STUDENT INFORMATION HANDBOOK

Contents

Welcome to Monarch Institute

Congratulations on taking this momentous step in your educational journey by choosing Monarch Institute as your partner in growth and learning. We are genuinely thrilled to welcome each and every one of you to our institute.

At Monarch Institute, our mission is to provide you with a study experience that goes beyond traditional learning. We believe that education should be about practical application and preparing you to excel in the real world. Our methodology is carefully crafted to ensure that what you learn here can be put into practice as soon as you complete your course.

We understand that everyone learns differently, and that's why we are dedicated to supporting you in your unique learning journey. Our courses are designed with the understanding that our students come from diverse backgrounds and experiences. By building upon your past knowledge and skills, we aim to empower you to bridge the gap between your existing abilities and the demands of your chosen industry.

Throughout your self-paced online course, you won't be alone on this learning adventure. Our team of highly qualified professionals will be available to provide guidance and support whenever you need it. Your success is our success, and we are committed to assisting you every step of the way.

Welcome aboard the Monarch Institute family! We are confident that this learning experience will be both enjoyable and rewarding.

Thank you for choosing Monarch Institute as your partner in education. Together, let's embark on a journey of growth, discovery, and achievement.

With warm regards,

Sincerely

Nick Chapman

Chief Executive Officer

Monarch Institute

The enrolment process

The steps below outline the enrolment process you'll follow.

Step 1: Complete an online [application form](#).
   Note enrolment is not confirmed until payment has been taken.

Accredited course applications will then proceed to step 2:

Step 2: A Monarch Institute Course Consultant will assess your application along with any evidence provided. This includes conducting a pre-training review to help determine whether the course is suitable for you. At this stage, you can request to speak with a trainer if you have further queries about the course materials, assessments or your suitability for the course.

Step 3: Payment will be taken for your course (refer to the course fee options on our [website](#)) and you'll be emailed details to access the Learning Management System, along with your training plan specifying the dates your assessments are due – put these in your calendar and start planning!

Entry requirements

Some of the qualifications we offer have entry requirements. Where this is the case, we'll clearly highlight these before you complete your enrolment. In the event you don't meet the entry requirements, our Course Consultants will try to formulate a pathway to help you achieve these requirements.

If you're under 18 years of age, you'll need your parent or legal guardian to sign your application form to be able to enrol. We recommend students be 17 years or older to complete one of our courses.

If you want to access state funding, you will need to meet all eligibility requirements. For more information about this, go to the Government funding section (Victorian or Queensland) in this *Student Information Handbook.*

Computer requirements

As you're completing an online course, these are the minimum technology requirements you need to participate in this course:

- Reliable internet connection
- Microsoft Office (2016 or later)
- Web cam or smart phone to record your video roleplay

Web based content is available on handheld devices including mobile phones and tablets. If you are unsure about whether your computer is suitable for this course, please contact us and we will discuss options with you.

What's a unique student identifier?

As you're undertaking nationally recognised training delivered by an Australian registered training organisation you're required to supply a Unique Student Identifier (USI) when completing the application form. A USI gives you access to an online USI account which contains all your nationally recognised training records and results from 1 January 2015 onwards.

If you don't already have a USI, you can apply for a USI yourself. You can create a USI account by accessing the USI website at https://www.usi.gov.au/

This website will also advise on the documentation and identification you need to create a USI.

What are pre-training reviews?

To ensure your success, we conduct a comprehensive pre-training review before finalizing your enrolment. This review serves two essential purposes. Firstly, it helps us determine the most suitable qualification that aligns with your needs and goals. Secondly, it allows us to identify any additional learning support you may require along the way.

The pre-training review covers various aspects, including an assessment of your language, literacy, and numeracy skills. We also consider Recognition of Prior Learning (RPL) and Credit Transfer (CT) opportunities, potential career outcomes, and study pathways. It ensures that the chosen qualification is the best fit for you and explores funding eligibility, computer/internet requirements, and available support services.

If any additional educational support services are needed to enhance your chances of success, we will determine them during the pre-training review. Our course consultants will collaborate with you to identify the most suitable program or pathway for specialized assistance, if required.

We understand that every learner is unique, and we are committed to making reasonable adjustments to our training delivery strategies based on individual needs. Our goal is to support you in successfully completing all units of competency. In rare cases where specialized support beyond our scope is necessary, we will assist you in connecting with external specialized services. Please note that fees and charges for these services will not be met by Monarch Institute and will be your responsibility.

We want you to feel fully supported and confident as you progress in your learning journey with us. Our dedicated team is here to help and guide you at every step and provide a positive and encouraging learning environment.

Recognition of prior learning (RPL) and credit transfer (CT)

We train and assess students from all walks of life. Some students have had previous experience, some have no experience, some have undertaken similar training in the past and some are new to training in a specific area.

If you have completed other nationally recognized training, or through prior learning and experience have gained the same skills and knowledge stipulated for the units of the course, you may be granted RPL or CT upon evidence for that claim.

When applying for RPL, you'll be provided with instructions covering what you need to do and what evidence is needed for your RPL application.

If you're applying for CT, you can:

- login to usi.gov.au and give us permission to view your USI transcript (available for training completed after 2015)
- provide copies of your transcript/record of results/testamur for verification with the issuing provider

Monarch Institute's Course Consultants will guide you throughout the RPL and/or CT process to ensure all requirements are met.

Once you have completed and submitted an RPL application or CT documentation, a qualified Monarch Institute Assessor will determine whether RPL or CT will be granted, advising you of the outcome of your application.

Please note: RPL must be applied for before commencement of your course.

For information on fees refer to the Additional fees & charges table in Appendix 1.

Your training plan

We take great pride in providing a high standard of education and support to all our students, and we are committed to ensuring you are on the right path throughout your course.

Your personalized training plan has been meticulously designed based on the information provided in your enrolment form and the pre-training review, which allowed us to tailor the course to meet your specific needs and goals. This plan serves as a valuable tool to ensure transparency and clarity for all parties involved, allowing informed decisions to be made about the services required and the respective obligations in the delivery of these services.

Within your training plan, you will find a comprehensive outline of the units of competency you are enrolled in, along with clear completion timeframes and other essential information to guide you through your course progression. It aims to provide you with a clear roadmap towards successful completion, while keeping you informed about important milestones and expectations.

We believe in open communication and collaboration, which is why any potential amendments to your training plan must be discussed and agreed upon in consultation with us. We understand that each student's journey may present unique circumstances, and we are committed to addressing such situations on a case-by-case basis, ensuring that the necessary support is provided to help you succeed.

It's essential to note that the end dates specified for each unit of competency within the training plan serve as indicators of the timeframe allocated for successfully completing the assessments for each module. We encourage you to stay on track and proactively engage with your studies to make the most of your learning experience.

Throughout your course, we will be here to support and guide you every step of the way. Should you have any questions or need assistance, please do not hesitate to reach out to our dedicated team of trainers and support staff.

Hint: Take careful note of the due dates specified in your training plan so you don't miss them!

How is training provided?

Online (self-paced) learning

We offer online (self-paced) learning programs designed to provide you with the utmost flexibility and convenience to embark on your educational journey. We understand that individuals like you, who may be stay-at-home parents, employees, carers, or those with busy schedules, require a learning approach that fits seamlessly into your life. Our online learning platform is tailored to cater to these needs, allowing you to commence your course whenever and wherever it suits you.

We believe that online learning has the potential to empower individuals to achieve their educational goals, and we are here to support you throughout your learning experience. Nevertheless, we also recognize that online learning may not be suitable for everyone. It demands a level of maturity, discipline, and self-direction. If you possess these attributes, we assure you that we will be by your side at every step to provide unwavering support and guidance.

At our institution, we prioritize the quality of education and the success of our students. To ensure this, we have assembled a team of professional trainers, with extensive experience in online training. Our trainers are dedicated to honing their skills through continuous professional development, aligning with the best practices in 'online delivery.' With engaging course materials, we strive to make your learning experience both informative and enjoyable.

To foster a sense of community and collaboration, we have set up student Facebook communities facilitated by Monarch Institute, where you can interact with your peers, exchange ideas, and seek assistance when needed. Additionally, we provide study timetables and training plans to help you organize your learning effectively and optimize your progress.

We value your feedback immensely, and your insights play a crucial role in our continuous improvement process. Throughout the course, we actively seek feedback from students like you, allowing us to refine our offerings and ensure your learning experience is nothing short of exceptional.

Learning materials

To facilitate your learning journey, we offer a range of materials, carefully designed to cater to your needs. Whether you prefer convenient course notes in PDF format, or interactive online materials, we have you covered. Our quizzes provide valuable assessment opportunities, while suggested readings enhance your understanding and exploration of the subject matter. Additionally, to foster a multimedia learning experience, we integrate videos and screencasts that bring concepts to life, making complex ideas more accessible.

As part of our commitment to fostering a dynamic and inclusive learning environment, we also host webinars, where expert instructors provide valuable insights, share knowledge, and engage in meaningful discussions. These webinars are designed to enrich your learning journey and provide you with an opportunity to interact directly with instructors and peers.

Rest assured that these comprehensive learning resources are made available to you through our Learning Management System (LMS) for easy and convenient access.

We understand the importance of supportive and positive learning experiences, and we are here to assist you every step of the way. Should you have any questions or require any assistance, our dedicated support team is ready to provide timely guidance and support.

What support is available?

Throughout your course, we have dedicated trainers who are here to assist you at every step of the way. We understand the importance of clear communication and accessibility, which is why our trainers can be reached through various channels, including phone, Facebook, email, and video classrooms.

Our trainers are committed to your success and are more than happy to help you with any questions you may have related to the subject matter, concepts, practical applications, and topics covered in the course. They are here to guide you and provide clarifications to ensure you gain a thorough understanding of the materials presented.

As you engage in your learning, we encourage you to make a genuine attempt to comprehend the course materials and actively interact with the content. Exploring the learning materials beforehand will allow you to make the most of your interactions with the trainers, as they can then focus on addressing specific inquiries and challenges.

Please bear in mind that while our trainers are always available to support you, they cannot provide direct answers to assessment questions, nor can they offer feedback on draft assessment submissions. Instead, we encourage you to focus your questions on the learning materials and how to grasp the key concepts effectively.

Your commitment to learning and active engagement will undoubtedly contribute to a successful and rewarding educational experience. We are dedicated to your progress and are confident that with our guidance and your determination, you will achieve your academic goals.

We're committed to these service standards as a minimum.

	Contact via	Availability	Maximum turnaround times (we're usually much faster!)
Training support • *Help with your course materials* • *Grading your assessments*	Email, request a phone call, video conference	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	• Support requests actioned within 24 hours • Grading of assessments to be completed within 14 business days.
Admin team *Providing help with all your administrative queries (e.g. due dates, training plans, extensions)*	Phone, email	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours
IT support for technical queries	Phone, email, video conference	10.00am to 4.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours
Other support *Course progression counselling services*	Phone, by appointment	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours

* Some courses offer extended support hours. Please refer to details on the Learning Management System for more information about these times and options.

Meeting individual learning needs

At our institution, your success and well-being are our top priorities. We understand that balancing your studies with work and family responsibilities can be challenging. If you find that the course is conflicting with your commitments, we encourage you to reach out to your trainer for assistance and potential solutions.

Additionally, if you ever feel overwhelmed by the academic demands of the program, rest assured that our Course Coordinator will offer guidance and support through counselling.

Continuous improvement is at the core of our philosophy, and we are committed to meeting your needs and expectations. Our dedicated administrative team, trainers, and management are here to address any issues that might hinder your successful completion of the study program.

To achieve this, we offer flexible learning and assessment options, including self-paced and online study modes. We also believe in encouraging and supporting you in achieving your learning outcomes. If you encounter valid obstacles that hinder your progress, we will work closely with you to find solutions and get you back on track.

Our commitment to individualized support includes providing high-quality, practical learning resources and offering flexible one-on-one support services to cater to your specific learning needs.

The student support services we offer encompass day-to-day administration support, trainer assistance, and access to online support options.

If you ever require additional support, whether it's discussing course content, facing challenges in your studies, or any other concerns impeding your progress, don't hesitate to book an appointment with your trainers.

We take your well-being seriously, and our support staff will do everything possible to ensure you have access to specialized support services.

Remember, you are not alone in your journey, and our team is here to help you succeed every step of the way.

External services

We're committed to ensuring wide accessibility to our training. If you require additional support, you will be directed to The Reading Writing Hotline.

The Learning Management System (LMS)

You'll be emailed a username and password to the Learning Management System (LMS). Here, you'll be able to access your online learning materials, including your course guide which is **ESSENTIAL READING** and informs you about everything you need to know for your course.

Monarch Institute ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Textbooks and/or PDFs
- Video and screencasts
- Discussion forums and webinars

Hint: Refer to your Course Guide (located on the LMS) & Training Plan (emailed to you).
Keep them handy. They will answer a lot of your questions and specify your due dates.

Your assessments

There may be more than one assessment for each unit of competency you study with us. These assessments are available on the Learning Management System and may include:

- multiple choice questions
- calculations
- short answer response questions
- case-studies and scenario-based questions
- video responses and role plays
- software simulations
- projects/research questions

Types of assessment questions

Knowledge-based questions:

A knowledge-based question requires you to clearly identify and cover the key subject matter areas raised in the question in full as part of the response.

Skill-based questions:

A skilled based question essentially requires you to consider, "when", "where" and "with whom". You may be asked to describe the situation or the task you are faced with. You may be required to demonstrate how you undertook a task or what results you anticipated, or any conclusions reached.

Examples of assessment question types:

- multiple choice questions

- short answer knowledge questions

- Scenario based questions

- Calculations

- Workplace simulations

- Projects/research questions

- case studies

Video response questions (role plays):

Some practical activities are role play activities that must be observed by the Assessor. These activities should be video recorded and uploaded to the Learning Management System (LMS) with the completed practical assessment. These response questions require you to demonstrate skills you would use in the workplace. (Check out: *"How to shoot your video roleplay"* to learn more about how to record, submit and upload video files for your audio response question. Need more detailed instructions? Click here*)*

How are my assessments graded?

Unlike at school or university, we don't provide grades such as "A, B, C, D or E" for your assessments. We grade you "competent" or "not competent" for each unit you complete. The concept is, you have either achieved the required knowledge and skills or you haven't.

Competency based principles

You must successfully complete (be "competent" in) all the Units of Competency specified in your course to be awarded the qualification. A successful outcome is a competent result.

Where there are multiple assessments within a unit, we will grade you "satisfactory" or "not satisfactory" for each assessment.

You will need to achieve a grade of "satisfactory" for <u>ALL</u> your assessments within a unit of competency, to be deemed "competent" in that unit. This is in line with competency-based principles.

What does 'satisfactory' mean?

Your answers contain sufficient evidence in response to the question/s with limited serious errors in fact or application. If incorrect information is contained in an answer, it must be fundamentally outweighed by the display of competence. This will be assessed against a marking guide provided to assessors for their determination.

What does 'not satisfactory' mean?

Your answers do not contain sufficient evidence of applied knowledge and skill. These answers may not address the question specifically or are incorrectly applied. Answers that omit to provide a response to any significant issue (where multiple issues must be addressed in a question) may also be deemed not satisfactory. Answers that have faulty reasoning, a poor standard of expression or include plagiarism may also be deemed not satisfactory. For further information regarding Monarch's plagiarism policy, please refer to *Appendix 6 – Student Academic Integrity and Honesty Policy.*

What happens if I am deemed not satisfactory for an assessment?

You will know your assessment is deemed not satisfactory if your assessment feedback in the Learning Management System (LMS) says 'NS' you will receive an email from your assessor advising your assessment has been graded.

Re-assessment

As soon as practicable after you have been informed of the requirement to be re-assessed, you will be given <u>one</u> more opportunity to re-submit the assessment. Before you make your second attempt, you will need to consult with your trainer/ assessor and revise your training.

You will be re-assessed only in the areas assessed as 'not satisfactory'. It is at the assessor/s discretion to re-assess the entire assessment should it be demonstrated an overall understanding of this unit has not been achieved.

Important: It is your responsibility to ensure your assessment resubmission addresses all areas deemed unsatisfactory by your assessor. Please note, if you are still unsuccessful in reaching a satisfactory standard after resubmitting your assessment, you will be required to repeat those units and additional fees will apply.

For information on fees refer to the Additional fees & charges table in Appendix 1.

In the event that you have concerns about the assessment decision then you can refer to *Complaints policy and appeals procedure in Appendix 7.*

Timeframes for assessment feedback

You will be notified of your assessment results within 14 days of submitting however the majority of student results are provided within five to seven business days.

Once the assessment is graded, you will receive an email advising you to login to the LMS and view your gradebook and feedback for the assessment.

Course duration and student progression

Course duration

The amount of time it takes to complete your course is dependent on your education background, work experience, work rate and time availability. You can refer to your course's duration information on our website. If you want to accelerate your progression through the course, use your time management, organizational skills and self-motivation to progress through the learning materials.

It's important you put aside study time each week. Study time is the time for you to do reading or study to reinforce key messages. We recommend you set aside 15- 20 hours a week for study. This can be participation in working through the course materials, watching a webinar, 1:1 support from your trainer, or independent study.

Hint: Use the study timetable provided to you in your *Course Guide to* plan your workload.

Student engagement

We provide an online learning experience that is engaging and easy to follow. We'll monitor your participation and ensure that you continue to progress through your course, sending you reminders about when your assessments are due.

Ongoing feedback will be provided as you study through:

- interaction with your trainers/assessors via email, phone, webinars and video conferencing

- responses to individual queries and tasks you complete.

Your course guide and training plan outline what you need to do to successfully complete the course. As a self-paced, online student you'll need to work your way through the units within the set timeframe (e.g. you may have 6 months to complete each module which contains a number of units packaged together).

Student progression

Once you commence your course, you'll be required to regularly participate in it. We'll contact you in the weeks following your enrolment to help ensure you've been able to successfully start and will send regular reminders about your progress and support options. If you have not logged on within 6 months of commencing the course, we will make every attempt to contact you and if you fail to re-engage, you will be deemed to have withdrawn from the course. *(Refer to the re-enrolment fees in the Additional fees & charges table in Appendix 1)*

Non-progression

We may implement an 'intervention strategy' if you're not making satisfactory course progress. An 'intervention strategy' is a systematic plan of action adopted to address and reduce the causes of academic failure. It is developed to provide students with optional assistance to achieve satisfactory course progression.

Our team of trainers and admin support team are available to help you stay motivated, organized and progress through your course. Keep in mind, non-progression (i.e. not completing units/modules by their due dates) may result in a unit being needing to be repeated and incurring further debt when re- enrolling in that unit. *(Refer to the re-enrolment fees in the Additional fees & charges table in Appendix 1)*

Extensions and deferrals

We provide you with the opportunity to complete your course within the allocated timeframe according to your training plan. Formal extensions and deferrals are available to supplement the time allowed to complete the course under certain circumstances. These include "compassionate and compelling circumstances" that are generally those beyond your control and which have an impact upon your course progress or wellbeing.

Extensions

Formal extensions are available to supplement the time allowed to complete the course and may be granted in exceptional circumstances such as medical conditions, overseas or interstate travel, work commitments and personal/family issues. Extensions may incur a financial penalty *(refer to the Additional fees & charges table in Appendix 1).*

Requests will be approved on a case by case basis. To have an extension applied to your course duration, please email info@monarch.edu.au

Please note, extensions must be applied for before the unit end date to which they apply. An extension will only be granted if your course has paid been paid for in full. Where a financial penalty applies to the extension, this must be paid in full within 30 days of the module end date.

You may apply for one 3 month extension on a module of study. Extensions will only be granted once per module and only on three occasions over the duration of a course.

Deferral from your course

You're able to defer from your studies, however deferring may impact your continued funding eligibility at Monarch Institute. In order to formalise a request for deferral, please email info@monarch.edu.au outlining your reason for deferral.

You may only apply for 1 x 6 month deferral during your course. Deferrals are granted on a case by case basis. A deferral cannot be requested on a module if an extension has been granted on that module. Once approved, we will defer your enrolment in the course and reactivate your enrolment from the new start date in accordance with the date specified in your written request. If you do not recommence on the nominated date, we may cancel your enrolment. Access to all training and assessment resources will be removed during the deferral period. We recommend you complete all assessment tasks for a unit before deferring, otherwise upon recommencement you could be required to complete additional assessment to confirm retention of your skills and knowledge. Reactivation course administration fees apply.
(Refer to the Additional fees & charges table in Appendix 1)

Cancellations and withdrawals

In some instances, your circumstances may change, and this could affect your ability to successfully complete the course/qualification you are undertaking with us. You must advise us in writing if you are unable to successfully complete your course/qualification.

Unless specified in *Appendix 1 - Fees, Charges and Refunds Policy,* no refund of fees will be provided to you if your enrolment is withdrawn/cancelled/discontinued. If you are on a payment plan, this will not cease until all fees are recovered.

In the event your enrolment is withdrawn, cancelled or discontinued with us for whatever reason, we will document and advise you of the reason(s) for this, along with advising any relevant regulating and funding bodies (as per their requirements).

You can obtain a formal Statement of Attainment at NO additional cost if your enrolment is withdrawn, cancelled or discontinued prior to completing your qualification, provided your fees are paid in full.

Please note:

- cancellation of a course may affect eligibility for state funded training subsidies.
- sometimes a student may be required to withdraw from a course/qualification with us if there has been a breach of Monarch Institute's policies and procedures.

In addition, we reserve the right to withdraw your enrolment in the event you do not adhere to the assessment submission deadlines provided to you in your training plan.

> **Important: Ensure you meet your assessment submission deadlines in your training plan!**

Process for cancelling an enrolment

Cancellation of enrolment must be done in writing. Requests must be emailed to info@monarch.edu.au.

Upon receipt of the request for cancellation, we'll action the request from the date of the email.
An email confirming the cancellation will be sent you within 14 days of receipt of the request.

Where we cancel an enrolment, you'll be informed via email and your enrolment will be immediately suspended. You have 28 days to appeal against the cancellation. If the complaint procedure is activated, the cancellation will take effect once the complaint procedure has been completed.

For information on refunds following cancellation, please refer to *Appendix 1 - Fees, Charges and Refunds Policy.*

If you wish to recommence studies in a course after cancellation you are required to email info@monarch.edu.au.

NOTE: If your enrolment is cancelled half way through a unit, you will be required to re-enrol in the entire unit and will incur the full cost of the unit.

Re-enrolment

Once per enrolment, you may re-enrol into your course without the full enrolment fee applying, provided you re-enrol within 6 months of cancelling, deferring or withdrawing from your course.
For information on the fees for this, please refer to *Appendix 1 - Fees, Charges and Refunds Policy.*

For course refunds please refer to *Appendix 1 - Fees, Charges and Refunds Policy.*

Course awards - certificates & statements of attainment

We'll issue a certificate within 30 days of successful completion of all units of competency in a nationally accredited qualification. A Statement of Attainment will be issued within 30 days of exiting a qualification, completing a short course or completing an individual unit of competency (where applicable).

Your certificates and/or Statements of Attainment will be sent to you once all outstanding fees have been paid.

Transition of nationally accredited training

We'll ensure a smooth transition for students to the most current version of a Training Package qualification or accredited course in the event the government bodies update the qualification requirements.

Where a transition is required, we work with students using our transition process to ensure they're not disadvantaged, and a smooth transition occurs on a cohort and individual basis.

Gaining Access to Your Records

You can access your own records at any time provided you forward a written request to the General Manager which clearly identifies yourself as the person wishing to gain access.

With regard to access to student records by other people (such as employers), this request for access to records has to be authorised by the student in writing. Please refer to *Appendix 2 - Privacy Policy.*

All requests for gaining access to student records should be emailed to info@monarch.edu.au.

Government funding

Skills First State Funding (VIC)

The funding of studying for a qualification is an investment in the State's future.

The Skills First Program is an entitlement to government subsidised training in Victoria.
There are certain eligibility and exemption requirements which determine eligibility for this funding.

To be eligible, an individual must meet the program requirements as follows:

a) An individual must be:

    i) an Australian citizen; or

    ii) a holder of a permanent visa; or

    iii) a New Zealand citizen; and be;

b) be physically present in the State of Victoria at all times during the course in addition to meeting the requirements above, an individual is only eligible to:

c) commence a maximum of two government subsidised courses in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;

d) undertake a maximum of two subsidised courses through the Skills First program at any one time.

Pre-enrolment process for Skills First Program

To be able to access the State Government's subsidy you are required to answer the Pre-Training Questionnaire and to sit the Literacy and Numeracy assessment before you can enrol in training.
The information gathered from these will assist us to guide individuals to enrol in the most suitable training for each student's existing skills and knowledge level.

Once the appropriate course has been determined students will receive a statement of fees outlining any fees and the approximate value the state government will contribute towards tuition costs.

Information on course fees for Skills First

Under the Skills First program registered training organisations may charge students tuition fees to contribute to the cost of their training. These are available on our website and in *the Additional fees & charges table in Appendix 1).*

As part of the State Government's funding program there is a limit on the number of government supported training hours available to students. If you are deemed not competent in a unit of your course and you are required to re-enrol to repeat the unit, you will be charged full fees for the unit.

Enrolment in a government funded place may impact your access to further government subsidised training.

If you are eligible to receive funding to undertake a qualification, you must meet all required criteria. Students should use the funding wisely by choosing the right course and completing it.

Higher Level Skills Program State Funding (QLD)

The funding of studying for a qualification is an investment in the State's future. If you meet the eligibility criteria upon enrolment, the Queensland government will contribute to assist you to afford to study.

At Monarch Institute, Queensland students who meet the eligibility criteria may be able to gain higher-level skills required to secure employment or career advancement or transition to university to continue their studies skills. Under the Higher Level Skills program, the Queensland Government provides a subsidy for selected certificate IV level, diploma and advanced diploma qualifications aligned to critical occupations for industry and the economy.

The Higher Level Skills Program is an entitlement to government subsidised training in Queensland. There are certain eligibility and exemption requirements which determine eligibility for this funding. Please see the eligibility requirements on our website https://www.monarch.edu.au/government-funding/queensland/

Pre-enrolment process for Higher Level Skills

To be able to access the State Government's subsidy you are required to answer the Pre-Training Questionnaire and to sit the Literacy and Numeracy assessment before you can enrol in training. The information gathered from these will assist us to guide individuals to enrol in the most suitable training for each student's existing skills and knowledge level.

Once the appropriate course has been determined students will receive a statement of fees outlining any fees.

Information on course fees for Higher Level Skills

Under the program, Monarch Institute is required to charge a student contribution fee. These are available on the Monarch website.

For more information on the Higher Level Skills program including the Higher Level Skills Student Fact Sheet visit the website at https://desbt.qld.gov.au/__data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf or contact Monarch Institute.

As part of the State Government's funding program there is a limit on the number of government supported training hours available to students. If you are deemed not competent in a unit of your course and you are required to re-enrol to repeat the unit, you will be charged full fees for the unit.

Students are only entitled to access government subsidised training for one completed Certificate IV or above qualification. For this reason, it is very important that prior to signing an enrolment form and committing to a course of study which will use up the entitlement, the student takes the time to consider the course they are choosing and to compare training options and costs.

During the enrolment process, in consultation with the Monarch Institute representative, a training plan will be developed that includes detailed information on delivery modes, assessment methodologies and proposed timeframes in which it is expected that you should complete the training.

Student contribution fees for the qualification are invoiced at the unit level prior to commencement of training.

Changing your details – keep us in the loop!

It is your responsibility to ensure you keep your address and contact details up to date at all times to ensure you receive important information and your qualification or statement of attainment.

Need Help?

We pride ourselves on helping prospective and current students with any queries they may have.

Call us on 1300 738 955 or email info@monarch.edu

Alternatively, check out our website www.monarch.edu.au.

Note: This Student Information Handbook is subject to change. The current version of the Student Information Handbook will always be published on our website.

Appendices

Appendix 1 - Fees, Charges and Refunds Policy

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Appendix 1 - Fees, Charges and Refunds Policy

This policy frames how Monarch Institute applies refunds, fees and charges.

Students seeking to enrol in a course with Monarch Institute are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges prior to enrolment.

The information provided to each student will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- Payment terms
- Any fees and charges for additional services.
- Monarch Institute refund terms.

It is the responsibility of persons seeking to enrol with Monarch Institute to read and understand the Fees, Charges and Refunds terms.

What course fees cover

Unless otherwise specified, course fees include the cost of all required training and assessment resources. Course fees are available on the website or by calling Monarch Institute.

Where a digital textbook is prescribed, these can be accessed on the LMS. Some of the digital textbooks can be ordered as a hardcopy textbook.

Please note: There is an additional fee if you order a hardcopy textbook. You will be able to order these (at a discounted price) from within the LMS.

Any optional textbooks, materials, software or access to platforms that may be recommended (as determined on a course basis) but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.

Monarch Institute collects fees upfront for services. When a student withdraws from a course their payment plan will not cease until all fees are recovered.

State funded students will receive a statement of fees prior to course commencement.

Additional fees and charges

Item type	Cost (GST incl)
Formal extension – 3 months* *Note: fees are payable upon application of extension.* *A module cannot be extended more than once.*	$300 per module
Recognition of Prior Learning (RPL) application fee *Note: course cost will be reduced for each unit/module granted RPL.*	$400 per module/unit
Setting up a payment plan to pay course fees *Note: Payment plans are not available for government funded students or courses under $1500.*	20% added to course fee
Re-issuing of digital testamur (Certificates or Statements of Attainment) *Note: these need to be paid for prior to being re- issued.*	$50
Hard copy of testamur (Certificates or Statements of Attainment) *Note: these need to be paid for prior to being mailed out.*	$50
Re-issuing of printed course materials where a student has lost or damaged these materials	Course dependent
Postage of any materials (including testamurs) outside Australia	Dependent on location and course. ($30 minimum)
If a credit card payment is declined due to insufficient funds	$25
EFT payments made in a foreign currency	$25

Re-enrolment fees	Cost (GST incl)
Item type	Cost (GST incl)
Re-enrolment fee if deemed not competent for unit or module	Unit or module price (course dependent)
Within 90 days of withdrawal	$500
Within 6 months of withdrawal	$700
Following a deferral	$400

* For more information read the Extensions and deferrals section.

Terms & methods of payment

Monarch Institute accepts the following methods of payment – cheque, debit/credit card, and direct bank transfer.

Students are provided with a Tax Receipt for their course fees and any additional charges they incur. The student management system is updated accordingly, and a copy of the payment transaction report is retained (for debit/credit card payments).

Debit/Credit card payments

Debit / Credit card payments can be made in several ways: The student can complete the relevant details in the enrolment application form, ensuring it is electronically signed and dated.

For payments other than the initial payment, the student can nominate the same or different payment details.

The student can contact the office directly by phone on 1300 738 955 and instruct a Monarch Institute authorised Course Consultant to take payment.

Late payment

Where a student is more than fourteen (14) days overdue with payments, Monarch Institute reserves the right to suspend training services until payment is made to bring fees up to date.

Students who are experiencing difficulty in paying their fees are invited to call our office on 1300 738 955 to make alternative arrangements for payment during their period of difficulty.

For long-term outstanding amounts, Monarch Institute reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees.

Course refunds

The following table provides the circumstances for refund provisions. Please note that a refund will only apply once all outstanding fees have been recovered.

If a student believes they are entitled to a refund after referring to the table below, they must lodge a written request for a refund to Monarch Institute within 10 business days of the date of termination of enrolment. Requests for refunds will be processed and written notice of the outcome given to the student within 14 business days.
If a refund amount is due, this will be paid within 4 weeks of the notice. Request for Refund forms are available from our website.

All requests for refunds should be made in writing to info@monarch.edu.au to the attention of the Chief Executive Officer.

Event	Refund Provision
Fee for Service student withdraws from the course within 7 days from first payment.	75% refund applicable* *If on a payment plan, payments will cease after 25% of the invoiced fee has been received. No refund on initial payments applicable
Government funded student withdraws from the course within 7 days from payment of course fees.	No refund applicable
Monarch Institute is unable to provide the course after payment of course fees.	Apportion of prepaid fees for services yet to be delivered
Recognition of Prior Learning (RPL) fees	No refund

Appendix 2 – Privacy Policy

Monarch Institute may require the collection of personal information from individuals to enable it to provide its products and services or for the purposes of employment. Monarch Institute takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy or personal information that it holds.

This Policy supports Monarch Institute's commitment to the protection and non-disclosure of personal and sensitive information of its students, domestic and offshore and provides staff with a better understanding of the type of personal information that Monarch Institute holds on individuals.

The Privacy Act 1988 is an Act that regulates the transparent handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information to other individuals, Government entities or other organisations either by law or for other purposes. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

Under the privacy act, personal information is defined as:
"Information or an opinion about an identified individual, or an individual who is reasonably identifiable"

  a) whether the information or opinion is true or not; and

  b) whether the information or opinion is recorded in a material form or not

Sensitive information is defined as:

  a) information or an opinion about an individual's

      1. racial or ethnic origin; or

      2. political opinions; or

      3. membership of a political association; or

      4. religious beliefs or affiliations; or

      5. philosophical beliefs; or

      6. membership of a professional or trade association; or

      7. membership of a trade union; or

      8. sexual orientation or practices; or

      9. criminal record; or

  b) that is also personal information; or

c) health information about an individual; or

d) genetic information about an individual that is not otherwise health information; or

e) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or

f) biometric templates.

Use of personal and sensitive information

Personal information about students (including offshore students) studying with Monarch Institute may be shared with the Commonwealth and State Government agencies and designated authorities (The Australian Skills Quality Authority, The National Centre for Vocational Education Research and the various state training authorities), the Australian Council for Private Education and Training as manager of the Tuition Assurance Schemes of which Monarch Institute is a member. This information may be used for the purposes of audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management services.

The National VET Provider Collection Data Requirements Policy specifies the use of data collected by registered training organisations including enabling employers and individuals to make informed choices about training operations, accessing historical records on training undertaken, allowing industry to pinpoint skills being developed in the training sector and enabling governments to develop more targeted policies and better direct public funding to training priorities.

Collection of personal and sensitive information

Personal and sensitive information is collected by Monarch Institute in order for it to carry out its functions as a registered training organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations 2015, the National VET Regulator Act 2011, and the Data Provision Requirements 2012 and may be disclosed to the Commonwealth and tuition assurance scheme operator.

Personal information that is collected includes:

- Name
- Address
- Contact details (telephone and email)
- Postal address
- Date of birth

- Gender

- Emergency contact details

- Employment status including employment details (where necessary)

- Language used

- Reasons for study

- Educational history

- Tax file number

- Other legal requirements

- Images

- Copies of Proof of Identity (drivers licence, passport, Under 18 card etc.)

- Videos

- Voice recordings

- Sensitive information that is collected includes:

- Ethnicity and origin including language and literacy needs

- Health and disability

- Memberships of professional or trade associations

Where possible, this information will be collected directly from the individual. However, Monarch Institute acknowledges that there is no obligation for an individual to provide personal information. However, if an individual chooses not to provide Monarch Institute with personal details, Monarch Institute may not be able to provide the individual with the full range of services.

Personal information will not be disclosed without the individual's consent unless required or authorised by law.

How the information is collected

Personal and sensitive information is generally collected through the completion of Monarch Institute's enrolment process or through the completion of an application for recognition of prior learning or training and assessment activities.

In some cases, this information may also be captured via web cams, voice recordings and scanned images depending on your mode of study.

Data security and storage information

Monarch Institute will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy.

Monarch Institute ensures the personal information we hold on individuals is protected against interference, loss, unauthorised access, use, modification, copying, download or disclosure.

All staff of Monarch Institute are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality requirements specified in Monarch Institute HR Manual.

Where information held by Monarch Institute is no longer required to be held, and the retention is not required by law, then Monarch Institute will destroy such personal information by a secure means.

Disclosure of personal and sensitive information

Personal and sensitive information about students (including offshore students) studying with Monarch Institute may be shared with the Australian Government and designated authorities, including the Independent Tertiary Education Council of Australia (ITECA) where Monarch Institute is a member.

Personal information may be disclosed to the Australian Skills Quality Authority, the National Centre for Vocational Education and Research and various state training authorities in the carrying out its regulatory and statistical functions in the VET sector. This information may be used for the purposes of audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management services

The following personal information may also be disclosed to Job Network Providers and Disability Services Providers:

- Training information and progress
- Reverse Marketing
- Referral to Employment
- Work Experience
- Employment related further training and licensing
- Post Placement Support
- Confirmation of employment
- Arranging interviews and obtaining feedback from interviews

In accordance with the Privacy Act and the Australian Privacy Principles, Monarch Institute will not disclose an individual's personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;

b) the individual concerned has given written consent to the disclosure;

c) Monarch Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;

d) the disclosure is required or authorised by or under law; or

e) 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Monarch Institute shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this policy will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Disclosure of information overseas

Monarch Institute utilises cloud-based computing systems for the housing of personal information collected from its students. As such, in accordance with Australian Privacy Principle 8, before Monarch Institute discloses any personal information about an individual, Monarch Institute will ensure the recipient of the information is subject to a law that is at least substantially similar to the way in which the Australian Privacy Principles protect the information or ensure that the person acts in accordance with the Australian Privacy Principles.

Quality of data stored by Monarch Institute

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be 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.

There is no fee associated with the alteration, amendment or correction of personal or sensitive information held by Monarch Institute.

Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

Updating personal information

It is the individual's responsibility to keep Monarch Institute informed of their contact details. If at any stage while enrolled, personal contact details change, the individual is obliged to inform Monarch Institute. This allows Monarch Institute to send any communication to the individual in an efficient manner.

Compliance with this policy and Australian Privacy Principles

If an individual has any concerns regarding the privacy of personal information, then the individual may lodge a complaint to the Delegated responsible employee in accordance with the Complaints and Appeals Policy and Procedure.

Storage, access and retention of personal information

Monarch Institute will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy.

Monarch Institute will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Monarch Institute will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which is was collected, is up to date and complete.

Monarch Institute will make available for inspection all personal information that it holds in relation to an individual upon request. There is no charge for an individual to access personal information that Monarch Institute holds about them; however, Monarch Institute may charge a fee to make a copy.

Individuals can contact the General Manager by emailing info@monarch.edu.au to access or obtain a copy of their personal information.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction

will be made. Where an individual requests that a record be 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.

Where information held by Monarch Institute is no longer required to be held, and the retention is not required by law, then Monarch Institute will destroy such personal information by a secure means.

Publication of privacy and personal information policy

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Monarch Institute will advise students on enrolment about this policy and where it is located.

Academic record keeping

Monarch Institute maintains comprehensive records of each student's involvement, including participation in training and assessment, academic results, personal details and financial records.
To assist in the resolution of any dispute each student is encouraged to maintain their own similar records.

Appendix 3 - Access and Equity Policy

This policy exists to ensure that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training services provided by Monarch Institute on an equitable basis, including people with disabilities, and people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

In particular, Monarch Institute aims to:

- incorporate access and equity principles and practices in key processes that affect the outcomes for students.

- achieve equitable access for all current and potential students to vocational education and training services and programs.

- increase the participation of people who are under-represented in vocational education, training and employment services and programs.

- increase participation in decision-making processes by people from under-represented groups.

- encourage positive outcomes for students by enabling skills to participate successfully in vocational education and training services and programs.

- develop quality support services that enhance students' chances to achieve positive outcomes.

- provide a safe and secure environment for all individuals attending Monarch Institute's premises both prior to and after enrolment.

Equity principles

Monarch Institute works to ensure that equity principles are implemented through the fair allocation of its resources and the promotion of the right to academic equality.

Monarch Institute achieves the above through:

- maintaining an awareness of educational and community needs through participation in a number of organisations throughout the community.

- marketing its services in a non-discriminatory, inclusive and welcoming manner.

- ensuring that it does not discriminate against prospective students in providing access to its full range of services.

- promoting approved government policies which assist the student by waiving additional prohibitive costs, or providing assistance in sourcing additional funding, where required.

- ensuring access and equity issues are considered during curriculum and assessment development.

- providing staff with access to professional development to keep them abreast of the education needs of under-represented groups and various learning requirements.

- formulating, implementing and reviewing its operational policies and its delivery of programs on an on-going basis.

Equal Opportunity

Monarch Institute is committed to equal employment and education opportunity principles and practices. This commitment will ensure that our environment is free from any form of discrimination in the workplace and a training situation, and that all of our practices are based on merit and equality of access.

The Anti-Discrimination Act 1991, states that it is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

- sex

- race, colour, nationality, ethnic or ethno-religious background,

- marital status

- physical, intellectual or psychiatric disability, or any organism capable of causing disease,

- homosexuality (male or female, actual or presumed)

- age (but only in relation to compulsory retirement)

Unjustifiable Hardship

Monarch Institute will consider on a case-by-case basis the impact of any adjustments to avoid creating unjustifiable hardship. Once an adjustment is deemed reasonable in the circumstances, considering the interests of all affected parties, consideration will be made whether the adjustment would nonetheless impose unjustifiable hardship on Monarch Institute.

Where a claim of unjustifiable hardship is made, Monarch Institute will take into account all financial options and other resources that are reasonably available for making an adjustment. Monarch Institute will consider the impact of those adjustments on its capacity to provide high quality education to all its students.

Should Monarch Institute apply unjustifiable hardship, it will:

- ensure the process for seeking the adjustment is accessible and transparent.

- notify the student regarding the decision and the reasons for the decision, as soon as practicable, after the decision is made.

Appendix 4 - Health and Safety Policy

Workplace Health & Safety

Monarch Institute will always look out for students' health and safety by following the guidelines set out by the current OH&S or WHS Acts in each state/territory and all other relevant legislation and codes of practice.

When students are on site they are expected to abide by these measures and can help Monarch Institute by:

- protecting their own health and safety and avoid risking the health and safety of others
- not bringing threatening or dangerous items to training
- not misusing anything provided by Monarch Institute
- co-operating with any instructions given to them by Monarch Institute
- not putting themselves or others in danger through the consumption of drugs or alcohol
- reporting any risks they notice
- only smoking in designated areas and never inside a training facility.

Cyber Safety

Monarch Institute provides forums for students and staff to communicate across a variety of digital platforms and believes cyber safety is fundamental to this success.

There are many websites providing advice on how to stay safe. We encourage students and staff to inform themselves of their rights and obligations and we encourage anyone who feels unsafe in one our digital environments to let us know.

https://www.esafety.gov.au/key-issues/adult-cyber-abuse

https://www.education.vic.gov.au/about/programs/bullystoppers/Pages/cyberbullyingcampaign.aspx

https://www.staysmartonline.gov.au/protect-yourself

For all safety concerns please email compliance@monarch.edu.au.

Appendix 5 – Code of Conduct Policy

Monarch Institute is passionate about providing a safe and welcoming educational environment. The behaviour, actions and teachings at Monarch Institute are taken seriously.

The Code of Conduct has been established to ensure both students and staff are provided with a setting where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all Monarch Institute rules and policies, as well as State and Commonwealth laws. Any breach of a Commonwealth or State law by staff or a student which may result in a criminal conviction will be reported to the relevant authorities.

Responsibilities

It is the Student's responsibility to:

- respect the right of others, their differences and diversity
- respect people's right to privacy and confidentiality
- treat people in a fair and non-discriminatory way
- undertake studies in a diligent manner by attending all sessions, complete all requirements to the best of their ability and behave in a co-operative manner with other students and staff
- give requested feedback to other students and staff in a specific and sensitive way
- personally bring any matters requiring attention (such as learning concerns, accidents etc.) to the notice of a staff member as soon as practicable.

Students can expect staff to:

- treat people in a fair, non-discriminatory way and with due regard to their privacy
- be professional in performing their duties
- respect the rights of others, their differences and diversity
- respect people's right to privacy and confidentiality
- be supportive of your education
- give appropriate consultation about your progress
- give clear and specific feedback in assignments and if appropriate in subject sessions

General Misconduct

The following examples indicate the kinds of behaviour which constitute general misconduct, as opposed to academic misconduct (refer to Student Academic Integrity and Honesty Policy in this guide). They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- breaches any State or Commonwealth laws

- breaches any of Monarch Institute's policies

- willfully disobeys or disregards any lawful order or direction by a staff member

- prejudices the good name or reputation of Monarch Institute

- bullies, intimidates, harasses or acts violently towards themselves, other students or staff; including causing other students or staff to fear for their own safety, security or wellbeing, whether face-to-face, by telephone or by the use of technology. This includes prejudice and discrimination because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason

- prejudices the good order and governance of Monarch Institute or interferes with the freedom of other students to pursue their studies, or carry out their functions

- behaves in a disruptive manner; such as swearing or using offensive language

- disobeys or fails to comply with contractual or legal requirements

- misuses the information technology communication infrastructure of Monarch Institute (including viewing or distributing offensive material via the internet, email or other means)

- fails to comply with any penalty imposed for breach of discipline

- acts dishonestly in relation to admission to Monarch Institute

- breaches any confidence of Monarch Institute

Any breach of Commonwealth or State law by a student which may result in a criminal conviction will be reported to the relevant authorities.

Investigation

Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper investigation. Past misconduct is not evidence that a student has behaved in the same manner again. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

All instances of alleged misconduct will be referred to management for investigation. The student will be notified of the investigation within 5 business days and a meeting is scheduled so the student can be given an opportunity to discuss an allegation of misconduct. The meeting should occur within 14 days of the initial notification.

Where the student is unable to attend the meeting, the discussion may occur via email or teleconference. Where a student chooses not to participate, the General Manager will then determine and take action. The student or staff member may elect to invite a nominee, or any staff member or student nominee, to be present at this meeting, or to participate in the email/teleconference discussion.

If, as a result of the discussion, management concludes that no misconduct was involved, no further action will be taken and no record of the discussion will be placed in the student's file.

If, as a result of the discussion, management concludes that the action of the student was an example of inadvertent misconduct, the student will be counselled by management. A note to that effect will be placed in the student's file.

If, as a result of the discussion, management concludes that the action of the student was deliberate misconduct a penalty is determined, and the student is notified in writing.

Penalties

Penalties imposed will take into account the nature and the extent of the misconduct, the students' stage in the program and the conventions in the field of study. Depending on the severity of misconduct, it may result in cancellation.

The following penalties may be imposed:

- a warning
- suspension from the course for a period not exceeding 6 months
- cancellation of enrolment

- temporary exclusion from study

- the police will be contacted when necessary

- a charge for the cost of damage to facilities and equipment

Notification and appeal

Management will prepare a written statement setting out the findings of the investigation, referring to the evidence or other material on which the findings were based. This statement is to indicate any penalty/ies to be applied. Management will, within 10 business days, provide a copy of the report to the student and a copy of the report will be added to the student record.

Where management, concludes the case involves deliberate misconduct and either:

- the student does not admit to misconduct; or

- the student does not agree to accept the penalty;

- the student has the right of appeal against the decision of the inquiry and may appeal in writing to the General Manager. Appeals must be lodged in writing within 20 days of the date of the student being notified of the consequence. The process will commence within 10 business days from the date of receipt of the student's appeal.

Appeals

Refer to Appendix 7 - Complaints Policy and Appeals Procedures.

Appendix 6 – Student Academic Integrity and Honesty Policy

Monarch Institute upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students are required to conduct themselves in their academic studies honestly and ethically and expected to carefully acknowledge the work of others in all their academic activities.

This policy describes academic misconduct to students and outlines Monarch Institute's response to instances of academic misconduct that are detected.

Types of academic misconduct

Academic misconduct involves cheating, collusion, plagiarism, or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that negates the academic integrity of the student or another student and/or their work.

Plagiarism occurs when students use words, information, and ideas from other sources and present it as their own, without clear acknowledgement..
Specifically, it occurs when:

- Cutting and pasting text directly from learning materials on the LMS, for example from eBooks and textbooks, or from the internet, without clear acknowledgement.

- other people's work and/or ideas are paraphrased and presented without a reference.

- other students' work is copied or partly copied.

- other people's designs, codes or images are presented as the student's own work.

- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or source.

Cheating occurs when a student seeks to obtain an unfair advantage in an assessment or in other written or practical work required to be submitted or completed for assessment.

Collusion (unauthorised collaboration) involves working with others without permission to produce work which is then presented as work completed independently by the student. Collusion is a form of plagiarism. Students should not knowingly allow their work to be copied.

Allegation of academic misconduct

When academic misconduct is suspected by trainers, the Head of Teaching and Learning should be notified. Allegations of academic misconduct must be based on firm evidence.

The trainer will email the student(s) and give them an opportunity to respond to the allegation of academic misconduct. The student(s) should be given particulars of the suspected academic misconduct and given a chance to defend the allegation. The student(s) should be informed of the penalties that may be applied if the allegation of academic misconduct is upheld. The student should be asked to respond within 10 business days from receipt of the written communication.

The Head of Teaching and Learning is required to decide whether the allegation of academic misconduct is upheld or rejected and, if upheld, whether the academic misconduct was likely to have been intentional or unintentional.

There are several factors that might be taken into consideration when deciding whether the alleged academic misconduct was unintentional, such as:

- the student is at the start of their course and has not received a warning.
- the student is from an educational background where different norms apply for the acknowledgement of sources.
- a negligible amount has been plagiarised.
- the student has made an inadequate attempt at referencing.

An indication that alleged academic misconduct was intentional may be:

- that the students in the cohort were given information on how to acknowledge extracts and quotations and the student was present and received written information and knew that the use of material without acknowledgement was unacceptable.
- that the student had received a prior warning about academic misconduct.

Penalties

Once an allegation of academic misconduct has been investigated and found to be upheld a determination will be made within 10 business days of the appropriate penalty. Each finding of academic misconduct will be treated on its merits. To detect repeated infringements of academic misconduct reference to the academic misconduct register will be made before the penalty is determined

Unintentional academic misconduct

Where the Head of Teaching and Learning determines that academic misconduct was not intentional, they may take one of the following possible actions:

- warn the student and mark the assessment item without penalty; or
- warn the student, request resubmission, and mark the assessment item without penalty.

Warnings and penalties must be communicated in writing to the student and will be kept on the student's file. The student shall also be advised of their right to appeal the finding of academic misconduct and the penalty imposed.

Intentional academic misconduct

Before the Head of Teaching and Learning determines that the finding of academic misconduct was intentional, they must consider the student's response (if any) to the allegation. If the student fails to respond to an allegation of intentional academic misconduct or cannot provide a valid explanation to the Head of Teaching and Learning that the academic misconduct was unintentional, the Head of Teaching and Learning will determine the appropriate penalty for the finding of intentional academic misconduct, which may be one or more of the following:

- the student may be required to undertake additional or alternative assessment.
- a grade of Not Competent may be recorded for the assessment unit.
- the student may be withdrawn from the course.

The most serious penalties may be considered in the case of repeated academic misconduct.

The basis on which the academic misconduct has been determined to be intentional and the penalty that has been determined must be communicated in writing to the student and a copy kept on the student's file. The student shall also be advised of their right to appeal the finding of academic misconduct and the penalty imposed.

Recording incidences of academic misconduct

All proven cases of academic misconduct are entered into WiseNet to allow for verification of repeated infringements.

Appeals

See Complaints & Appeals Procedure.

Appendix 7 – Complaints Policy and Appeals Procedure

Monarch Institute seeks to continuously provide a high quality education and training environment that is safe, fair, and free from discrimination, in which all are encouraged to strive for excellence and fulfil their potential. Monarch Institute is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. All parties to the complaint resolution process will observe the principles of courtesy, mutual respect, confidentiality, and procedural fairness.

The focus for resolution will be on issues rather than individuals. A complainant has the right to withdraw the complaint at any stage.

Where a complainant is a current student, their enrolment must be maintained while the complaints and appeals process is ongoing, unless a request is made in writing by the student to alter the status of their enrolment. Complaints managed by Monarch Institute are not charged, however, if an external mediation service is required this service may be charged.

Monarch Institute staff will always endeavour to resolve any issues brought to their attention. Monarch Institute will keep track of all grievances and their status and update all stakeholders involved in the lodgment, management, and resolution of the issue. All improvements stemming from a complaint or appeal will be recorded in Monarch Institute's Continuous Improvement Register.

Purpose

Essential to a safe, inclusive environment is ensuring that staff and students are encouraged to come forward with their grievances in the knowledge prompt and effective action will be taken to address complaints.

Despite all efforts of Monarch Institute to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide the opportunity to have complaints and appeals acknowledged and resolutions reached internally where possible but without

limiting the complainant's right to seek external recourse. Further, the Complaints and Appeals process does not remove the right of either party to pursue other legal remedies.

The objective of this policy is to ensure:

- the process is clear and readily available for all and consistently applied

- the process is well documented and communicated to relevant parties within 20 days, including advising the complainant or appellant of the outcome through written notification

- the complainant or appellant is aware of their right to have a support person present at any interview or proceeding

- the process be conducted with fairness in accordance with the principles of natural justice

- the complaint resolution process will be used by Monarch Institute to identify areas for improvement in the quality of services and support it provides to students

Scope

This policy applies to complaints and appeals brought by persons who engage the services provided by Monarch Institute or any third party partners.

Monarch Institute is not compelled to consider:

- anonymous appeals; or

- appeals that appear to be of a frivolous nature, or vexatious or maliciously made; or

- appeals made based on the judgment of a Monarch Institute staff member who made the decision; or

- appeals that fail to meet the lodgment requirements

Definitions

Complaint

For the purposes of this policy, a complaint is any expression of dissatisfaction with an action, product or service associated with Monarch Institute in the provision of nationally accredited training and assessment.

Academic Appeal

For the purposes of this policy, an appeal is defined as a situation where a student disputes a decision made by Monarch Institute. The decision made by Monarch Institute may be an assessment decision.

Complaint process

Monarch Institute encourages students and staff to informally resolve complaints as most of these situations can be addressed and resolved at this level. Monarch Institute advises complainants to first speak to the person/s their complaint is related to. Monarch Institute promotes and requests that parties involved try to resolve their issues with each other in an informal manner, with mutual respect.

However, it is understood that not all complaints can be resolved in an informal manner.
Where a resolution of a complaint cannot be resolved informally, the following process applies.

The issue needs to be brought to the attention of the General Manager or delegate of Monarch Institute.
A written complaint detailing the issue arising should be forwarded to the General Manager –
info@monarch.edu.au.

All formal written complaints lodged will be actioned within a reasonable timeframe. An opportunity will be provided to all complainants to formally present their case.

The complaint will be investigated within 20 business days. The General Manager will ensure that as far as possible, the person making the complaint is satisfied with the outcome.

The person making the complaint will receive a written statement of the outcomes, including reasons for the decision within 20 business days of lodging their complaint.

The formal complaint must be made within two months of the incident occurring.

Academic Appeal

All students have the right to request an academic review. Where a student is dissatisfied with the result of an assessment, the student should discuss this informally in the first instance with their assessor.

If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the General Manager within 20 business days of receiving the reviewed academic assessment result. The request must outline why the student has requested a formal review of the result.

The General Manager will seek to resolve a formal academic review through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation.
The General Manager will make the final decision on all formal academic reviews.

All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within 20 business days from the date the review was lodged. If a student's formal academic review is successful, the academic result will be amended.

External Review

Either party may choose to engage a third party mediator at any stage throughout the process. However, Monarch Institute encourages all grievances, in the first instance, to be brought to their attention to improve practice and experience. Similarly, ASQA and Monarch Institute funding bodies require a student to go through the internal resolution process first before they are contacted.

The Dispute Settlement Centre of Victoria

URL: https://www.disputes.vic.gov.au/about-us/contact-us

Phone: 1300 372 888

Queensland Training Ombudsman

Phone: 1800 773 048

Email: info@trainingombudsman.qld.gov.au

Write: PO Box 15090, City East Qld 4002

Australian Skills Quality Authority (ASQA)

URL: https://asqaconnect.asqa.gov.au/

Please note: ASQA will receive a complaint but will not investigate an individual's complaint.

Victorian Skills Gateway

URL: https://www.skills.vic.gov.au/s/making-a-complaint

Appendix 8 - Legislative Requirements

Monarch Institute is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs its obligations as a Registered Training Organisation (RTO), obligations to students and relates to the industry in which training is conducted. The legislation that particularly affects students in Vocational Education and Training includes:

Commonwealth legislation:

- Australian Securities and Investments Commission Act 2001

- Corporations Act 2001

- Business Names Registration Act 2011

- Business Names Registration (Transitional and Consequential Provisions) Act 2011

- Insurance Contracts Act 1984

- Superannuation (Resolution of Complaints) Act 1993

- Superannuation Industry (Supervision) Act 1993

- Retirement Savings Accounts Act 1997

- Life Insurance Act 1995

- National Consumer Credit Protection Act 2009, and

- Medical Indemnity (Prudential Supervision and Product Standards) Act 2003

- National Vocational Education and Training Regulator Act 2011

- Human Rights and Equal Opportunity Commission Act 1986

- Disability Standards for Education 2005

- Disability Discrimination Act 1992

- Racial Hatred Act 1995

- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Privacy Act 1998 (March 2014 Amendment/Update)

- Privacy Act And National Privacy Principles (2001)

- Skilling Australia's Workforce Bill 2005

- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

- Education Services to Overseas Students (ESOS) Act 2000

- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000

- Education Services to Overseas Students (ESOS) Regulations 2001.

- State based legislation:

- National Vocational Education and Training Regulator Act 2011

- Adult, Community and Further Education Act 1991

- Apprenticeship and Traineeship Act 2001

- Tertiary Education Act 1993

- Children and Young Persons Act 1989

- Equal Opportunity Act 1995

- Workers Compensation Act 1958

- Workers Compensation Regulations 1995

- Dangerous Goods Act 1985

- Occupational Health and Safety Act 2004

- Copyright Act, 1879. 42 Vic No 20 (modified 2002)

- Sex Offenders Registration Act 2004

- Occupational Health and Safety Regulation 2001.

- Australian Consumer Law

- The disability Act 2006 (Vic)

- Working with Children Act 2005 (Vic)

- Equal Opportunity Act 2010 (Vic)

- Human Rights Charter

- Child Wellbeing and Safety Act 2005 (Vic)

- Information Privacy Act 2009