevant refunds.
- CEO/ RTO Manager approves refund assessment.
- Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.
- For student default, process refunds within 28 days.
- Keep a copy of the refund assessment on the student's file.

b. Processing refunds – student default (international students)

- All other students who withdraw from their course and seek a refund are to make a request for a refund in writing.
- Assess refund as per this Policy.
- Calculate the relevant refunds.
- CEO/ RTO Manager approves refund assessment.
- Notify the student in writing of the outcome of the refund assessment and make payment of refund where applicable.
- Process refunds within 28 days.
- Keep a copy of the refund assessment on the student's file.

Deferral of Commencement: The Application Fee is non-refundable and students are not required to pay an additional application fee when re-commencing the course. (CHANGE FONT)

Suspension of Studies: All suspension of studies for compassionate or compelling reasons may be eligible for fee transfer to a new term. For any other reasons for suspension of studies will attract 10% term fees.

Cancellation of Enrolment

- If a student visa is rejected, the total amount paid minus application fee will be refunded upon proof of a visa rejection from DIBP.
- If an onshore student withdraws or cancels the course after commencement due to visa rejection, total paid tuition fee will be refunded minus application fee and cancellation fee of \$500.
- Refunds only apply 3 weeks prior to a term commencement. Once this period has lapsed, no refund will be issued.
- There are no refunds for public holidays or days when a student is absent from class.

Any request for refunds must be made in writing using the correct forms and can be lodged either via email or letter to info@mti.vic.edu.au . Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 14 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where MTI is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enroll in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

COURSE CREDIT

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO, through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and are a direct match to the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for Credit Transfer

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

MTI has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you to collect all of the evidence you will need to provide in order for us to assess your application. An Assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact the Course Co-ordinator via the contact details listed at the front of this Handbook.

YOUR COURSE AND ASSESSMENT METHODS

The training and assessment offered by MTI focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as *competency based training and assessment*. Each of the components of your course is a "unit of competency". You may either be studying one or more units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge that is required in the workplace.

Our course brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the unit of competency but usually include written assignments, projects, group activities, class tutorials and practical demonstrations.

During practical assessments conducted outside of the Student Clinic, all students must bring 2 bath towels/sheets and a single bed sized sheet. You are responsible for making sure these are regularly laundered.

Students will be provided with:

- Induction pack with Student Handbook, Orientation Powerpoints
- Student Assessment Booklets for each unit
- Login to Moodle where they can access: Powerpoints, handouts and reference materials
- Access to textbooks via free loan (textbook register)

STUDENT CLINIC

MTI have created a simulated massage clinic at their premises. The clinic is run by students and has a roster for all students to experience the practical application of the training they experience at MTI and what is expected of them in the Australian Massage centers.

All students are required to wear their MTI uniform on clinic days and make sure that it is clean and pressed. The cost of student's uniform is included in resource fee. When massaging clients nails need to be kept short, clean and tidy, perfume and aftershave is kept to a minimum, no jewelery is to be worn and long hair needs to be tied up. Enclosed shoes must be worn.

Students need to present a professional image when working in the Student Clinic, therefore must be punctual, maintain the confidentiality of all information provided by a client of the clinic and be fully aware of their personal hygiene and presentation as it is a reflection of MTI and their own professionalism.

Reasonable adjustment in assessment

Some students may need modifications to assessments. This is called reasonable adjustment.

Reasonable adjustment can involve:

- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally.

Submitting your assessments

Students must submit written assessment tasks along with a completed Assessment Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

MTI will **NOT** accept electronic submissions of any assessments. Please ensure you have put your name on each printed assessment.

It is your responsibility to keep a copy of your work as all assessments are kept on file for auditing purposes.. MTI does not accept any responsibility for work that goes missing during the submission process. t

Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about lodging an Appeal.

Referencing

Harvard is a style referencing used at MTI. If you are using a quote or have sourced information that is not your own work then use the following style as examples It is to be used students, to cite information sources.

Two types of citations are included:

In-text citations are used when directly quoting or paraphrasing a source. They are located in the body of the work and contain a fragment of the full citation.

Depending on the source type, some Harvard Reference in-text citations may look something like this:

"After that I lived like a young rajah in all the capitals of Europe..." (**Fitzgerald, 2004**).

Reference Lists are located at the end of the work and display full citations for sources used in the assignment.

Here is an example of a full citation for a book found in a Harvard Reference list:

Fitzgerald, F. (2004). *The great Gatsby*. New York: Scribner.

Book referencing:

Generally, Harvard Reference List citations follow this format:

- Last name, First Initial. (Year published). *Title*. City: Publisher, Page(s).

Citations are listed in alphabetical order by the author's last name.

If there are multiple sources by the same author, then citations are listed in order by the date of publication.

Website referencing

When citing a website, use the following structure:

- Last name, First initial (Year published). Page title. [online] Website name. Available at: URL [Accessed Day Mo. Year].

When no author is listed, use the following structure:

- Website name, (Year published). *Page title*. [online] Available at: URL [Accessed Day Mo. Year].

Further information can be found at <https://www.citethisforme.com/harvard-referencing>

ACCESSING MOODLE

Students can access course resources here <http://portal.mti.vic.edu.au/login/index.php/> using the login provided to them via email along with their confirmation of enrolment

Please keep your password secure at all times If you lose or forget your password follow the prompts at the link here to reset http://portal.mti.vic.edu.au/login/forgot_password.php

Moodle is compatible with any standards compliant web browser. For the best experience and optimum security, we recommend that you keep your browser up to date. You can check what browser you are using here: <https://whatbrowser.org>

The following is a list of recommended browsers.

Desktop:

- Chrome
- Firefox
- Safari
- Edge
- Internet Explorer

Mobile:

- Mobile Safari
- Google Chrome

Note: Legacy browsers with known compatibility issues with Moodle 3.4 (not recommended)

- Internet Explorer 10 and below
- Safari 7 and below

NAVIGATING MOODLE

To find your course content, use the side bar to locate:

1. Choose Courses
2. Choose your Course/Qualification from dropdown
3. Choose from available cycles (note the next cycle will become available after commencement)
4. Each unit/cluster will be shown as a heading, just click a file to open it and read it.

Home / ► Courses / ► HLT52015 Diploma of Remedial Massage / ► HLT52015 DIP Cycle A

If you are having problems with Moodle, please speak to us at the office and we can help.

PLAGIARISM, CHEATING AND COLLUSION

MTI has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, MTI will take the necessary steps to detect if this has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

ORIENTATION

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

The first class of each course will be used to:

- Introduce students to staff
- Facilities available and locations on campus
- Outline the course structure, duration, attendance
- Information about what is expected during student clinic
- Explain key policies such as assessment, course progress requirements deferral, extension, cancellation, course transfer, fees and refunds, complaints and appeals
- How to access and use resources such as computers, internet, Moodle and library and support.
- Explain Health and Safety and emergency procedures
- Overview of massage associations

SUPPORT SERVICES

All students will be provided with a range of learning support options and resources to help them achieve competency. Students have the following support at our Campus:

- Revision days are provided throughout the duration of the course.
- Face to face Trainer assistance available on request for additional tutoring/mentoring.
- Have access to a Student Support officer and Course Co-ordinator on Campus.
- Internet and computer access available on Campus.
- Interpretation and understanding of the learning content or assessment activities.
- Preparation for practical skills assessment.
- Catch-up classes on request (reasonable situations)
- The application of knowledge and skills in the student clinic under guidance of a professional supervisor.

Where additional support needs have been identified an Individual Support Plan will be developed which may include:

- Mentoring from trainers
- Additional classes, tutorials and workshops
- Online support and exercises for some courses
- Computer and technology support
- Referral to external support services/courses
- Reasonable adjustment to assessments

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other person regardless of whether support services have been required.

Students are encouraged to discuss any individual learning or support needs that may arise throughout their studies with the Campus Manager or Course Coordinator. Contact us at any time on 03 - 96400339 or studentsupport@mti.vic.edu.au to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Contact us at 0396400339 or info@mti.vic.edu.au for details about welfare services that we can refer you to.

EXTERNAL SUPPORT SERVICES

1. Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

2. The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: <http://www.equalopportunitycommission.vic.gov.au/home.asp>

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

3. Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

4. Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

5. Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

6. Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

- 7. Tenants Victoria** promotes and protects the rights of tenants and residents in most types of rented homes across Victoria. We inform, educate and assist individuals to use their tenancy rights. We also push for better laws, policies and practices to improve conditions for all renters.

<https://www.tuv.org.au/>

8. The Overseas students Ombudsman

- provides a free service
- is independent and impartial, and does not advocate for the student or the provider—that means the Ombudsman does not take sides
- can investigate your dispute and may recommend that your provider change a decision or action.

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

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

MTI will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal MTI decision to report you to DIBP. However, an appeal will only be considered if MTI has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports).
- Where MTI is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes. You must however attend all practical assessment days and rostered student clinic days.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DIBP. DIBP will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

DEFERRAL, SUSPENSION AND CANCELLATION

MTI's Deferral, Suspension and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with MTI and where MTI can initiate the suspension or cancellation of the student's enrolment.

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

Deferral is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact MTI because of a circumstance such as being involved in a car accident.

Cancellation is where the student voluntarily withdraws or is required to withdraw from a course.

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

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

- inability to begin studying on the course commencement date due to delay in receiving a student visa.

MTI may also initiate suspension or cancellation of a student's enrolment on the grounds of student misbehavior or non-payment of fees. The Student Code of Conduct defines the behaviour expected of students and what might be defined as misbehavior. MTI Student Discipline Policy and Procedures will be followed to investigate incident. In the case of student plagiarism, cheating or collusion, MTI's Student Discipline Policy and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per MTI's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using MTI's Application for Withdrawal form. Students should note MTI's Fees, charges and refunds policy and procedure in relation to withdrawal.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, MTI will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon their visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by MTI, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, MTI will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has finished.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

MTI will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

COMPLAINTS AND APPEALS PROCESS DURING DEFERRAL, SUSPENSION OR CANCELLATION

Where MTI initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access MTI's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

MTI will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per MTI Complaints and Appeals Policy. In the case of an external appeal, MTI is not required to wait for the outcome of the external appeal before notifying Department of Education of the change to the student's enrolment status.

In most cases, MTI will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.

CODE OF CONDUCT

The purpose of this code is to outline the way in which students of MTI are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- 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 minimised.
- Have their personal details and records kept private and secure according to our Information Privacy Policy.
- Access the information MTI holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to MTI on the client services, training, assessment and support services they receive.

All students, throughout their training and involvement with MTI are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Not bring into any premises or send via the internet any articles, files, codes, contents or items that may threaten the safety of self, others or intellectual or physical property (including information technology systems).
- Not provide Max Therapy Institute learning or assessment materials or their student portal login details to another any other individual or entity apart from Max Therapy Institute, unless for the explicit purposes of completing their course requirements.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to MTI in a timely manner.
- Approach their course with personal commitment and integrity.

- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their trainer/assessor.
- Prepare appropriately for all assessment tasks and training sessions.
- Notify MTI if any difficulties arise as part of their involvement in the course.
- Notify MTI if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the session
- Make payments for their training within agreed timeframes, where relevant.
- For international students, comply with their student visa requirements under the ESOS Act.

STUDENT CLINIC CODE OF CONDUCT

When working in the Student Clinic students are expected to:

- Wear MTI College shirt, name badge, black or navy blue pants and closed shoes (not runners) when you are working as a therapist.
- Be ON TIME for the agreed clinical hours.
- Complete a separate Treatment Page for each client, which must be signed by an MTI Clinic Supervisor.
- Perform all duties and tasks as directed by the Clinic Supervisor.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

[https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014\(2\).pdf](https://internationaleducation.gov.au/Regulatory-Information/Documents/ESOSFrameworkfactsheetfinaldraft9May2014(2).pdf) If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, MTI must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. MTI has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.

- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with MTI emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, Victimisation or Bullying

MTI is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. MTI will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person. Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint. Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per MTI Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by MTI aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with MTI.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

MTI provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Australian Privacy Principles

In collecting your personal information MTI will comply with the requirements set out in the Australian Privacy Principles 2014, this means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless we have made you aware that information of that kind is usually passed to that person or organization and without your written consent.
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person.
- The disclosure is required or authorised by or under law.
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ACCESS TO YOUR RECORDS

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

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

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

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a MTI staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

COMPLAINTS AND APPEALS

4. Nature of complaints and appeals

- Max Therapy Institute responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third party providing Services on behalf of Max Therapy Institute and including education agents.
 - Any student or client of Max Therapy Institute.
- Complaints may be made in relation to any of Max Therapy Institute's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
- An appeal is a request for a decision made by Max Therapy Institute to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by Max Therapy Institute

5. Principles of resolution

- Max Therapy Institute is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Max Therapy Institute ensures that complaints and appeals:
 - Are responded to in a professional, consistent and transparent manner.
 - Are responded to promptly, fairly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
- Max Therapy Institute will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.
- There are no charges for students to submit, a complaint or appeal to Max Therapy Institute, or to seek information or advice about doing so.
- Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

6. Making a complaint of appeal

- Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to Max Therapy Institute’s head office at Level 3, 310 King Street, Melbourne, VIC 3000 attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Max Therapy Institute to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

7. Timeframes for resolution

- The complaint or appeal will be acknowledged in writing within 3 business days.
- The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.
- In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

8. Resolution of complaints and appeals

- Some or all members of the management team of Max Therapy Institute will be involved in resolving complaints and appeals as outlined in the procedures.
- Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.
- Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.
- Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.
- In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.
- The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, Max Therapy Institute will maintain the student’s enrolment while the complaints and appeals process is ongoing.
 - For international students, Max Therapy Institute will maintain a student’s enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether Max Therapy Institute maintains the student’s enrolment as follows:
 - If the appeal is against Max Therapy Institute’s decision to report the student for unsatisfactory course progress or attendance, the student’s enrolment will be maintained until the external

process is completed and has supported or not supported Max Therapy Institute's decision to report.

- If the appeal is against Max Therapy Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Max Therapy Institute will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

9. Independent Parties

- Max Therapy Institute acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Max Therapy Institute.
 - Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>
 - International Students may prefer to use the International Student Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
 - Max Therapy Institute will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Max Therapy Institute.

10. External complaint avenues

- Complaints can also be made via the following avenues:
 - National Training Complaints Hotline:
 The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:
 - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
 - Email: ntch@education.gov.au
 - Australian Skills Quality Authority (ASQA):
 Complainants may also complain to Max Therapy Institute's registering body, Australian Skills Quality Authority (ASQA).
 ASQA can investigate complaints about Max Therapy Institute in relation to:
 - the quality of our training and assessment
 - our marketing and advertising practices
 For students:
 - ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.

- If your complaint does not fall within ASQA's jurisdiction, it may be resolved more quickly if you directly contact the agency responsible as listed on the relevant webpage below.
- Please refer to the relevant webpage below before making a complaint to ASQA:
 - o **Domestic students:** <https://www.asqa.gov.au/complaints/make-complaint-domestic-students/before-you-make-complaint>
 - o **International students:** <https://www.asqa.gov.au/complaints/make-complaint-overseas-students/before-you-submit-complaint>

For other stakeholders:

- Information about the process and information you should provide is available here:
<https://www.asqa.gov.au/complaints/make-complaint-other-stakeholders>
- The Overseas Student Ombudsman (OSO)

International students may complain to the OSO if their complaint is in relation to Max Therapy Institute:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe we have failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Max Therapy Institute.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.

Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

11. Records of complaints and appeals

Max Therapy Institute will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the *Complaints and Appeals Register*, which will be securely stored according to the Privacy Policy and Procedures.

12. Publication

This policy and procedure will be published in the Student Handbook and on Max Therapy Institute's website.

Enrolment status during complaints and appeals process

For domestic students, where a student chooses to access this policy and procedure, MTI will maintain the student's enrolment while the complaints and appeals process is ongoing.

Except in cases of suspected serious misconduct, students must continue to attend classes. There may be some cases where it is considered more appropriate for the student to complete work outside of the classroom environment and this will be discussed with the student when the complaint or appeal is lodged.

For international students, MTI will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether MTI maintains the student's enrolment as follows:

- If the appeal is against MTI's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported MTI's decision to report.
- If the appeal is against MTI's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, MTI will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

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

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

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

Re-Issuing Statements and Qualifications

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

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout the course.

We also welcome feedback from you at any time by email- manager@mti.vic.edu.au or contact 03 9640 0339 to arrange an appointment with a Student Advisor or Manager.