



# Student Handbook

- > Graduate Certificate in Business
- > Master of Business Administration

# Monarch Institute

## MBA Student Handbook

The Graduate Certificate in Business and Master of Business Administration are delivered by Monarch Institute Pty Ltd (RTO 22530) as a third-party provider on behalf of the Australian Institute of Professional Counsellors Pty Ltd (AIPC), a TEQSA-registered higher education provider (Provider ID: PRV12083, CRICOS Code: 04095M).



*The information and policies contained within this Student Handbook are current at the time of publishing. The information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to Monarch's website at [www.monarch.edu.au](http://www.monarch.edu.au) for a current version of the handbook.*

## Contents

<b>WELCOME FROM THE CEO.....</b>	<b>5</b>
<b>ABOUT YOUR STUDIES.....</b>	<b>6</b>
Who You're Studying With.....	6
About the Program.....	6
<b>YOUR COURSE .....</b>	<b>6</b>
Course Overview .....	6
Graduate Certificate in Business.....	6
Master of Business Administration.....	7
Learning Outcomes .....	7
Graduate Certificate in Business.....	7
Master of Business Administration.....	7
Course Structure .....	7
Course Units .....	8
Recommended Study Progression .....	8
Full-Time Study .....	8
Part-Time Study.....	9
Term and Census Dates.....	9
Enrolment for Each Term .....	9
Required Textbooks .....	9
Your Academic Staff .....	10
<b>YOUR RESPONSIBILITIES AS A STUDENT .....</b>	<b>10</b>
Understand Institute Policies .....	10
Your Student Agreement.....	10
<b>FEES, PAYMENTS AND FINANCIAL OBLIGATIONS.....</b>	<b>10</b>
Course Fees and Payment Options .....	10
Units with Credit Granted .....	11
Outstanding Fees .....	11
Additional Costs (Textbooks and Software).....	11
<b>CHANGES TO ENROLMENT AND STUDY STATUS.....</b>	<b>12</b>
Course Cancellation.....	12
Unit Withdrawal .....	12
Special Consideration (Fees and Withdrawal) .....	12
Deferral of Studies.....	12
<b>FEE-HELP AND FINANCIAL ASSISTANCE .....</b>	<b>13</b>
Maintaining Eligibility for FEE-HELP .....	13
Re-Crediting a FEE-HELP Balance .....	13
Special Circumstances.....	14
Review of a decision.....	14
<b>STUDENT SELECTION, ENROLMENT AND ENTRY REQUIREMENTS .....</b>	<b>15</b>
Legislative Framework.....	15
Relationship to the Higher Education Support Act 2003 .....	15
Selection Principles .....	16
Application and Enrolment Process .....	16
Overview of the Entry Process .....	16
Submitting an Application.....	16
Entry Requirements .....	16
Graduate Certificate in Business.....	16
Master of Business Administration.....	17
Assessment and Selection of Applications.....	17
Application Screening .....	17
Assessment and Approval .....	17
Capacity and Waitlisting.....	17

Offer of Admission .....	17
<b>STUDENT CONDUCT AND BEHAVIOUR .....</b>	<b>17</b>
Student Conduct Expectations .....	17
Bullying, Harassment and Discrimination .....	18
Sexual Harassment and Sexual Assault .....	19
Diversity and Inclusion .....	19
Reporting and Managing Behaviour Concerns.....	19
<b>PRIVACY AND PERSONAL INFORMATION .....</b>	<b>20</b>
Collection and Use of Personal Information .....	20
Disclosure of Information.....	20
Data Security and Storage .....	21
Accessing and Correcting Your Information.....	21
Privacy Complaints .....	21
<b>STUDENT COMPLAINTS AND APPEALS .....</b>	<b>22</b>
Step 1: Informal Resolution (Recommended).....	22
Step 2: Formal Complaint (Monarch).....	22
Step 3: Appeal (AIPC) .....	23
Step 4: External Review.....	23
Complaint Types.....	23
Academic Complaints and Appeals .....	23
Non-Academic Complaints.....	24
Record Keeping and Confidentiality.....	24
Support During the Process.....	24
<b>STUDENT SUPPORT AND WELLBEING.....</b>	<b>24</b>
Overview of Student Support.....	24
Academic Support .....	24
Student Support Services .....	25
Wellbeing Support .....	25
Support for Students with a Disability .....	26
External Support Services.....	26
Advocacy and Third-Party Support .....	26
Career, Legal, Financial and Cultural Support.....	26
English Language and Learning Support .....	26
<b>LEARNING AND STUDY REQUIREMENTS.....</b>	<b>27</b>
Online Learning Environment .....	27
Studying Externally.....	27
Technical Requirements.....	27
Online Library Access .....	28
Communication with Academic Staff.....	28
Study Expectations and Engagement.....	28
Webinars, Tutorials and Guided Learning Activities .....	29
<b>ASSESSMENT AND ACADEMIC REQUIREMENTS.....</b>	<b>29</b>
Assessment Overview .....	29
Types of Assessment .....	29
Submission of Assessment .....	29
Extensions and Special Consideration.....	30
Late Submission.....	30
Resubmission of Assessment .....	30
Marking, Grading and Feedback .....	31
Academic Misconduct .....	31
Industry Project Requirements .....	31
<b>ACADEMIC PROGRESS AND INTERVENTION .....</b>	<b>31</b>
Overview of Academic Progress.....	31
Monitoring Academic Progress .....	32
Intervention and Support Strategies.....	32

Repeating Units .....	32
Unsatisfactory Academic Progress .....	32
Appeals .....	33
<b>CREDIT AND PATHWAYS .....</b>	<b>33</b>
Recognition of Prior Learning (RPL) .....	33
Credit Transfer .....	33
Pathways Between Qualifications .....	33
Application Process .....	33
Important Considerations .....	33
<b>GRADUATION AND COMPLETION .....</b>	<b>34</b>
Completion of Course Requirements .....	34
Award of Qualification .....	34
Academic Transcripts .....	34
Issuance of Testamur .....	34
Replacement Documents .....	34
Timeframes and Communication .....	34
<b>POLICIES AND LEGAL INFORMATION.....</b>	<b>34</b>
Statement of Tuition Assurance.....	34
Activation of Tuition Assurance Arrangements .....	35
The Course Assurance Option .....	35
The Student Contribution/Tuition Fee Repayment Option .....	35
Copyright .....	35
Updating Personal Information.....	36
Consumer Rights and Other Legal Remedies .....	36
Relationship to Policies .....	36
Providing Feedback and Suggestions, and Completing Surveys .....	36

# Welcome from the CEO

Welcome, and thank you for choosing to study your MBA with Monarch Institute. Undertaking postgraduate study is a significant commitment, and we're pleased to have you with us as you get started.

This MBA has been designed and developed by the Australian Institute of Professional Counsellors (AIPC) and is delivered by Monarch Institute. Together, we combine AIPC's higher education expertise with Monarch's practical, real-world approach to learning.

At Monarch, we believe education should go beyond theory. This program is designed to help you apply what you learn directly to your work, building the skills, judgement, and confidence needed to lead in complex business environments. We also understand that many of our students are balancing study alongside work and other commitments. You won't be doing this alone. Our academic and support teams are here to guide you throughout your studies and ensure you feel supported every step of the way.

This handbook has been developed to give you a clear understanding of how your course works, what to expect, and the policies that support your studies. I encourage you to refer to it throughout your time with us.

On behalf of everyone at Monarch, welcome. We look forward to supporting you through a challenging and rewarding learning experience.

With warm regards,

Sincerely,

A handwritten signature in black ink, appearing to read 'Tessa Tierney', with a long, sweeping underline that extends to the left.

Tessa Tierney  
Chief Executive Officer  
Monarch Institute

## About your Studies

Welcome, and thank you for choosing to study your Business Degree with Monarch Institute. You are about to begin an important step in your learning and professional development. This handbook has been designed to provide you with the information you need to understand how your course works, what is expected of you, and how to successfully progress through your studies.

Please take the time to read this handbook carefully and refer back to it throughout your course.

### Who You're Studying With

The Graduate Certificate in Business and Master of Business Administration are designed and accredited by the Australian Institute of Professional Counsellors (AIPC), a registered higher education provider (PRV12083). AIPC is responsible for the academic governance and quality assurance of the programs, ensuring they meet the requirements of the Higher Education Standards Framework and the Australian Qualifications Framework.

Monarch Institute delivers these programs on behalf of AIPC. Monarch is responsible for the day-to-day student experience, including learning delivery, academic support, and student services. This partnership combines AIPC's higher education expertise with Monarch's practical, applied approach to learning.

Upon successful completion of your course, your qualification will be awarded by AIPC. AIPC is registered with the Tertiary Education Quality and Standards Agency (TEQSA), and information about its registration and course accreditation can be found on the TEQSA National Register at: [www.teqsa.gov.au](http://www.teqsa.gov.au).

### About the Program

The Graduate Certificate in Business and Master of Business Administration are designed to develop practical business capability that can be applied in real-world contexts. Across your studies, you will build knowledge in key areas of business and apply this in ways that are directly relevant to your role. The focus is on developing the skills, judgement, and confidence required to operate effectively in complex and evolving business environments.

The programs are structured to support progressive learning. Students may choose to complete the Graduate Certificate as a standalone qualification or continue into the Master of Business Administration.

Throughout your studies, there is a strong emphasis on professional practice, ethical decision making, and continuous learning. The aim is to support you in building capability that adds value to your work now, while also preparing you for future career opportunities.

## Your Course

### Course Overview

The Graduate Certificate in Business and Master of Business Administration are structured postgraduate programs designed to support progressive learning.

The Graduate Certificate can be completed as a standalone qualification. Students who wish to continue their studies may progress into the Master of Business Administration, which builds on this with more advanced and applied learning.

Each course is made up of a defined set of units that are completed over the duration of your studies. Further detail on course structure, study load, and unit requirements is provided in the sections that follow.

### Graduate Certificate in Business

The Graduate Certificate in Business is a postgraduate qualification designed to develop capability across core areas of business practice. The course focuses on building skills in analysis, decision making, and problem solving, with an emphasis on applying these in practical, work-relevant contexts. You will engage with key business concepts and use these to interpret information, evaluate options, and respond to real-world business challenges.

Assessment throughout the course is designed to support the application of learning, allowing you to demonstrate your understanding through tasks that reflect professional practice.

Completion of the Graduate Certificate provides a pathway for further study for students who wish to continue into the Master of Business Administration.

## Master of Business Administration

The Master of Business Administration builds on prior study and experience to develop advanced capability in leadership, strategy, and decision making.

The course focuses on applying business knowledge in complex and dynamic environments. You will engage with more advanced concepts and be required to analyse situations, evaluate competing priorities, and make informed decisions that reflect organisational and broader business considerations.

A key feature of the MBA is the integration of learning across different business areas. You will be expected to draw on knowledge and skills developed throughout the course to address multifaceted challenges and demonstrate professional judgement in a range of contexts.

Assessment is designed to reflect real-world expectations, requiring you to apply your learning in ways that are relevant to your professional practice.

## Learning Outcomes

### Graduate Certificate in Business

On successful completion of the Graduate Certificate in Business, you will be able to:

- Apply foundational business knowledge to a range of professional contexts
- Analyse information to support effective decision making
- Identify and respond to business challenges using appropriate tools and frameworks
- Communicate ideas clearly and professionally to a range of stakeholders
- Demonstrate ethical and responsible approaches to business practice.

### Master of Business Administration

On successful completion of the Master of Business Administration, you will be able to:

- Integrate knowledge across multiple business disciplines to address complex challenges
- Evaluate strategic options and make informed decisions in dynamic environments
- Apply leadership and management skills in a range of organisational contexts
- Exercise critical thinking and professional judgement in solving business problems
- Communicate and justify decisions to diverse stakeholders
- Demonstrate ethical, responsible, and reflective practice in professional settings.

## Course Structure

The Graduate Certificate in Business and Master of Business Administration are structured as a sequence of units that are completed over the duration of your studies.

The Graduate Certificate consists of the initial units of the program and can be completed as a standalone qualification. Students who continue into the Master of Business Administration will complete additional units that build on this foundation.

Each unit has an associated workload, and students are expected to progress through the course in the recommended sequence to support successful completion. All required units must be completed to be awarded the relevant qualification.

Further detail on unit requirements, study load, course duration, and progression is provided below.

## Course Units

The MBA consists of 12 prescribed units. The Graduate Certificate in Business is awarded on successful completion of the first four units.

The MBA includes a Finance specialisation, which is completed through selected units in the later stages of the course.

The table below outlines the units that make up the program and their prerequisite requirements.

Unit Code	Unit Name	Credit Points	EFTSL	Pre-requisite Units
MB01	Management and Leadership	8	0.125	-
MB02	Accounting and Business Analysis	8	0.125	-
MB03	Managing People	8	0.125	-
MB04	Marketing Management*	8	0.125	-
MB05	Contemporary Business Environments	8	0.125	MB01
MB06	Economics for Managers	8	0.125	MB02
MB07	Decision-making for Business	8	0.125	MB02
MB08	Business Strategy	8	0.125	MB05
MBF01	Corporate Finance**	8	0.125	MB02, MB06
MB09	Industry Project 1	8	0.125	MB07, MB08
MBF02	Financial Strategy and Markets**	8	0.125	MBF01
MB10	Industry Project 2	8	0.125	MBF02, MB09

\*Completion of this unit, together with the preceding units, meets the requirements for the Graduate Certificate in Business.

\*\* These units form part of the Finance specialisation.

## Recommended Study Progression

The study plans below show typical full-time and part-time progression through the course. Full-time students generally complete two units per term, completing the course over a minimum of eighteen months, subject to individual progression and enrolment choices. Part-time students may complete fewer units per term and progress at a pace that suits their circumstances. Your individual study plan may vary depending on your enrolment and progression. The maximum timeframe to complete the course is **six years** from your initial enrolment.

### Full-Time Study

Term	Unit Code	Unit Name
<b>Year 1</b>		
Term 1	MB01	Management and Leadership
	MB02	Accounting and Business Analysis
Term 2	MB03	Managing People
	MB04	Marketing Management*
Term 3	MB05	Contemporary Business Environments
	MB06	Economics for Managers
Term 4	MB07	Decision-making for Business
	MB08	Business Strategy
<b>Year 2</b>		
Term 1	MBF01	Corporate Finance
	MB09	Industry Project 1
Term 2	MBF02	Financial Strategy and Markets
	MB10	Industry Project 2

## Part-Time Study

This study plan reflects a typical part-time pace of one unit per term. You may choose to study more or fewer units in a given term, depending on your circumstances and progression, provided prerequisite requirements are met.

Term	Unit Code	Unit Name
<b>Year 1</b>		
Term 1	MB01	Management and Leadership
Term 2	MB02	Accounting and Business Analysis
Term 3	MB03	Managing People
Term 4	MB04	Marketing Management*
<b>Year 2</b>		
Term 1	MB05	Contemporary Business Environments
Term 2	MB06	Economics for Managers
Term 3	MB07	Decision-making for Business
Term 4	MB08	Business Strategy
<b>Year 3</b>		
Term 1	MBF01	Corporate Finance
Term 2	MB09	Industry Project 1
Term 3	MBF02	Financial Strategy and Markets
Term 4	MB10	Industry Project 2

## Term and Census Dates

Term dates and census dates for the MBA are published on the Monarch Institute website at <https://www.monarch.edu.au/courses/business-management/master-of-business-administration>.

Each term is typically structured across an eight-week study period. Assessment tasks may occur at different points throughout the term, depending on the unit.

The census date is an important deadline that occurs early in each term. It is the last date to withdraw from a unit without academic or financial penalty. You are responsible for ensuring you are aware of and meet all relevant census dates.

## Enrolment for Each Term

You will receive information about upcoming terms, including key dates such as start dates, end dates, and census dates, in advance of each term.

To enrol in your units, you will be provided with a Unit Enrolment Form and Acceptance of Enrolment for the upcoming term. You are required to review, complete, and return these documents by the specified deadline to confirm your enrolment. It is your responsibility to ensure that you enrol in units by the required deadlines and that your enrolment aligns with prerequisite requirements.

Enrolment in a unit constitutes a financial commitment. Students who remain enrolled in a unit after the census date will incur the full cost of that unit, regardless of participation, withdrawal, or submission of assessment.

If you require assistance with your enrolment, you can contact the Student Recruitment team by emailing [info@monarch.edu.au](mailto:info@monarch.edu.au).

## Required Textbooks

All units require prescribed textbooks. Details of required textbooks will be provided in your enrolment confirmation and will also be available within the online learning platform for each unit.

You are responsible for obtaining any required textbooks. You may choose to purchase these through recommended suppliers or source them independently. Students may find textbooks through online bookstores, eBook providers, or second-hand platforms, which can offer more cost-effective options.

You are expected to have access to required textbooks at the commencement of each unit. Failure to obtain required textbooks does not constitute grounds for extension or special consideration.

## Your Academic Staff

Your learning is supported by a team of experienced academic staff, including a Program Leader and Academic Lecturers. The Program Leader oversees the academic quality and delivery of the program, while Academic Lecturers are responsible for teaching and supporting students within their units. Academic decisions relating to course progression, assessment, and academic conduct are overseen by the Program Leader. Lecturers are responsible for unit delivery and student support but may escalate matters to the Program Leader where required.

Details of your assigned lecturer(s), including contact information, will be provided at the commencement of each term through the online learning platform.

## Your Responsibilities as a Student

### Understand Institute Policies

As a student, you are required to comply with all applicable policies and procedures relating to your course. These policies outline your rights and responsibilities and cover areas including enrolment, assessment, academic conduct, complaints, and privacy.

You are responsible for ensuring that you understand and comply with all relevant policies throughout your studies. Failure to read or understand Institute policies does not exempt students from their responsibilities under those policies. Failure to read or understand Institute policies does not exempt students from their responsibilities under those policies.

### Your Student Agreement

As part of your enrolment, you are required to review and accept the Student Agreement. The Student Agreement outlines the terms and conditions of your study, including your responsibilities, fee obligations, and key conditions of enrolment.

You will receive the full Student Agreement as part of your enrolment documentation. You should ensure you understand this before accepting your enrolment. For a copy of your student agreement, students can contact [info@monarch.edu.au](mailto:info@monarch.edu.au).

## Fees, Payments and Financial Obligations

By accepting an offer of enrolment, students agree to pay all tuition fees and associated costs for the units in which they are enrolled. Students are responsible for ensuring that all payment obligations are met by the specified due dates, regardless of whether they are paying upfront or accessing FEE-HELP.

### Course Fees and Payment Options

Please refer to <https://www.monarch.edu.au/courses/business-management/master-of-business-administration> for current unit fees and indicative additional and non-tuition costs. On your Application Form, you will choose one of the following payment options:

1. Pay for your course using FEE-HELP, if eligible
2. Pay for each term of your studies upfront
3. Pay a portion of your fees upfront and the remaining amount using FEE-HELP

Payment for each term must be finalised by the due date specified in the enrolment documentation. Where FEE-HELP is used, all required forms must be completed and submitted by the relevant deadline. Where fees are paid upfront, payment must be received in full by the due date.

Failure to meet these requirements may result in cancellation of enrolment for the term.

Please note that the unit fees, and any other associated fees, are subject to review and may change for future terms. Students will be advised of any changes prior to enrolment in subsequent units. Students remain liable for all tuition fees associated with units in which they are enrolled after the relevant census date.

## Units with Credit Granted

Students may apply for credit for previous studies and experience in accordance with the Institute's Recognition of Prior Learning (RPL) and Credit Transfer provisions. Refer to 'Credit and Pathways' section for more information.

Students are not required to pay unit fees for any units where credit is granted. There are no fees associated with Recognition of Prior Learning (RPL) or Credit Transfer applications.

## Outstanding Fees

Students who have not completed their Request for FEE-HELP Assistance form or paid their fees by the due date will not be able to:

- I. continue their studies in the term
- II. enrol in units for future terms
- III. access their term or unit results
- IV. submit assessment for marking or undertake practical assessments
- V. access the Monarch's Online Learning Platform or AIPC Online Library, or
- VI. access study support services.

Continued failure to meet payment obligations may result in further action, including cancellation of enrolment in the course.

## Additional Costs (Textbooks and Software)

There are some items and services that students will need to pay additional charges for during their course of study:

### 1. Textbooks:

Each unit of study has required textbooks, which must be purchased by the student. Some units may require more than one textbook. Textbook requirements vary between units, and there are price variations depending on the textbook and format. The estimated cost of textbooks is approximately \$80–\$150 per unit, depending on the subject and whether digital or second-hand options are used.

Students will receive confirmation of the required textbooks for their enrolled units as part of their Confirmation of Enrolment. Students may choose to purchase textbooks from any supplier, including second-hand or digital versions where available, to reduce costs.

For more information on textbook requirements, students can contact their Lecturer via [mbasupport@monarch.edu.au](mailto:mbasupport@monarch.edu.au).

### 2. Software:

Access to software is provided for the duration of enrolment and is subject to Institute arrangements and licensing conditions.

# Changes to Enrolment and Study Status

## Course Cancellation

Students can withdraw from their course of study at any time. All cancellations are to be put in writing and addressed to [info@monarch.edu.au](mailto:info@monarch.edu.au). The following Course Cancellation Policy applies:

Students are liable for the full cost of the units they have completed to date in their course of study with the Institute. Additionally, if the student cancels from the course after the Census Date in a term, the student is also liable for the full cost of the units in which they are currently enrolled. Requests for cancellation cannot be backdated.

Upon completion of the cancellation process, students will receive an updated academic transcript of the studies they have completed. The effective date of cancellation is the date on which the written request is received by the Institute. Financial and academic liability will be determined based on this date in relation to the relevant census date.

## Unit Withdrawal

Students can withdraw from a unit/s on or before the Census Date for the term without suffering any financial penalty. All requests to withdraw from a unit must be submitted in writing to the Institute.

In the event of a student withdrawing from a unit on or before the census date for that unit, 100% of tuition fees paid up-front for that unit will be refunded to the student; and/or if the student has sought FEE-HELP assistance they will not incur a FEE-HELP debt for that unit. If a student withdraws from the unit/s after the Census Date, then the student is liable for the whole cost of the unit/s. Hence, students who have sought FEE-HELP will incur a FEE-HELP debt for that unit/s, and students who have paid the unit fee/s out of their own funds will not receive a refund. Students may withdraw from a unit without academic penalty up to the end of the sixth week of the term. Withdrawals after this point may result in a fail grade being recorded.

No refund of tuition fees will be provided for units withdrawn after the census date, except in approved circumstances under relevant policies.

## Special Consideration (Fees and Withdrawal)

In the event of discontinuing or deferring their studies, students can apply for special consideration for the cancellation, reduction or transfer of any outstanding fees via the avenues detailed in the Re-crediting a FEE-HELP Balance Policy and Non-Academic Appeals Policy. All applications are to be submitted in writing with genuine and valid reasons being provided by email to [info@monarch.edu.au](mailto:info@monarch.edu.au). It is beneficial if students provide evidence supporting their reasons (for example, medical certificates or letters from doctors/specialists).

Approval of special consideration is not guaranteed and will be assessed in accordance with Institute policies. Outcomes are determined based on the individual circumstances and supporting evidence provided.

## Deferral of Studies

Students who are unable to continue their studies for a period of time may apply to defer their enrolment. Requests for deferral must be submitted in writing to the Institute prior to the commencement of the relevant term, or as soon as possible where circumstances arise during the term. Applications should include the reason for the request and any supporting documentation where appropriate.

Deferral is not automatically granted and will be considered on a case-by-case basis. The Institute will advise the student of the outcome of the request in writing within 28 days of receipt. In assessing the request, consideration will be given to the remaining timeframe for the student to complete the course within the maximum duration. A record of the decision will be maintained on the student's file.

During a period of approved deferral, students will not be enrolled in units and will not be required to undertake study or assessment. Access to learning resources and support services may be limited during this time.

Deferral is typically granted for a specified period and is not indefinite. The Institute will advise students of the approved duration of deferral and any conditions attached. Students must contact the Institute prior to returning from deferral to confirm their re-enrolment. Failure to do so may delay re-commencement of studies. Where a deferral request is not approved, the student will be expected to continue their enrolment or withdraw from the unit or course in accordance with the relevant policies.

Deferral of studies may impact course progression, completion timeframes, and eligibility for FEE-HELP. Students are encouraged to consider these implications before applying for deferral.

Extended periods of deferral may impact the currency of previously completed units and may require students to repeat units where learning is no longer considered current.

## FEE-HELP and Financial Assistance

### Maintaining Eligibility for FEE-HELP

Students accessing FEE-HELP must maintain satisfactory academic progress to remain eligible for assistance.

New students commencing their course after 1 January 2018 and choosing to pay their tuition fees using FEE-HELP are required to maintain a minimum successful completion rate in subjects (units of study) in which they remain enrolled after the respective semester Census Date.

Under the Education Legislation Amendment (Provider Integrity and Other Measures) Act 2017, this is determined as:

- Having undertaken 8 or more subjects in the course of study, the student is required to have successfully completed (i.e., passed) at least 50% of the subjects (units of study) in which they remained enrolled after the semester Census Date.
- For students seeking to move between Institute higher education courses of study and completed 4 or more subjects (units of study) in a higher education course with the Institute, the student is to have successfully completed (i.e., passed) at least 50% of subjects (units of study) in which they remained enrolled after the semester Census Date.

Students seeking an exemption from the above eligibility requirements due to special circumstances, are able to have their situation considered under the *Non-Academic Complaints and Appeals Policy*. Students are required to present information and documentation which evidence significant and special circumstances that a reasonable person would consider would directly impact the student's successful completion of the subject/subjects after the Census Date of the Term in which the student was enrolled in the subject/subjects.

### Re-Crediting a FEE-HELP Balance

Monarch and AIPC will conduct this procedure in compliance with the *Higher Education Support Act 2003* and Higher Education Provider Guidelines.

For the purposes of this procedure a student is a person other than an international student<sup>1</sup> who is enrolled in a higher education course with the Institute.

The Institute will:

- set a census date for each unit of study (unit) that is no earlier than 20% of the way through the unit of study;
- ensure that all students are informed upon enrolment of the census date for each unit of study in the manner and by the date prescribed in the Higher Education Provider Guidelines;
- ensure that all students are informed of the review procedures for the re-crediting of a FEE-HELP balance.

---

<sup>1</sup> As defined by the Education Services for Overseas Students Act 2000

## Special Circumstances

If a student withdraws from a unit of study after the census date for that unit of study or has been unable to successfully complete a unit of study, and believes this was due to special circumstances then the student may apply to have their FEE-HELP balance re-credited for the affected units of study. The Institute will re-credit the student's FEE-HELP balance if it is satisfied that special circumstances apply that:

- are beyond the student's control; and
- did not make their full impact on the student until on or after the census date for the unit(s) of study in question; and
- make it impracticable for the student to complete the requirements for the unit(s) of study in question.

The responsibility for demonstrating that special circumstances apply rests with the student.

The Institute will be satisfied that a student's circumstances are beyond the student's control if a situation occurs that a reasonable person would consider is not due to the person's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.

Each application will be examined and determined on its merits by considering a student's claim together with independent supporting documentation substantiating the claim.

Initial applications for the re-crediting of a student's FEE-HELP balance are to be made, in writing, to Student Services by emailing [info@monarch.edu.au](mailto:info@monarch.edu.au).

The procedure for the re-crediting of a FEE-HELP balance is as follows:

- a) When a student withdraws from a unit of study, Monarch shall confirm the withdrawal by giving notice to the student in writing stating the date at which the withdrawal has taken effect;
- b) When a student fails to meet the requirements of a unit of study, Monarch shall confirm the failure by giving notice to the student in writing of the final result for that unit of study after results have been properly approved;
- c) In the circumstance of withdrawing from a unit, the student must apply in writing to Student Services by emailing [info@monarch.edu.au](mailto:info@monarch.edu.au) within 12 months from the date specified in the notice as the day of withdrawal;
- d) In the circumstance of not meeting the requirements of a unit of study, the student must apply in writing within 12 months after the period during which the student was enrolled in the unit;
- e) The Institute may exercise its discretion to waive the 12-month timeframe if, in its opinion, it was not possible for the application to be made before the end of the 12-month period;
- f) Student Services will consider the application and will agree to such requests if they are satisfied that there were special circumstances in the student's case;
- g) If the application is successful, the Institute will re-credit the student's FEE-HELP balance with an amount equal to the amounts of FEE-HELP assistance that the student has received for the affected unit(s) of study and the student's FEE-HELP debt for those units of study will be removed;
- h) Student Services shall advise the student of the outcome of the application within 28 days stating the reasons for the decision;
- i) Student Services shall also advise the student of their rights for a review of the decision if they are not satisfied with its outcome and that a request for such a review must be lodged within 28 days from the day of receipt of the decision or such longer period as the Student Services Officer allows.

## Review of a decision

If a student is not satisfied with the decision made by the Student Services in relation to re-crediting their Tuition Fee balance they may request a review of the decision. The review shall be carried out by the Review Officer, who is AIPC's Chief Executive Officer or delegate and is senior to the original decision maker.

Any such request is to be submitted to the Review Officer in writing and:

- a) must be lodged within 28 days of receiving notice of the original decision, unless the Review Officer allows a longer period; and
- b) must specify the reasons for making the request and include any supporting documentation; and
- c) Sent to [feedback@aipc.net.au](mailto:feedback@aipc.net.au).

The Review Officer shall acknowledge receipt of an application for a review of the refusal to re-credit a Tuition Fee balance in writing and inform the applicant that if the Review Officer has not advised the applicant of a decision within 45 days of having received the application for review, the Review Officer is taken to have confirmed the original decision. This notice shall also advise the applicant that they have the right to apply to the Administrative Review Tribunal within 28 days for a review of that decision and will provide the contact details of the closest Administrative Review Tribunal Registry and the approximate costs of lodging an appeal.

The Review Officer shall:

- a) seek all relevant information from the person who made the original decision.
- b) review the case within 3 weeks and advise the student of the decision in writing giving the reasons for the reviewer's decision.
- c) The Review Officer may:
  - i. confirm the decision; or
  - ii. vary the decision; or
  - iii. set the decision aside and substitute a new decision.

The Review Officer will give written notice of the decision setting out the reasons for the decision. The applicant shall also be advised in the decision of the right to apply to the Administrative Review Tribunal within 28 days of receiving the written advice of a decision for a review of that decision and be provided with the contact details of the closest Administrative Review Tribunal Registry and the approximate costs of lodging an appeal as found at <https://www.art.gov.au/>.

Where a student is unsatisfied with the reviewed decision, they may apply to the Administrative Review Tribunal within 28 days for consideration of the Institute's decision to refuse to re-credit their Tuition Fee balance. The student may supply additional information to the Administrative Review Tribunal which they did not previously supply to the Institute either in the original application or the request for review.

The Secretary of the Department of Education or the Secretary's delegate will be the respondent for cases that are brought before the ART. Upon the Department's receipt of a notification from the ART, the Department will notify the Institute that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

## Student Selection, Enrolment and Entry Requirements

### Legislative Framework

#### Relationship to the Higher Education Support Act 2003

In accordance with the *Higher Education Support Act 2003* the Institute will have open, fair and transparent procedures that are based on merit for making decisions about:

- a) the selection, from among persons who seek to enrol with the Institute in a unit of study who are, or would be, entitled to FEE-HELP assistance; and
- b) the treatment of students who are, or would be, entitled to FEE-HELP assistance undertaking a unit study.

The above undertakings do not prevent the Institute taking into account, in making decisions about the selection and treatment of students, educational disadvantages that a particular student has experienced. The opportunities and benefits of Commonwealth assistance will be made equally available to all eligible students upon enrolment.

## Selection Principles

Monarch and AIPC uphold the principle that all students and applicants seeking to enrol are treated fairly and equitably. To ensure this, the Institute has open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the selection of students. Students will be selected on merit based on the published criteria. The Institute will ensure that throughout the process of selection and enrolment, applicants are treated courteously and expeditiously.

Enrolment and selection information is included in the Course Guide provided to prospective students prior to applying for enrolment and on the Institute's website, so students are aware of the process both before and during enrolment.

## Application and Enrolment Process

### Overview of the Entry Process

There are two stages to the entry process. They are:

- I. Submit a *Course Application Form (online)* and necessary supporting documentation.
- II. Determination of application by the Course Consultant.

### Submitting an Application

To enrol into the Graduate Certificate in Business or Master of Business Administration, applicants are required to submit their enrolment via Monarch's website [www.monarch.edu.au](http://www.monarch.edu.au), along with any supporting documentation that is required for entry to the course.

Applications should be submitted at least four weeks prior to the commencement of the course to allow sufficient time for assessment and enrolment processing. Successful applicants will be advised at least two weeks prior to their first term of study of the acceptance of their application. Applications received after this timeframe may still be considered at the discretion of the Institute.

The Institute reserves the right to verify all information provided as part of an application. Providing false or misleading information may result in withdrawal of an offer or cancellation of enrolment.

## Entry Requirements

Meeting the minimum entry requirements does not guarantee an offer of admission. The Institute reserves the right to refuse admission where it determines that an applicant is not suitable for the course or where capacity limits have been reached.

The Institute may consider alternative qualifications or experience that demonstrate an applicant's capacity to undertake postgraduate study, at its discretion.

## Graduate Certificate in Business

Applicants are required to have:

1. Successful completion of a bachelor's degree (AQF Level 7) in any discipline, or
2. Successful completion of an Advanced Diploma or Associate Degree (AQF Level 6) and at least two years relevant professional or managerial experience, or
3. At least five years of relevant professional or technical experience.

Applicants are required to provide a current curriculum vitae (CV) and supporting evidence of work experience (e.g., employer reference or statement of service).

Applicants are expected to have a level of English language proficiency sufficient to successfully undertake postgraduate study.

Applicants without formal qualifications should also include a brief personal statement outlining their professional background and motivation for study.

## Master of Business Administration

Applicants are required to have:

1. Successful completion of a bachelor's degree (AQF Level 7) in any discipline and at least two years of relevant professional or managerial experience, or
2. Successful completion of an Advanced Diploma or Associate Degree (AQF Level 6) and at least three years relevant professional or managerial experience, or
3. At least five years relevant professional or technical experience, including three years in a managerial or supervisory role.

Applicants are required to provide a current curriculum vitae (CV) and supporting evidence of relevant work experience (for example, employer reference or statement of service).

Applicants are expected to have a level of English language proficiency sufficient to successfully undertake postgraduate study.

Applicants without formal qualifications should also include a brief personal statement outlining their professional background, leadership experience, and motivation for study.

## Assessment and Selection of Applications

### Application Screening

Upon receipt, the Student Recruitment Team screens the application for its completion and correctness. Applications that do not contain all necessary supporting documentation will not be processed until all documentation is supplied.

### Assessment and Approval

All application information for the applicant (e.g., application information, employer reference) is then passed to the Program Leader – Business who is the approving authority for an applicant's entry to the course. The application and selection process will enable applicants to be rated on satisfaction of minimum educational level for entry to the course.

The application is rated by the Program Leader – Business who then determines if the applicant will be offered a place in the course.

### Capacity and Waitlisting

In the event that student numbers have been exceeded for the course, the applications of those applicants who have met all selection criteria but not been offered a place will be held on file for consideration at the next intake. Applicants in this situation will be advised in writing of this outcome.

### Offer of Admission

Once accepted, the new student will be advised in writing of their offer of a place in the course. This written notification will be sent via email prior to the term commencement date. The email will also include any other relevant information the student may need to prepare for their study.

Applicants must formally accept their offer of admission by the specified deadline and complete all required enrolment documentation to secure their place in the course. Failure to accept an offer within the specified timeframe may result in the offer being withdrawn.

## Student Conduct and Behaviour

### Student Conduct Expectations

Misconduct includes any behaviour that breaches the expectations outlined in this section or any other Institute policy, or that is considered inappropriate, unsafe, or disruptive to the learning environment.

The Institute is a professional educational institute. Institute staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service,

students also have obligations. These expectations apply to all interactions related to the Institute, including online learning environments, communications, and any activities undertaken as part of the course. Obligations for students include:

- Always treating all Institute staff and other students with respect and courtesy including during telephone conversations, in Institute offices and training rooms, and in web or email communication.
- Complying with all reasonable instructions and requests made by Institute staff. This incorporates participating willingly and positively in all lessons, role plays, activities, discussions and assessments.
- Abiding by all Institute Policies as detailed on the Institute website ([www.monarch.edu.au](http://www.monarch.edu.au)) and in the Student Handbook.
- Always conducting themselves in a polite and professional manner in language and behaviour. This includes not disrupting teaching, assessment and learning processes.
- Being punctual in attendance at training and assessment functions (classes, tutorials, appointments or examinations) and attending such dressed in appropriate clothing of modest cut.
- Always conducting themselves in a safe manner.
- Not discriminating against, intimidating, or harassing Institute staff or other students.

Students who are found to be in breach of any of the above obligations, or who have engaged in any other action deemed inappropriate by Institute management, will be advised in writing of the breach and of the expected level of conduct in all future communications and dealings with the Institute. A record of any conduct breach and resulting action may be maintained on the student's file

All incidents of alleged misconduct will be formally reviewed by the Institute. This may include gathering information, speaking with relevant parties, and assessing the circumstances of the matter. The Program Leader is responsible for overseeing the process and determining appropriate outcomes. The Chief Executive Officer may also be informed of serious or repeated conduct matters where appropriate.

Where a breach of conduct is identified, the Institute may take a range of actions depending on the severity of the behaviour. This may include:

- issuing a warning
- setting conditions on enrolment
- restricting access to services or learning activities
- requiring corrective action or training
- suspension from the course
- cancellation of enrolment in serious cases

In cases where there is a risk to the safety or wellbeing of others, the Institute may take immediate action, including temporary suspension, while the matter is being investigated.

If at any time, the student is not satisfied with the Institute's approach or decision regarding the student's conduct, a written complaint can be lodged as per the Institute's Student Complaints and Appeals Policy.

Students are required to comply with any outcomes or actions determined by the Institute in response to a conduct matter

## **Bullying, Harassment and Discrimination**

The Institute recognises the right of all students and staff to experience a learning environment where equality of opportunity, inclusion and diversity are valued, promoted and practised. The Institute has zero tolerance for harassment, bullying and discrimination and expects that students, regardless of background or intrinsic characteristics, are able to participate fully in Institute activities and will feel that their contribution is welcomed, valued and supported.

In accordance with the Student Conduct Policy, all students are expected to observe reasonable standards of behaviour with respect to all Institute activities and property, thereby refraining from harassment, discrimination, bullying and other forms of intimidating or unlawful behaviour against other students and staff.

This policy applies to the conduct of all students enrolled at the Institute when engaged in Institute related activities on campus, in transit to/from campus, off campus and online.

Reports can be made to the Program Leader, Student Services team, or another appropriate Institute representative. Students who report concerns or participate in an investigation will not be disadvantaged or subject to victimisation as a result.

## **Sexual Harassment and Sexual Assault**

The Institute has zero tolerance for sexual assault and sexual harassment and is committed to providing additional and personal support services and referrals for students affected by these behaviours in accordance with the Student Academic and Wellbeing Support Policy. This policy applies to the conduct of all students enrolled at the Institute when engaged in Institute related activities both in person and online.

All staff have a responsibility to behave professionally and with respect for others in accordance with the Code of Conduct and relevant legislation.

If an individual is in immediate danger or requires urgent medical attention, emergency services should be contacted immediately on 000 (or 112 from mobile phones).

## **Diversity and Inclusion**

The Institute acknowledges and values the diversity of its students and population and adheres to the following principles to maintain inclusive practices in its daily operations:

- Commits to create and sustain an inclusive and accessible environment and facilities for all students and staff.
- Acknowledges the value that a diverse student cohort and staff population contributes to achieving excellence.
- Commits to create and maintain a supportive, inclusive, and respectful environment free from discrimination, bullying and harassment.
- Creates and offers study and work opportunities for students and staff from disadvantaged and underrepresented groups.

The Institute ensures that students and staff are provided with appropriate support and that any issues that may have an adverse impact are identified and addressed appropriately.

The Institute recognises that diversity and inclusion initiatives may include support for people with disability, people with cultural and linguistic diversity, people with gender, sex and sexual diversity, people with caring responsibilities, people from lower socio-economic backgrounds, students from rural, remote and isolated areas, and other protected groups recognised under relevant legislation

## **Reporting and Managing Behaviour Concerns**

The Institute encourages individuals to report incidents of misconduct, harassment, bullying or discrimination. The incident may be reported by the individual affected, a bystander or another person (with consent). A complaint may be reported at any time following an incident, regardless of whether the incident has been reported to police.

The Institute supports individuals to manage their response on their own terms and when they feel safe and confident to do so. There are occasions however where limits to confidentiality should be observed, specifically where there is a continued or immediate threat to the safety of the individual or others.

Students and staff are encouraged to refer matters to the Program Leader or relevant support contacts where appropriate. The Institute will handle reports with sensitivity and respect for confidentiality. Students and staff approached by a person making a disclosure are encouraged to ensure privacy, listen respectfully, refer the

person to appropriate support, and acknowledge that the individual may or may not wish to make a formal report. However, confidentiality cannot be guaranteed in circumstances where there is a risk to the safety of the individual or others, or where disclosure is required by law.

## Privacy and Personal Information

In collecting personal information, the Institute will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

### Collection and Use of Personal Information

The Institute collects personal information from students and prospective students for the purposes of managing enrolment, delivering educational services, and supporting students throughout their studies. Personal information is collected by fair and lawful means and is limited to information that is reasonably necessary for the functions of the Institute. Sensitive information will only be collected with the consent of the individual where it is required to support the delivery of services.

This information may include, but is not limited to:

- personal identification and contact details, including name, date of birth, and Unique Student Identifier (USI)
- demographic information
- academic records, enrolment details, course progress, and results
- payment and financial information, including tuition fees and payment arrangements
- information relevant to student support services

Personal information may also be collected through communications between students and the Institute.

The Institute uses this information to:

- assess applications and determine eligibility for enrolment
- administer enrolment, course progression, and academic outcomes
- provide access to learning resources, support services, and facilities
- communicate important information about courses, enrolment, and student requirements
- obtain feedback to improve courses, services, and systems
- manage billing, payments, and debt collection
- assess eligibility for FEE-HELP assistance and allocate identifiers such as CHESSN and USI
- meet regulatory, reporting, and compliance obligations, including tuition protection requirements
- inform students of relevant events, services, and updates

Students are required to provide accurate and complete information as part of the enrolment process and throughout their studies. Students are responsible for ensuring that their personal details remain accurate and up to date at all times. Failure to provide required information may impact enrolment, access to services, or course progression.

If a student chooses not to provide certain information, the Institute may be unable to enrol the student or provide access to appropriate services, including tuition protection arrangements.

### Disclosure of Information

The Institute may disclose personal information where necessary to support the delivery of the course or to meet legal and regulatory obligations.

This may include disclosure to:

- the Australian Institute of Professional Counsellors (AIPC), as the awarding higher education provider
- government and regulatory bodies, including the Department of Education, TEQSA, and other authorities responsible for administering higher education legislation
- service providers engaged by the Institute, including those providing information technology, educational services, marketing, or debt recovery
- organisations involved in tuition protection arrangements, including the Higher Education Tuition Protection Director and related bodies
- Centrelink, where relevant to student support arrangements

- other higher education providers where required for tuition protection or course continuity
- organisations involved in the transfer or sale of all or part of the Institute's business
- Disclosure may also occur to the Higher Education Tuition Protection Director, the Australian Government Actuary, and other higher education providers where necessary for tuition protection purposes

Personal information may also be shared with the Australian Government and designated authorities for reporting, compliance, and audit purposes. Student information may be stored or processed using third-party systems and service providers, including online learning and administrative platforms. The Australian Government Department responsible for administering the Higher Education Support Act 2003 and tuition protection services may also receive personal information as required by law

The Institute will not disclose personal information to another person or organisation unless:

- the individual has been made aware that such disclosure may occur
- the individual has provided consent
- the disclosure is required or authorised by law
- the disclosure is necessary to prevent a serious and imminent threat to health or safety
- the disclosure is reasonably necessary for law enforcement or the protection of public revenue

Any organisation or individual receiving personal information from the Institute is required to use that information only for the purpose for which it was disclosed.

## **Data Security and Storage**

The Institute is committed to ensuring the confidentiality, security, and integrity of personal information. The Institute takes reasonable steps to:

- ensure that personal information is accurate, complete, and up to date
- protect personal information from misuse, interference, loss, and unauthorised access, modification, or disclosure
- store personal information securely in electronic and/or physical systems accessible only to authorised staff

Personal information will be retained in accordance with legislative and regulatory requirements and may be held for extended periods where required, including up to 30 years.

Where personal information is no longer required, the Institute will take reasonable steps to destroy or de-identify the information.

The Institute may require appropriate identification before granting access to personal information.

## **Accessing and Correcting Your Information**

Students have the right to request access to the personal information held about them and to request corrections where information is inaccurate, incomplete, or out of date. Requests must be submitted in writing. The Institute will respond within a reasonable timeframe and will advise students of any applicable process or fees associated with providing copies of records. There is no charge for requesting correction of personal information, although the Institute may charge a reasonable fee for providing copies of records.

Where it is reasonable to do so, access will be provided in the format requested.

If a student requests a correction and the information is found to be inaccurate, the Institute will update the record as soon as practicable. Where a record is considered accurate, a note may be added to reflect the request for amendment.

Students are responsible for ensuring that their personal details remain accurate and up to date at all times.

## **Privacy Complaints**

If a student believes that their personal information has not been handled in accordance with applicable privacy requirements, they may lodge a complaint with the Institute. Complaints must be submitted in writing and will be managed in accordance with the Institute's Complaints and Appeals processes.

Students will be advised in writing of the outcome of their complaint and any actions taken in response.

If a student is not satisfied with the outcome of a privacy complaint, they may refer the matter to the Office of the Australian Information Commissioner (OAIC).

## Student Complaints and Appeals

The Institute is committed to providing a fair, transparent and timely process for managing student complaints and appeals. Students have the right to raise concerns about academic or non-academic matters and to have these considered in a structured and impartial manner.

Complaints and appeals will be managed in accordance with the principles of:

- procedural fairness
- confidentiality
- timely resolution
- the right to be heard

Students will not be disadvantaged or treated unfavourably as a result of lodging a complaint or appeal. The complainant and any respondent will not be victimised or discriminated against as a result of the complaints and appeals process.

Students are expected to continue to meet their academic and administrative obligations while a complaint or appeal is being considered, unless otherwise advised by the Institute.

There is no cost to students for lodging a complaint or appeal through the Institute's internal processes.

Complaints and appeals are managed through the following stages:

1. Informal resolution (recommended but not required)
2. Formal complaint (Monarch)
3. Appeal (AIPC)
4. External review (independent body)

### Step 1: Informal Resolution (Recommended)

Students are encouraged to attempt to resolve concerns informally in the first instance, where appropriate. This may involve:

- speaking with their Lecturer
- contacting Student Services
- raising the issue with another relevant staff member

Many concerns can often be resolved quickly at this stage without the need for a formal process.

Students are encouraged to attempt informal resolution, however this is **not a requirement**, and students may lodge a formal complaint at any time.

### Step 2: Formal Complaint (Monarch)

If a concern cannot be resolved informally, or the student prefers not to do so, a formal complaint may be submitted. All formal complaints must be submitted in writing to Monarch via:

[info@monarch.edu.au](mailto:info@monarch.edu.au)

Complaints should include:

- a clear description of the issue
- relevant dates and details
- any supporting documentation

At any stage of the process, students may seek independent advice and may have another person or third party communicate or advocate on their behalf, provided written authority is supplied.

On receipt of a complaint, Monarch will:

- acknowledge receipt of the complaint
- assess the matter
- investigate where required
- provide a written outcome, including the reasons for the decision

Complaints will be reviewed by an appropriate Institute representative and, where required, by a staff member who is independent of the matter.

A written outcome will be provided to the student, including reasons for the decision.

### **Step 3: Appeal (AIPC)**

If a student is not satisfied with the outcome of a formal complaint or decision, they may lodge an appeal with AIPC. Appeals must:

- be submitted in writing to [feedback@aipc.net.au](mailto:feedback@aipc.net.au)
- be lodged within 20 working days of the written outcome
- clearly state the grounds for appeal
- include any relevant supporting information

Appeals submitted outside this timeframe may be considered at the discretion of AIPC.

Grounds for appeal may include:

- procedural error
- new or additional information
- evidence that the original decision was unreasonable

AIPC will review the appeal independently and provide a written outcome, including the reasons for the decision. Where an appeal outcome supports the student, appropriate corrective or preventative action will be taken.

### **Step 4: External Review**

If a student remains dissatisfied after the AIPC appeal process, they may seek an external review through an appropriate independent body. This may include Resolution Institute or another suitable external agency, depending on the nature of the complaint.

Where external mediation is undertaken, the Institute will participate in good faith and implement any required actions arising from the outcome where applicable.

Nothing in this process limits the right of students or prospective students to pursue remedies available under Australian Consumer Law or any other applicable legislation.

## **Complaint Types**

### **Academic Complaints and Appeals**

Academic complaints and appeals may include issues relating to:

- assessment outcomes or grading
- awards in a course of study
- curriculum
- student progress
- academic misconduct findings
- application of academic policies

Students seeking a review of an assessment outcome are encouraged to first contact their Lecturer within 15 days of receiving their result to seek clarification. If the matter is not resolved, a formal complaint or appeal may be submitted in accordance with the process outlined above.

Where required, academic decisions will be reviewed by an appropriately qualified staff member who was not involved in the original decision.

## Non-Academic Complaints

Non-academic complaints may include issues relating to:

- enrolment or administrative processes
- fees and payments
- student services or support
- staff conduct or behaviour
- handling of personal information
- interactions with service providers or partners engaged by the Institute

Students are encouraged to raise concerns as early as possible so that issues may be resolved promptly. Formal non-academic complaints must be submitted in writing via [info@monarch.edu.au](mailto:info@monarch.edu.au) and will be managed in accordance with the process outlined above.

## Record Keeping and Confidentiality

All complaints and appeals will be handled confidentially, and records will be maintained in accordance with the Institute's record-keeping requirements. Access to information will be limited to staff directly involved in managing and resolving the matter.

Records of complaints, appeals and their outcomes will be maintained in accordance with the Institute's obligations.

## Support During the Process

Students may seek support or assistance when lodging a complaint or appeal. This may include:

- guidance from Student Services
- assistance in preparing documentation
- referral to relevant support services

Students may also be accompanied and assisted by a support person at any relevant meetings.

## Student Support and Wellbeing

### Overview of Student Support

The Institute is committed to supporting students throughout their studies, recognising that many students balance study with work and personal commitments. A range of academic and wellbeing support services are available to assist students to successfully progress through their course. Students are encouraged to seek support early if they are experiencing difficulty.

Students are responsible for seeking support where needed and engaging with the services provided. Failure to seek or engage with support does not exempt students from meeting course requirements.

### Academic Support

The Institute is committed to supporting students to successfully achieve their academic goals. Students have access to a range of academic support services to assist with their learning and progression.

Academic support includes:

- guidance from Academic Lecturers within each unit
- feedback on assessment tasks
- assistance with understanding course content and requirements
- support with study skills, including time management and academic writing

- advice on academic integrity
- access to additional tutorials or study resources where appropriate.

Academic staff provide guidance and support but will not complete assessment tasks or provide answers to assessment questions.

Students can contact their Lecturer by emailing [mbasupport@monarch.edu.au](mailto:mbasupport@monarch.edu.au). Response times may vary depending on the nature of the enquiry and the timing within the academic term. Lecturers will respond within timeframes that are reasonable given their working hours and, where possible, on the same day.

The Institute recognises the diverse educational needs of its student population and aims to support all students to participate successfully in their studies. Teaching staff may encourage students to seek academic support where concerns arise through unit participation or assessment performance.

## Student Support Services

The Student Services team provides general guidance and administrative assistance but does not provide academic advice or assessment feedback. They can assist with a range of administrative and general enquiries, including:

- enrolment and unit selection
- course progression
- accessing learning systems
- general study enquiries
- referral to appropriate internal or external support services
- general guidance.

Students can contact the Student Services team for assistance throughout their studies.

Phone: 03 9605 3700

Email: [info@monarch.edu.au](mailto:info@monarch.edu.au)

Information shared by students when seeking support will be handled in accordance with the Institute's privacy obligations.

## Wellbeing Support

The Institute recognises the importance of student wellbeing and provides access to support services where required. Students experiencing personal difficulties that may impact their studies are encouraged to seek support. This may include:

- stress or mental health concerns
- personal or family issues
- work-related pressures.

Support may be provided directly by the Institute or through referral to appropriate external services. Students also have access to counselling support services through the Australian Counselling Service (ACS). ACS is AIPC's clinical counselling division, and pre-service counsellors provide confidential and subsidised counselling support to the public. These services provide confidential support for students who may be experiencing personal or emotional challenges during their studies.

Monarch students may access up to five free telehealth counselling sessions during their enrolment. To book a session, visit the [Australian Counselling Service](#) website and follow the booking instructions for Monarch (Up Group) students.

The Institute does not provide emergency or crisis services and encourages students to seek immediate assistance from appropriate services where required. Where an Institute staff member becomes aware of a student in need of health, mental health or wellbeing support, they may proactively and sensitively encourage the student to seek support.

## Support for Students with a Disability

The Institute is committed to providing an inclusive learning environment for all students. Students with a disability, medical condition, or other circumstances that may impact their studies are encouraged to contact the Institute to discuss their support needs. In this context, disability may include temporary or permanent physical, intellectual, sensory, neurological, learning or psychosocial disability, illness, medical condition, physical disfigurement, or work-related injury

Where appropriate, reasonable adjustments may be made to support students in meeting course requirements, while maintaining the academic integrity of the program. Students may be required to provide supporting documentation to assist in determining appropriate adjustments. Disclosure of disability is optional. However, disclosure and supporting documentation are generally required where a student is seeking specialist support or reasonable adjustment.

Requests for reasonable adjustments must be made in advance and will be assessed on a case-by-case basis. Reasonable adjustments may include alternative assessment arrangements, adaptive equipment, extensions, additional time in examinations, or other supports that assist the student to participate on the same basis as other students. Adjustments will be implemented where reasonable and practicable, while maintaining the academic integrity of the course.

In making reasonable adjustments, the Institute does not exempt students from the requirement to demonstrate the learning outcomes of the course or unit, nor does a reasonable adjustment provide an unfair advantage.

Where a student is approved for ongoing support, an Individual Learning Plan may be developed and communicated to relevant staff to assist implementation and monitoring of agreed arrangements.

## External Support Services

Where additional support is required, students may be referred to external services. This may include referrals for financial counselling, legal services, advocacy, cultural support, and academic or English language support where relevant. Students are encouraged to access these services where appropriate.

## Advocacy and Third-Party Support

At any time during their dealings with the Institute, students may authorise another person or third party to communicate with the Institute on their behalf.

Written permission from the student is required before the Institute will discuss a student's personal, academic, or administrative matters with another person.

The Institute may retain a copy of this written authority on the student's file.

## Career, Legal, Financial and Cultural Support

Where appropriate, students may be referred to external services for additional support, including:

- career advice and employment-related support
- financial counselling or budgeting assistance
- legal advice
- cultural or community support organisations.

The Institute does not provide these services directly unless stated otherwise and does not guarantee the services provided by external organisations.

## English Language and Learning Support

Where a student requires additional support in areas such as literacy, numeracy, or English language development, they may be referred to an appropriate external provider.

External support services may assist students with:

- literacy and numeracy development

- English language skills
- study and assessment skills
- access to additional learning resources.

In some cases, students may be required to undertake an English language or academic skills evaluation to identify areas where additional support may be beneficial.

## Learning and Study Requirements

### Online Learning Environment

The Online Learning Platform is the primary mode of delivery for all units, and students are required to use this platform to access materials, submit assessments, and receive communications. All students are provided with login details upon enrolment and are expected to regularly access the platform throughout each study period.

### Studying Externally

The Business programs are delivered fully online through an external study model. Students are expected to follow a structured weekly study schedule for each unit to support their learning and progression. Each unit is designed to guide students through a sequence of learning activities across the term. This includes access to instructions, learning materials, readings, exercises, self-assessment activities, assessment information, and lecturer contact details relevant to the unit.

Students are responsible for managing their study time and maintaining consistent engagement with their units throughout the term to ensure they meet all learning and assessment requirements. Students should allocate sufficient time each week for directed study, revision, reading, and preparation for assessment.

### Technical Requirements

Students are required to have access to appropriate technology to successfully participate in their studies.

At a minimum, students must have:

- a reliable internet connection suitable for streaming video and participating in online learning activities
- a laptop or desktop computer with a physical keyboard (mobile phones and tablets are not sufficient as a primary device)
- a device capable of creating, editing, and uploading documents (e.g. Word, PDF)
- a compatible and up-to-date web browser (such as Chrome, Edge, or Safari)
- a webcam and microphone to participate in online classes, discussions, and assessments.

Microsoft Office 365 is provided to students for the duration of their enrolment.

Students are responsible for ensuring their technology meets these requirements throughout their studies. If technical issues arise, students are expected to seek support promptly to minimise disruption to their learning.

The Institute is not responsible for technical issues experienced by students, including issues relating to personal devices, internet connectivity, or software access.

Students experiencing technical difficulties with the Online Learning Platform should contact Student Services for assistance. Access to appropriate technology enables students to use the online learning platform, online library resources, and internet-based research tools required for assessment.

### Orientation

Students will be provided with access to an online Orientation module within the Online Learning Platform, which introduces Monarch, explains how to use the platform and access course materials, outlines academic integrity and key policies, sets expectations for study and online learning success, details technical requirements, and provides information on available support services and how to access them.

Students will receive instructions on how to access the Orientation upon confirmation of enrolment. Continuing students may also revisit the Orientation as a refresher if required.

## **Learning Resources and Course Materials**

Learning resources are provided within each unit and may include:

- study guides and readings
- practice activities and quizzes
- prerecorded lectures
- assessment instructions
- supplementary materials,

Learning resources may also include discussion forums, links, videos, referencing guides, academic success resources, example assessments, and frequently asked questions where relevant.

Students will also be provided with required readings for each unit, which are accessed and downloaded from the Online Learning Platform. All units require prescribed textbooks, which must be purchased by the student (as outlined earlier in this handbook). Students are encouraged to obtain required textbooks prior to commencing their studies for the term.

Students are responsible for accessing and engaging with all required learning materials throughout the term. Access to learning materials is generally provided for the duration of the relevant unit.

## **Online Library Access**

Students are provided with access to online library resources to support their studies. The online library may include:

- library catalogue access
- electronic journals and databases
- digital readings and other academic resources.

Students are responsible for using these resources appropriately and in accordance with any applicable access or copyright conditions.

Students requiring assistance with access to the online library or related systems should contact Student Services.

## **Communication with Academic Staff**

Students will be provided with details of their assigned Lecturer at the commencement of each unit through the forum. Lecturers are available to support students with:

- understanding course content
- assessment requirements
- academic guidance.

Students should use the appropriate communication channels, as outlined in the online learning platform, when contacting their Lecturer. Lecturers may provide introductory communications at the commencement of the unit, regular announcements throughout the term, and proactive contact where students appear not to be engaging.

## **Study Expectations and Engagement**

Students are expected to actively engage with their studies throughout each term.

This includes:

- reviewing learning materials on a regular basis
- completing assessment tasks by the required deadlines
- participating in any required learning activities

Students may also be expected to participate in webinars, teleconferences, discussion forums, or other guided online learning activities where these form part of the unit.

Students should manage their study time effectively to meet course requirements and maintain satisfactory academic progress. Failure to engage in learning activities may affect academic progress and may trigger contact or intervention by the Institute.

## **Webinars, Tutorials and Guided Learning Activities**

Some units may include webinars, tutorials, teleconferences, or other guided learning activities to support student learning and engagement. These activities may be used to explain key concepts, clarify assessment expectations, and provide opportunities for students to ask questions and engage with their Lecturer and peers.

Where such activities form part of the unit, students are expected to participate in accordance with unit requirements.

Students may also be able to request additional one-to-one or small group academic support where appropriate.

## **Assessment and Academic Requirements**

### **Assessment Overview**

Assessment is used to evaluate student learning and achievement of the required learning outcomes for each unit. Assessment tasks are designed to reflect the practical application of knowledge and skills in real-world business contexts. Students are responsible for completing all assessment requirements for each unit in which they are enrolled. Assessment is aligned with course and unit learning outcomes and is designed to measure achievement at the appropriate AQF level.

Details of assessment requirements for each unit, including task descriptions and due dates, are provided within the Online Learning Platform. Assessment information, including instructions, criteria, rubrics, and due dates, will be communicated in plain language through the unit site.

### **Types of Assessment**

Assessment tasks may vary between units and may include:

- written assignments
- case studies
- projects
- practical or applied tasks
- presentations or recorded submissions
- Quizzes
- other assessment formats relevant to the unit.

Specific details of assessment types and requirements are outlined within each unit. Assessment formats may include written essays, case study analysis, presentations, business reports, reflective tasks, annotated bibliographies, problem solving tasks, video submissions, and other forms relevant to the unit

### **Submission of Assessment**

Students are responsible for ensuring that assessment submissions are complete, correct, and successfully uploaded. Technical issues, including incorrect file uploads or corrupted files, do not constitute valid grounds for late submission unless supported by evidence of a system issue.

Students are responsible for ensuring that:

- assessment tasks are submitted by the required due date
- the correct file or submission format is uploaded
- submissions meet the requirements outlined in the unit.

Failure to submit an assessment task by the due date without an approved extension or special consideration will result in a mark of 'Fail' for that task.

Written assessments are expected to follow the referencing and formatting requirements specified in the unit. Students should ensure all required identifying details are included and are encouraged to retain a copy of all submitted work.

## Extensions and Special Consideration

Students who are unable to meet an assessment due date may apply for an extension or special consideration. For short extensions of **up to 7 days for a single assessment**, students may request this directly from their Lecturer by emailing [mbasupport@monarch.edu.au](mailto:mbasupport@monarch.edu.au). Approval is at the discretion of the Lecturer and is not guaranteed.

Where a student requires:

- an extension of more than 7 days
- extensions across multiple assessments
- or support due to ongoing or complex circumstances

they must submit a formal request to Student Services by emailing [info@monarch.edu.au](mailto:info@monarch.edu.au). Applications for formal extensions or special consideration should be submitted prior to the assessment or unit due date wherever possible and must include a valid reason and supporting documentation.

Requests are assessed by the Institute, typically by the Academic Lecturer or Program Leader, depending on the nature of the request. Students will be advised in writing of the outcome of their application, including any approved adjustments or conditions. Where a request is not approved, the original assessment requirements and due dates will continue to apply.

Acceptable grounds for special consideration may include illness, serious personal or emotional circumstances, or other exceptional situations supported by appropriate evidence. Grounds such as holidays, misreading due dates, ordinary workload pressures, or social events will not normally be accepted.

Where multiple or ongoing extension requests are made, students may be referred to Student Services to ensure appropriate support and formal arrangements are in place.

## Late Submission

Assessment submitted after the due date without an approved extension or special consideration may:

- incur a reduction in marks
- not be accepted
- result in a mark of 'Fail'.

The outcome will depend on the timing of submission and the requirements of the unit. In some cases, a late penalty may apply for each day an assessment is overdue. If an assessment remains outstanding beyond the period permitted by the unit or Institute policy, a fail result may be recorded.

Students are encouraged to apply for an extension or special consideration where they are unable to meet a due date.

## Resubmission of Assessment

Where a student does not meet the requirements of an assessment task, they may be offered an opportunity to resubmit, where appropriate. Resubmission is not guaranteed and is granted at the discretion of the Institute.

Where resubmission is permitted, conditions and timeframes will be provided. The maximum mark achievable for a resubmitted assessment may be capped.

## Marking, Grading and Feedback

Assessment tasks are marked in accordance with the requirements and learning outcomes of each unit. Students will receive feedback on their assessment performance to support their learning and development.

Final grades are determined based on performance across all assessment tasks within a unit. Further information on grading scales and assessment criteria is provided within each unit. Grades may include High Distinction, Distinction, Credit, Pass, Fail, and other administrative or non-graded outcomes where applicable.

Final grades are subject to approval in accordance with the Institute's academic governance processes. Assessment moderation may occur to support consistency and fairness in marking.

## Academic Misconduct

Suspected academic misconduct will be formally investigated by the Institute. This may include review of submitted work, use of plagiarism detection tools, and consultation with relevant staff. Students will be given the opportunity to respond to any allegations. In some cases, a concern may be determined to reflect poor academic practice rather than academic misconduct. Where this occurs, the student may be provided with support, guidance, and an opportunity to resubmit in accordance with Institute requirements.

Where academic misconduct is substantiated, penalties may be applied. These may include:

- resubmission of assessment
- reduction of marks
- a mark of 'Fail' for the assessment or unit
- further disciplinary action in serious or repeated cases.

Outcomes of academic misconduct investigations will be recorded on the student's file. Students may appeal decisions in accordance with the Institute's Student Complaints and Appeals processes.

## Industry Project Requirements

The Master of Business Administration includes Industry Project units that require students to undertake project work within a real organisation. Students are expected to actively participate in identifying or confirming a suitable organisation, in consultation with the Institute.

Any proposed organisation must be approved by the Institute before the project commences. Students undertaking an Industry Project are expected to:

- comply with the requirements of the Institute and the host organisation
- conduct themselves professionally, ethically, and safely
- maintain confidentiality
- participate in required meetings, reviews, and progress discussions
- work within the approved scope of the project.

The Institute may also require that the organisation has appropriate supervision, health and safety arrangements, and the capacity to support achievement of the learning outcomes for the unit. Where issues arise during the Industry Project, the Institute may intervene and determine appropriate next steps, including alternative arrangements where required.

## Academic Progress and Intervention

### Overview of Academic Progress

Students are expected to maintain satisfactory academic progress throughout their studies. Academic progress is monitored by the Institute to ensure that students are successfully progressing through their course and meeting the required academic standards.

Where a student is identified as being at risk of not meeting these requirements, the Institute will take steps to provide support and implement appropriate intervention strategies.

## Monitoring Academic Progress

Student performance is reviewed at key points throughout the course, including after the completion of each unit. Indicators of unsatisfactory academic progress may include:

- failing one or more units
- repeated failure of assessment tasks
- lack of engagement with learning activities
- failure to meet assessment requirements.

Indicators of unsatisfactory academic progress may also include failure of 50 percent or more of units attempted in a study period, repeated failure of a unit, failure to comply with academic conditions in an Individual Learning Plan or exceeding the maximum timeframe for course completion.

Students identified as being at risk will be contacted by the Institute and provided with information about available support.

## Intervention and Support Strategies

Where a student is identified as being at risk of unsatisfactory academic progress, the Institute may implement an intervention strategy to support the student's success. This may include:

- additional academic support or guidance
- referral to support services
- development of an Individual Learning Plan
- scheduled check-ins with academic staff
- recommendations regarding study load or progression.

Intervention may also include study skills support, referral to counselling or external services, activities to improve engagement with learning materials, and agreed timelines or conditions for improved performance.

Students are expected to actively engage with any support or intervention strategies provided. Where an Individual Learning Plan is implemented, students may be required to comply with its conditions as part of their ongoing enrolment.

## Repeating Units

Students who receive a Fail grade for a unit must repeat that unit before progressing to the next unit. Students are liable for the full cost of the unit current at the time of re-enrolling in the unit. Eligible students may access FEE-HELP assistance for a repeated unit, provided that the unit continues to contribute to the requirements of the course.

In the event of failing a unit twice, students are required to attend a review session (conducted either face to face or via video conference) with their Lecturer in order to develop an Individual Learning Plan to support their successful completion of the unit.

## Unsatisfactory Academic Progress

Where a student continues to demonstrate unsatisfactory academic progress despite intervention and support, further action may be taken by the Institute. This may include:

- restrictions on enrolment or study load
- additional academic conditions
- suspension or exclusion from the course.

Students will be notified in writing of any decision relating to their academic progress, including the reasons for the decision and any conditions applied. Where a student demonstrates unsatisfactory academic progress over consecutive study periods despite intervention, the Institute may determine that exclusion from the course is appropriate.

## Appeals

Students have the right to appeal decisions relating to academic progress in accordance with the Institute's Student Complaints and Appeals processes.

## Credit and Pathways

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows students to receive credit for skills and knowledge gained through prior study, work experience, or other relevant learning. This supports student progression through the course while ensuring that the integrity of the qualification is maintained and that all learning outcomes are achieved. The Institute's approach to granting RPL aligns with the principles of the Australian Qualifications Framework (AQF), ensuring that applications are assessed in a clear, equitable, consistent, and transparent manner. Decisions are evidence-based, made in a timely way, and are subject to review and appeal.

Students applying for RPL are required to provide appropriate evidence to demonstrate that their prior learning is equivalent to the learning outcomes of the relevant unit. In assessing applications, consideration is given to the relevance, currency, quality, and comparability of the experience to the requirements of the unit. Granting of RPL does not guarantee admission into a course. All entry requirements must still be met, and all remaining course requirements must be completed.

Recognition of Prior Learning decisions are based on evidence and do not guarantee admission into the course

### Credit Transfer

Credit Transfer allows students to receive credit for units successfully completed at another recognised institution where prior study is equivalent in content and learning outcomes to the relevant unit within the course. Students applying for Credit Transfer must provide official academic transcripts and sufficient supporting documentation to enable assessment of equivalency. This may include unit outlines, assessment details, and information about the structure and content of the prior study.

Credit transfer will only be granted where prior learning is assessed as equivalent in learning outcomes and academic level.

In assessing Credit Transfer applications, consideration is given to factors such as course objectives, delivery methods, assessment approaches, admission requirements, course duration, and the breadth and depth of learning.

Credit will not normally be granted for formal study completed more than 10 years prior to application unless there is evidence demonstrating that the knowledge and skills remain current and relevant.

### Pathways Between Qualifications

The Graduate Certificate in Business and Master of Business Administration are structured to support progression between qualifications. Students who successfully complete the Graduate Certificate in Business may choose to continue their studies by enrolling in the Master of Business Administration.

Credit will be granted for units successfully completed as part of the Graduate Certificate, which will count towards the requirements of the Master of Business Administration.

### Application Process

Students seeking RPL or Credit Transfer must submit an application to the Institute in writing by emailing [info@monarch.edu.au](mailto:info@monarch.edu.au), including all required supporting documentation. Applications will be assessed by the Institute, and students will be advised in writing of the outcome.

### Important Considerations

Students should be aware that:

- not all applications for RPL or Credit Transfer will be approved
- granting of credit may affect course progression and completion timeframes

- eligibility for FEE-HELP may be impacted where credit is granted

Students are encouraged to seek advice from the Institute prior to applying.

## Graduation and Completion

### Completion of Course Requirements

To be eligible for the award of a qualification, students must successfully complete all required units of study for their course in accordance with the course structure. All academic and administrative requirements must be met prior to the conferral of the qualification.

### Award of Qualification

Upon successful completion of all course requirements, students will be awarded the relevant qualification. The Graduate Certificate in Business and Master of Business Administration are awarded by the Australian Institute of Professional Counsellors (AIPC), as the accredited higher education provider.

### Academic Transcripts

Students who complete their course will receive an official academic transcript detailing the units completed and the results achieved. Students who withdraw from their course prior to completion may request a transcript of the units they have completed.

Students who require an academic transcript during their studies may request one from the Institute.

### Issuance of Testamur

Graduates will receive a testamur as formal recognition of their qualification. The testamur will include:

- the name of the qualification awarded
- the name of the awarding institution
- the date of conferral

### Replacement Documents

Students may request replacement copies of their academic transcript or testamur if required. Requests must be submitted in writing to the Institute and may be subject to an administrative fee. A fee may apply to replacement testamurs and transcripts.

### Timeframes and Communication

Students will be advised of the process and expected timeframes for the issuance of their qualification and associated documentation following completion of their studies.

## Policies and Legal Information

### Statement of Tuition Assurance

Under the provisions of the *Higher Education Support Act 2003* (HESA) and the associated Higher Education Provider Guidelines, AIPC (“the Institute”) is required to provide a tuition assurance arrangement for persons, other than international students<sup>[1]</sup>, who are enrolled in higher education courses it offers. This requirement is to protect students in the event that the Institute ceases to provide a course of study in which a student is enrolled.

The meaning of ‘ceasing to provide a course of study’ is set out in the HEP Guidelines which can be found at: <https://www.legislation.gov.au/Details/F2012L02136>.

In the event that the Institute ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

---

<sup>[1]</sup> As defined by the Education Services for Overseas Students Act 2000

- a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units. This is known as the “**Course Assurance Option**”;

**or**

- b) a refund of their up-front payments for any unit of study that the student commences but does not complete because the Institute ceases to provide the course of study of which the unit forms part. This is known as the “**Student Contribution / Tuition Fee Repayment Option**”.

The Institute has met the tuition assurance requirements of the HESA through the Australian Government’s Tuition Protection Service (TPS) for students utilising FEE-HELP to pay their tuition fees. Students paying their own fees are also covered by the TPS.

## Activation of Tuition Assurance Arrangements

If the Institute ceases to provide a higher education course of study, each student enrolled in the course of study will be sent a Written Tuition Assurance Offer (“the Offer”) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify of the choice they have made for each affected unit. This Offer is provided within twenty business days after notification by the Institute to the TPS.

A student may choose either:

### The Course Assurance Option

Under the course assurance option, a student will be offered a place in a similar course of study. If the student accepts this option, the necessary arrangements are made to ensure a student is able to enrol with the Second Provider in a similar course of study. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay the Second Provider any student contribution or tuition fee for any replacement units (that is, units that the student had commenced but not completed because the course ceased to be offered). A student will receive full credit from the Second Provider for any units of study successfully completed at the Institute.

The Second Provider nominated may have different contribution amounts or tuition fees to the amounts or fees the student would have paid for units of study which were part of the course of study that the Institute ceased to provide.

A student is not obliged to enrol in a course of study with a Second Provider under the Course Assurance Option. However, if they enrol with any other provider there is no obligation for that provider to offer full credit transfer for the units of study completed with the Institute or to offer any replacement units free of charge.

**OR**

### The Student Contribution/Tuition Fee Repayment Option

Under the *Student Contribution/Tuition Fee Repayment Option*, the TPS undertakes to refund the student’s HELP debt, or pay the student the total of any upfront payments already paid by the student, for any units of study that the student has commenced but not completed because the Institute has ceased to provide the course of study.

Students selecting this option who have applied for FEE-HELP assistance will have their FEE-HELP balance re-credited for uncompleted units.

## Copyright

Students must comply with all copyright laws and regulations when accessing and using learning materials. Learning materials provided by the Institute are for personal study purposes only and must not be reproduced, distributed, or shared without permission.

Monarch and AIPC comply with the requirements of the Copyright Act 1968, including applicable educational copying limits and licensing requirements. All logos, marks, books, texts, manuals, documents and educational or administrative materials owned by AIPC, Monarch, or associated entities remain protected by copyright and must not be copied, reproduced, or used for gain without written approval.

Unauthorised use of copyrighted materials may result in disciplinary action.

## **Updating Personal Information**

Students are responsible for ensuring that their personal details, including contact information, are kept up to date throughout their studies.

Changes to personal information must be submitted to the Institute as soon as possible to ensure that important communications are received.

To change their name, students may be required to provide a certified copy of a Marriage Certificate, Deed Poll, or other supporting legal documentation.

## **Consumer Rights and Other Legal Remedies**

Nothing in this handbook limits the rights of students or prospective students under Australian Consumer Law or any other applicable legislation.

The procedures described in this handbook do not replace or modify any rights or obligations arising under law or under other Institute policies.

## **Relationship to Policies**

This Student Handbook should be read in conjunction with the Institute's policies and procedures, which are available on the Institute's website.

Where there is any inconsistency between this handbook and the Institute's formal policies, the policies will take precedence.

This handbook should be read as a summary guide and does not replace the full policy framework of the Institute.

## **Providing Feedback and Suggestions, and Completing Surveys**

At various times during your studies, you will be asked for your feedback and opinion on studying with the Institute. While it is not compulsory to participate in these surveys, we value the input of our students and sincerely request that you take the time to provide your feedback. Please be assured that your feedback remains confidential and will not be used in any way to adversely affect your studies or enrolment with the Institute.