
The following service standards are our commitments in providing quality learning experience.

Training Support

Max Therapy Institute provides the following support to help you with your study:

VET Trainers/Assessors

How and when you can access VET trainers/ assessors

You can regularly engage with your VET trainers/assessors through weekly classes and messages via the Learning Management System or emails.

The VET trainers/assessors will respond to your queries within 5 business days. Assessments submitted on time will be marked within 2 weeks of the due date.

Student Support Staff

How and when you can access student support staff including IT support staff

The college has designated a Student Contact Officer that is the official point of contact for students including overseas students. The Student Contact Officer also has access to up-to-date details of the college's support services.

Student support staff including IT Support staff can be accessed at the college's reception or by phone or email 5 days per week:

- Monday to Friday (9:00 AM – 5:30 PM), except public holidays

The team will reply to phone calls during opening hours immediately and to emails within 3 business days. You can reach the Student Support Team on (03) 9640 0339 or email studentsupport@mti.vic.edu.au.

Wellbeing Support Services

A counselling officer is provided by the college to provide counselling to students in an intercultural context.

Support for Students with Disability

- If you have disability, you are encouraged to disclose your disability, if you wish to do so. You can mention this in your enrolment form.
- Reasonable adjustments are made for students with disability where appropriate.
- Where reasonable adjustments are not appropriate or possible, the reasons why are communicated to the student as soon as reasonably practicable.

Support for Diversity and Inclusion

- We encourage students from diverse backgrounds including First Nations people to enrol at our college.
- We provide you with a safe and inclusive learning environment; and a culturally safe learning environment for First Nations people.
- We have zero tolerance on bullying, discrimination, and racism including anti-semitism.

Enrolment Application Processing Times

Enrolment application processing times depend on completeness of students' enrolment forms and supporting documents. Please refer to the relevant policy and procedures.