Student Information Handbook

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Welcome to Monarch Institute

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

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

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

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

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

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

With warm regards,

Sincerely

Tessa Tierney

Chief Executive Officer

Monarch Institute

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1   The enrolment process

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

Step 1

Complete an online application form, review and accept the Privacy Statement & Student Declaration.

Nationally recognised course applications will then proceed to **Step 2**:

Step 2

A Monarch Institute Course Consultant will assess your application along with any evidence provided. This includes conducting a pre-training review to help determine whether the course is suitable for you.

At this stage, you can request to speak with a trainer if you have further queries about the course materials, assessments or your suitability for the course.

Step 3

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

Note: enrolment is not confirmed until payment has been taken **and** you have accepted your Training Plan in the Learning Management System (LMS).

For administrative and refund purposes, enrolment formally commences when the Training Plan is accepted.

1.1   Course structure

At Monarch Institute, nationally recognised courses are designed to lead to a nationally recognised qualification within Australia's Vocational Education and Training (VET) system; they meet national standards and are recognised by employers across the country.

A course refers to the program of study you complete including the learning content and assessments, while a qualification is the official outcome you receive when you successfully finish that course, such as a Certificate IV or Diploma.

Each course is made up of units of competency, which describe the skills and knowledge you need to demonstrate to achieve the qualification.

At Monarch, these units are organised into modules that are carefully designed to scaffold your learning, helping you build knowledge and skills step by step. This structure allows you to progress through your studies in a logical and supportive sequence, developing both confidence and competence as you move forward.

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1.2 Payment obligations

By enrolling with Monarch Institute, you agree to pay all tuition fees associated with your course, either in full or in accordance with an approved payment plan. Course access is provided once the agreed payment has been made and your Training Plan is accepted in the Learning Management System (LMS).

Ongoing access to learning materials, assessments, and student services is conditional on you meeting your agreed payment obligations. If tuition fees are not paid when due, Monarch Institute may suspend access to course materials and assessments, withhold the issuance of certificates or Statements of Attainment, and take further action in line with its policies, including referral of outstanding amounts for debt recovery.

Students remain responsible for all tuition fees incurred, even if they withdraw, defer, or do not complete their course. Details about fees, payment arrangements, late payments, and refunds are outlined in *Appendix 1 – Fees, charges and refunds policy.*

1.3 Entry requirements

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

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

If you want to access state funding, you will need to meet all eligibility requirements.

For more information about this, go to the Government funding section (Queensland only) in this *Student Information Handbook.*

1.4 Computer requirements and digital literacy

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

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

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If you choose to study online, it's important that you have good computer skills and feel comfortable using digital tools. You'll need to be able to complete a range of basic tasks independently, such as recording video or audio, using common computer applications, and managing different types of files.

To succeed in online study, you should be able to:

- Use video and audio recording tools and related software.

- Use a computer and the internet confidently, including downloading and uploading files, creating and editing documents, searching online, and managing file types (for example, compressing images, audio, or video).

- Connect and transfer files from digital devices, download, upload and store different types of files including images and audio files.

- Use software that plays videos and displays images for online learning content.

These skills are necessary to participate effectively in your online course. Without them, you may have difficulty accessing learning materials, completing assessments, and meeting course requirements.

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

1.5   What's a unique student identifier?

As you're undertaking nationally recognised training delivered by an Australian registered training organisation, you're required to supply a Unique Student Identifier (USI) when completing the application form.

A USI gives you access to an online USI account which contains all your nationally recognised training records and results from 1 January 2015 onwards.

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

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

1.6   What are pre-training reviews?

To ensure your success, we conduct a comprehensive pre-training review before finalising your enrolment.

This review serves two essential purposes. Firstly, it helps us determine the most suitable qualification that aligns with your needs and goals. Secondly, it allows us to identify any additional learning support you may require along the way.

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

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

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

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

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

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

If you've already completed nationally recognised training, or you've gained skills and knowledge through work or life experience that align with the learning outcomes of your course units, you may be eligible for RPL or CT.

Recognition of Prior Learning (RPL) is a formal assessment process conducted by a qualified Monarch Institute assessor. It involves evaluating your existing skills and experience to determine whether they meet the requirements of specific units. If you're applying for RPL, we'll provide clear instructions outlining what you need to do and what supporting evidence is required.

Credit Transfer (CT) is different; it doesn't involve assessment but instead confirms that you've already completed equivalent units through another Registered Training Organisation (RTO). To apply for CT, you can either:

- login to usi.gov.au and give us permission to view your USI transcript (available for training completed after 2015)

- provide copies of your transcript/record of results/testamur for verification with the issuing provider.

Our Course Consultants are here to support you throughout the RPL and/or CT process and ensure everything is in place.

Once you've submitted your RPL application or CT documentation, it will be reviewed accordingly. You'll be advised of the outcome once the review is complete.

(For information on fees refer to the Additional fees and charges table in Appendix 1.)

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1.8   Your training plan

Your Training Plan is a personalised roadmap for your course. It outlines the structure of your course, the units of competency you will complete, how those units are organised into modules, and the assessment timeframes you are expected to follow.

Your Training Plan shows:

- The modules and units in your qualification.

- The order in which you will complete them

- Assessment methods for each unit.

- Module due dates/end dates.

- Your overall course duration.

Your Training Plan is created using information from your enrolment application and pre-training review.

Read your Training Plan carefully

Before you can begin your course, you must **review and accept your Training Plan** in the Learning Management System (LMS).

Take the time to:

- Read your Training Plan carefully.

- Make sure you understand the course structure, number of assessment tasks and due dates for each Module.

- Check that the training and delivery arrangements suit your circumstances.

If you have any questions or concerns about your Training Plan, you should contact Monarch Institute before accepting it.

Once you accept your Training Plan, you will be able to access your course materials and start your course.

Acceptance of your Training Plan also confirms your enrolment and the commencement of your course for administrative purposes.

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

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2 How is training provided?

Training at Monarch Institute is delivered through online, self-paced learning, supported by qualified trainers and student services staff.

You will be able to access your course and begin training once you have accepted your Training Plan in the Learning Management System (LMS).

Our training model is designed to provide flexibility while ensuring you have clear structure, guidance, and expectations throughout your course.

2.1 Online (self-paced) learning

All Monarch Institute courses are delivered online and allow you to study at your own pace, within the timeframes outlined in your Training Plan.

This means:

- There are no scheduled class times.

- You can study when and where it suits you.

- You are responsible for managing your study time.

While learning is self-paced, assessment due dates apply throughout your course. You are required to complete assessments in line with the dates set out in your Training Plan. These dates are shown as the Due Date/End Date for each module and unit in your Training Plan.

Online study requires motivation, organisation, and basic digital skills. Support is available if you need help; however, you are expected to actively engage with learning materials, assessments, and reasonable communication from Monarch Institute.

2.2 Course structure and progression

To support effective learning and workload management, course content is released progressively.

You will generally have access to a limited number of units at a time. As you complete assessments and units, additional units will become available. This approach is designed to help you stay focused, manage your workload, and build knowledge and skills in a logical sequence.

Full details about how units and modules are released, including how this operates in the LMS, are explained in Section 3 – The Learning Management System.

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2.3   Learning materials

Once you have accepted your Training Plan, you will generally be given access to two units at a time. Learning and assessment materials are provided through the Learning Management System (LMS). Some courses may use additional leaning platforms, such as Thinkific.

Learning materials vary by course and may include:

- PDF eBooks

- Digital textbooks

- Interactive digital lessons (including Rise and Thinkific content)

- Videos and recorded webinars

- Quizzes and knowledge checks

- Workbooks and learning activities.

Your Course Guide, available in the LMS, explains the overall structure of your course, the resources you will need, and what to expect as you progress through your studies.

2.4   Role of trainers and assessors

Monarch Institute courses are delivered through structured online learning materials that you complete independently.

Qualified trainers and assessors are responsible for:

- assessing submitted assessments,

- providing feedback on assessment outcomes, and

- supporting your understanding of course content where questions arise.

Trainers do not deliver live classes or lessons and cannot complete assessments on your behalf.

Information about the support available from trainers, student services, and external services is outlined in Section 4 – Student support.

2.5   Learning community and feedback

Monarch Institute facilitates optional online student communities, including course-related Facebook groups, to support peer interaction and engagement. Participation in these communities is voluntary and does not form part of the formal training or assessment requirements for your course. Students are expected to follow the relevant group guidelines and the rules of the platform.

Monarch Institute also seeks feedback from students throughout their course. Student feedback is used as part of our continuous improvement process to review and improve training materials, delivery practices, and support services.

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3 The Learning Management System (LMS)

The Learning Management System (LMS) is the online platform used by Monarch Institute to provide access to learning materials, deliver assessments, and track your progress throughout your course.

3.1 Accessing the LMS

Once payment for your course has been made, you will be emailed your login details for the Learning Management System (LMS).

When you first log in to the LMS, you will be required to review and accept your Training Plan.

You will not be able to access course content, learning materials, or assessments until your Training Plan has been accepted.

Accepting your Training Plan confirms your enrolment and allows you to begin your course.

Hint: Refer to your **Course Guide** (located on the LMS) & **Training Plan**.

They will answer a lot of your questions and specify your due dates.

3.2   What you use the LMS for

After accepting your Training Plan, the LMS will be your main point of access for all course-related activities. Through the LMS, you will be able to:

- Access your learning materials and Course Guide.

- View and submit assessment tasks.

- Receive assessment feedback and results.

- Track your progress through units and modules.

- Access key course documents.

Important: Official announcements and communications from Monarch Institute will be sent via email. It is your responsibility to regularly check your email account and the LMS for important updates.

3.3   Accessing your course content

To support effective learning and workload management, course content is released progressively through the LMS.

Students will generally have access to two units at a time. This approach is designed to help you stay focused, manage your workload, and progress through your studies in a clear and logical order.

Having access to two units at a time means that:

- You can continue studying while assessments for another unit are being graded.

- You are not required to manage all units at once.

- Progression through the course is structured and manageable.

Please note that having access to two units at a time does not mean you will have access to all units within a module at the same time.

Additional units become available as you successfully complete assessments and units, in line with your Training Plan.

3.4   Modules and assessment timeframes

All Monarch Institute courses are structured into **modules**. A module is an administrative grouping of one or more units that share the same start and end dates on your Training Plan.

For example, a course may run over a two-year duration and be divided into four modules. Each module may contain one or more units of competency.

All units within a module share the **same module start and end dates**, and the **assessment due dates for units in that module align to those module dates**.

This means that, while **you may not have access to all units within a module at the same time**, the assessments for those units are still required to be completed within the same module timeframe.

In some courses, modules contain clustered units, where several related units are grouped together and learning and assessment activities may cover more than one unit at the same time.

Access to units within a module is managed progressively through the LMS. Even where units sit within the same module, they will be released in stages rather than all at once.

It is your responsibility to manage your time and complete all units within the module's due date.

Your Training Plan and Course Guide will clearly explain:

- How your course is divided into modules.

- Which units sit within each module.

- Whether any units are clustered.

- The module start and end dates/due dates.

Note: Assessment due dates are the same as the module end dates/due dates in your Training Plan.

3.5   Monitoring your progress

To help you stay on track, Monarch Institute provides tools and reports that show your progress throughout your course.

You should regularly review:

- Your **Training Plan**, which outlines assessment due dates and course timeframes

- Your **Ongoing Course Report**, emailed monthly, which shows your current progress and upcoming requirements

Regularly checking these documents will help you manage your study time, stay aware of deadlines, and identify when you may need to seek support early.

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3.6   Managing your studies

To successfully manage your studies, it is important that you stay informed about course requirements, due dates, and any updates from Monarch Institute.

You are responsible for:

- Logging into the LMS regularly.

- Keeping track of module due dates/end dates.

- Submitting assessments by the required dates.

- Regularly checking your email account and the LMS for announcements, updates, and important communications from Monarch Institute.

Monarch Institute will use the contact details you have provided to communicate with you. It is your responsibility to ensure your contact details remain up to date.

If you experience technical issues accessing the LMS or receiving communications, you should contact Student Services as soon as possible. Information about available support is outlined in the next section.

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4 Student support

Monarch Institute provides a range of support services to assist you throughout your course. Support is designed to help you understand your learning materials, clarify requirements, and manage your studies effectively.

As an online, self-paced student, you are expected to actively engage with your course, monitor your progress, and seek support early if you experience difficulty.

Support is available through three main areas:

- Training support

- Student services support

- External support services.

4.1 Training support

Training support is provided by qualified trainers and assessors and is focused on helping you understand your course content and assessment requirements.

Training support may include:

- clarification of learning materials and key concepts

- explanations of assessment instructions and requirements

- feedback on submitted assessments

- guidance on how to interpret assessment feedback.

Training support does **not** include:

- live classes or lessons

- completing assessments on your behalf

- providing direct answers to assessment questions

- reviewing or giving feedback on draft assessment submissions.

You are expected to engage with the learning materials and assessment instructions before seeking support. This helps ensure that support discussions are focused, effective, and meaningful.

How to access training support

- Via the support options listed on your course page in the LMS.

- By email or by requesting a scheduled phone or video call (where available).

Availability and response times

- Monday to Friday, 9.00am to 5.30pm (Australian Eastern Time).

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- Support requests are generally responded to within 24 hours.

- Assessment grading is completed within 14 business days of submission.

4.2 Student services support

Student Services provides administrative and course management support throughout your enrolment.

Student services support includes assistance with:

- training plans and enrolment details

- assessment due dates and extensions

- course progression and re-enrolment

- deferrals and withdrawals

- technical or LMS access issues.

How to contact Student Services

- Email: info@monarch.edu.au

- Phone: 03 8820 5650

Availability and response times

- Monday to Thursday, 9.00am to 5.30pm (Australian Eastern Time)

- Friday 9.00am to 5.00pm (Australian Eastern Time)

- Support requests are generally actioned within 72 hours.

4.3 External support services

Monarch Institute encourages students to access independent external support services where additional wellbeing or literacy assistance may be helpful.

These services are provided by external organisations. Availability, appointment scheduling, and service outcomes are managed by the service provider.

Australian Counselling Service (ACS)

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.

Beyond Blue

Beyond Blue provides free and confidential mental health support, including counselling, online forums, and self-help resources.

- Website: beyondblue.org.au

- Online chat with a counsellor

- Phone: 1300 224 636

Reading Writing Hotline

The Reading Writing Hotline is a free, confidential national service that supports adults to improve reading, writing, numeracy, and digital literacy skills.

- Website: readingwritinghotline.edu.au

- Phone: 1300 655 506.

4.4 Your responsibilities when accessing support

To make effective use of available support, you are expected to:

- regularly log in to the LMS

- read course materials and assessment instructions carefully

- monitor assessment due dates and course timeframes

- seek support early if you are experiencing difficulty

- communicate respectfully and professionally with staff.

Official announcements and important communications from Monarch Institute are sent via email. It is your responsibility to ensure your contact details are up to date and that you regularly check your email account.

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5 Assessments

Assessment is an essential part of your course and is used to demonstrate that you have achieved the required knowledge and skills for each unit of competency.

Monarch Institute uses a **competency-based assessment system**. This means you are assessed on whether you can demonstrate competence, rather than being ranked or graded against other students.

How assessment results work at Monarch Institute

It's important to understand how assessment results are recorded:

- Assessment tasks are graded as:
    - Satisfactory (S) or
    - Not Satisfactory (NS)

- Units of competency are graded as:
    - Competent (C) or
    - Not Competent (NC)

How these outcomes relate to each other:

- You must receive a Satisfactory (S) result for **all assessment tasks** within a unit to be deemed Competent (C) in that unit.

- If one or more assessment tasks are Not Satisfactory (NS), the unit outcome will be Not Competent (NC) until those assessments are successfully completed.

- A qualification can only be awarded once **all required units** are deemed Competent (C).

5.1 Types of assessment questions

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

- multiple choice questions

- short answer questions

- calculations

- projects or research tasks

- case-studies and scenario-based questions

- video responses and role plays

- software simulations.

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Knowledge-based questions

Knowledge-based questions require you to demonstrate your understanding of key concepts, principles, and information related to the unit. Your responses must address all parts of the question clearly and accurately.

Skill-based questions

Skill-based questions focus on how you apply your knowledge in practical situations. You may be asked to develop a workplace document, demonstrate a process, or show how you would respond in a workplace scenario.

Video response questions (role plays)

Some practical activities involve role plays that must be observed by an assessor. These activities must be recorded and uploaded to the Learning Management System (LMS) as part of your assessment submission.

Guides are available in the LMS to help you prepare and record your video responses.

Check out the below resources for assistance with your role play:

- [How to Shoot Your Video Role Play (Quick Guide)](#)

- [How to Shoot Your Video Role Play (Detailed Guide)](#)

5.2 How are assessments graded?

Each assessment task you submit is reviewed by a qualified assessor who is qualified to assess that unit.

The assessor uses clear assessment criteria and/or assessment benchmarks that set out what knowledge and skills must be demonstrated to meet the requirements of the unit. These criteria are based on the nationally recognised standards for the unit and are applied consistently to all students.

This means your assessment is judged on whether you have met the required standard, not compared to other students or based on personal opinion.

Assessment outcomes

Each assessment task is marked as either:

- **Satisfactory (S) –** the assessment requirements have been met, or

- **Not Satisfactory (NS)** – the assessment requirements have not yet been met.

You will receive written feedback for each assessment explaining the outcome and, where relevant, what needs to be improved.

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What does 'Satisfactory' mean?

An assessment will be marked **Satisfactory (S)** when your submission:

- Addresses all parts of the assessment task.

- Demonstrates the required knowledge and skills.

- Applies information and concepts correctly.

- Provides sufficient evidence to meet the assessment requirements.

What does 'Not Satisfactory' mean?

An assessment will be marked **Not Satisfactory (NS)** when your submission:

- Does not adequately address the assessment task, or

- Contains significant gaps in required knowledge or skill, or

- Applies information incorrectly, or

- Does not provide sufficient evidence.

Assessments may also be marked Not Satisfactory where plagiarism or academic misconduct is identified. (Refer to *Appendix 6 – Student academic integrity and honesty policy*.)

5.3   Re-submission and repeating units?

Re-submission of assessments

If an assessment is marked Not Satisfactory (NS):

- You will be notified via the LMS and by email.

- You will be given one opportunity to re-submit the assessment, addressing the feedback provided.

- Before you make your second attempt, you may need to consult with your trainer and revise your training.

- Re-submission applies only to the assessment task(s) identified as Not Satisfactory.

It is your responsibility to ensure your re-submission addresses all feedback provided by the assessor.

Note: It is at the assessor's discretion to re-assess the entire assessment should it be demonstrated an overall understanding of this unit has not been achieved.

It is also at the assessor's discretion to grant you any additional attempts for the re-submission of assessments.

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Repeating a unit

If you are unable to achieve a Satisfactory (S) result for the required assessment task(s) after re-submission:

- The unit outcome will be Not Competent (NC).

- You will be required to re-enrol and repeat the unit.

- Additional fees will apply.

(Refer to *Appendix 1 – Fees, charges and refunds policy*.)

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

5.4 Timeframes for assessment feedback

You will be notified of your assessment result within 14 business days of submission. In most cases, assessment feedback is provided within five to seven business days.

Once grading is complete, you will receive an email advising you to log in to the LMS to view your result and feedback.

5.5 Academic appeals

If you have concerns about an assessment decision, you may lodge an Academic Appeal in accordance with Appendix 7 – Complaints policy and appeals procedure.

Academic appeals are overseen by the Head of Quality and Compliance (or delegate) to ensure an independent and impartial review of assessment decisions.

6   Course duration and student progression

6.1   Course duration

Your course duration is outlined in your Training Plan and reflects the expected timeframe to complete all required units of competency.

The time it takes you to complete your course will depend on factors such as your prior education, work experience, available study time, and engagement with learning and assessment activities.

To support successful progression, we recommend that you set aside regular study time each week. As a guide, this may be up to 15–20 hours per week, depending on your course and personal circumstances.

Hint: Use the study timetable provided to you through the LMS and/or your Course Guide to plan your workload.

6.2   Student engagement

As an online, self-paced student, you are responsible for actively engaging in your course. This includes:

- logging into the Learning Management System (LMS) regularly

- accessing learning materials

- submitting assessments by the due dates in your Training Plan

- responding to reasonable communications from Monarch Institute.

Throughout your course, Monarch Institute will monitor engagement and progression. This may include sending reminders and progress updates to help you stay on track.

6.3   Student progression

Your Training Plan sets out the modules, units, and assessment timeframes you are required to follow.

If you are progressing as planned, you will continue to move through your course in line with your Training Plan.

If you begin to fall behind, Monarch Institute will make reasonable attempts to contact you to:

- remind you of upcoming or missed assessment due dates

- encourage you to re-engage with your studies

- discuss available support options.

Support options are outlined in Section 4 – Student support.

6.4   Non-progression

If you do not meet your assessment due dates and your course progression becomes unsatisfactory, Monarch Institute may implement an intervention strategy.

An intervention strategy is a plan designed to help you re-engage and improve your course progress. This may include:

- referral to training or student services support

- discussion of extension or deferral options.

These strategies are intended to support successful completion wherever possible.

6.5   Failure to re-engage

If, after reasonable attempts to contact you, you do not respond or do not re-engage with your course, Monarch Institute may determine that you are no longer actively participating in your enrolment.

In these circumstances, your enrolment may be cancelled in accordance with Monarch Institute policies.

Where an enrolment is cancelled due to non-engagement:

- you will be notified in writing

- any applicable fees or re-enrolment requirements will continue to apply

- refund eligibility will be assessed in accordance with *Appendix 1 – Fees, charges and refunds policy.*

6.6   Impact on fees and re-enrolment

If you do not complete units or modules within the required timeframes and are required to repeat units or re-enrol, additional fees may apply.

Details of re-enrolment fees and conditions are set out in *Appendix 1 – Fees, charges and refunds policy.*

You are encouraged to contact Student Services as early as possible if you are having trouble meeting course requirements, to discuss your support, extensions, or deferral options.

7 Extensions and deferrals

Monarch Institute provides options to support students who have trouble completing their course within the timeframes outlined in their Training Plan. These options include formal extensions and deferrals.

Extensions provide short additional time to complete assessments within an active enrolment. Deferrals pause your enrolment for an agreed period before resuming at a later date.

Where circumstances are serious, ongoing, or involve compassionate or compelling factors, requests may be assessed under Special Consideration, which is a formal process outlined in Appendix 1.

Requests for extensions or deferrals should be made as early as possible and before assessment due dates where practicable.

7.1 Formal extensions

Formal extensions are intended to support students where short-term or temporary circumstances affect their ability to complete assessment tasks, while they remain actively enrolled and engaged in their course.

Formal extensions:

- are intended to address short-term interruptions, not ongoing or indefinite delays

- must be requested before the relevant module due date, where possible

- are applied at the module level, not to individual units

- do not reset or restart a unit or module.

Requests for extensions are generally approved where reasonable and where the student remains actively engaged in their course.

Where a student has already received one or more extensions for the same module, or has remained enrolled in a module for an extended period, Monarch Institute may determine that:

- a further extension is not appropriate, and

- the student is required to re-enrol in the module or affected unit(s) in order to continue.

Where repeated or ongoing extensions are requested, Monarch Institute may require supporting documentation and will assess the request under the Special Consideration guidelines outlined in *Appendix 1 – Fees, charges and refunds policy*.

7.2   Deferral from your course

A deferral allows you to temporarily pause your studies and resume at a later date.

Deferrals are available to support students who are temporarily unable to continue with their studies due to personal or other circumstances.

Deferrals:

- are assessed on a case-by-case basis

- are intended to support temporary interruptions to study

- pause your enrolment for an agreed period.

Deferrals are generally approved for a period of up to six months, depending on individual circumstances.

Deferrals are intended for circumstances where a temporary pause to enrolment is required, rather than additional time to complete current assessment tasks.

Where deferrals become repeated, extended, or ongoing, Monarch Institute may require supporting documentation and may assess the request under the **Special Consideration guidelines** outlined in *Appendix 1 – Fees, charges and refunds policy.*

7.3   Impact of deferral

If your deferral request is approved:

- your enrolment will be paused for the agreed deferral period

- access to learning materials and assessments will be suspended

- your course will be scheduled to resume at the agreed return point.

If you defer part way through a unit, you will be required to re-enrol in that unit when you return and complete any learning and assessment activities from the beginning.

If you do not recommence your studies at the agreed time and do not contact Monarch Institute, your enrolment may be cancelled in accordance with Monarch Institute policies.

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7.4   Important considerations before deferring

Before requesting a deferral, you should consider the following:

- If you defer without completing assessments for a current unit, you will be required to re-enrol in that unit when you return and complete any learning and assessment activities from the beginning.

- Deferring may impact eligibility for government-funded training. If you are receiving state funding, you are encouraged to seek advice from Student Services before requesting a deferral.

- Re-enrolment fees apply following a deferral. Details are outlined in *Appendix 1 – Fees, charges and refunds policy.*

7.5   Your responsibility

It is your responsibility to:

- monitor assessment due dates and course timeframes

- submit extension or deferral requests in a timely manner

- communicate with Monarch Institute if your circumstances change

- respond to reasonable communications from Monarch Institute.

Support options are outlined in *Section 4 – Student support*.

8   Withdrawals and cancellations

In some circumstances, you may decide that you are unable to continue with your course, or Monarch Institute may determine that an enrolment cannot continue.

This section explains the processes that apply to student-initiated withdrawals and Monarch-initiated cancellations.

8.1   Student-initiated withdrawal

If you decide to withdraw from your course, you must notify Monarch Institute in writing as soon as possible.

Withdrawal requests must be submitted by emailing **info@monarch.edu.au**.

Once your request is received:

- your withdrawal will be processed based on the date your written request is received

- a member of the Student Services team may contact you to discuss your circumstances and available options, including support, extensions, or deferral

- if you confirm that you wish to proceed, your withdrawal will be confirmed in writing.

Any outstanding tuition fees will continue to be managed in accordance with your agreed payment plan and enrolment terms.

Any refund eligibility will be assessed in accordance with *Appendix 1 – Fees, charges and refunds policy*.

8.2   Monarch-initiated cancellation

Monarch Institute may cancel a student's enrolment in limited circumstances, including where:

- the student does not meet course participation or assessment requirements

- the student does not respond to reasonable attempts to contact them regarding non-progression

- there is a serious or ongoing breach of Monarch Institute policies

- continued enrolment is no longer viable or appropriate, for example where:

    o the course is no longer suitable for the student despite reasonable support and intervention, or

    o the student is unable to meet essential course requirements, or

    o regulatory or funding requirements prevent the enrolment from continuing.

Before cancelling an enrolment due to non-progression or disengagement, Monarch Institute will make reasonable attempts to:

- contact the student using the contact details provided

- encourage re-engagement and offer available support options

- discuss extensions, deferral, or other appropriate pathways.

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8.3   Notice of cancellation due to non-engagement

Where Monarch Institute intends to cancel an enrolment due to non-progression or disengagement, the following process will apply:

- Monarch Institute will first make reasonable attempts to contact the student to advise that they are not meeting course progress requirements and request that they make contact.

- If the student does not respond, Monarch Institute will issue a final notice advising that the enrolment will be cancelled unless the student contacts Monarch Institute within 48 hours.

- If no response is received within the 48-hour period, the enrolment may be cancelled due to non-engagement.

Where an enrolment is cancelled following this process, the student will be notified in writing.

Students retain the right to lodge a complaint or appeal in accordance with *Appendix 7 – Complaints policy and appeals procedure.*

8.4   Impact of cancellation or withdrawal

Where an enrolment is withdrawn or cancelled:

- access to learning materials and assessments will cease

- any applicable tuition fees or re-enrolment requirements will apply

- refund eligibility will be assessed in accordance with *Appendix 1 – Fees, charges and refunds policy.*

Where a student has successfully completed one or more units of competency before withdrawal or cancellation, a Statement of Attainment may be issued, provided all outstanding fees have been paid.

8.5   Re-enrolment following withdrawal or cancellation

Students who wish to recommence their studies after a withdrawal or cancellation must request re-enrolment by emailing **info@monarch.edu.au**.

Re-enrolment is subject to:

- course availability

- eligibility requirements

- payment of any applicable re-enrolment or outstanding fees.

Details of re-enrolment fees and conditions are outlined in *Appendix 1 – Fees, charges and refunds policy*.

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9 Course awards – Certificates and Statements of Attainment

Monarch Institute issues nationally recognised certification in accordance with the Standards for Registered Training Organisations (RTOs).

The type of certification you receive depends on whether you complete your full qualification or exit your course before completion.

All certification issued by Monarch Institute is provided digitally.

9.1 Certificates (full qualification)

If you successfully complete all required units of competency in your qualification, Monarch Institute will issue your qualification certificate.

Certificates are:

- issued in digital format

- emailed to you using the contact details recorded in your student file.

Certificates are issued:

- within 30 calendar days of successful completion of all required units of competency

- once all required administrative processes have been finalised

- once all outstanding course or administrative fees have been paid.

9.2 Statements of Attainment (partial completion or exit)

If you withdraw from your course or your enrolment is cancelled before completing the full qualification, you may request a Statement of Attainment for any units of competency you have successfully completed.

Statements of Attainment are:

- issued in digital format

- emailed to you using the contact details recorded in your student file.

Statements of Attainment are issued:

- within 30 calendar days of a valid request being received

- once all required administrative processes have been finalised

- once all outstanding course or administrative fees have been paid.

To request a Statement of Attainment, you must email **info@monarch.edu.au**.

A Statement of Attainment recognises units you have completed and may be used toward further study or credit transfer with another Registered Training Organisation (RTO), subject to their requirements.

9.3   Issuance conditions

Monarch Institute will not issue certificates or Statements of Attainment where:

- assessment requirements for the relevant units have not been successfully completed, or

- required fees remain outstanding.

Requests for hard copy certificates or Statements of Attainment, or for replacement certification, may incur additional fees.

Details are outlined in *Appendix 1 – Fees, charges and refunds policy*.

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10 Transition of nationally accredited training

From time to time, nationally recognised courses may be updated, replaced, or deleted due to regulatory changes.

If this affects your enrolment, Monarch Institute will manage the transition in accordance with regulatory requirements and will explain what the change means for your specific course.

Where a qualification or unit of competency is superseded, withdrawn, or expires on the National Register (training.gov.au), Monarch Institute is required to transition affected students in accordance with regulatory requirements. Students cannot complete or be awarded a qualification that is no longer current or registered, even if they were originally enrolled in that qualification.

10.1 What this means for you

Transition arrangements depend on the type of course you are enrolled in. You do not need to determine this yourself.

If a change affects your course, Monarch Institute will tell you:

- whether your course is being updated, replaced, or deleted

- what options are available to you

- what timeframes apply

- whether you can complete your course as originally enrolled, or whether changes are required.

10.2 Transition arrangements

Depending on the course and the regulatory requirements, transition arrangements may include:

- continuing and completing your course within an approved timeframe, or

- transferring to a revised or replacement course, with credit applied where possible, or

- being supported to complete remaining requirements in another approved way.

Not all options apply to all courses. Available options depend on regulatory approval and course conditions.

10.3 Communication and support during transition

Where a transition affects your enrolment, Monarch Institute will:

- notify you of the change and clearly explain what it means for you

- outline your available options and any actions required

- support you through the transition process.

There is no additional charge to students for changes required solely due to regulatory transition.

10.4 Your rights during a transition

During a transition, you have the right to:

- receive clear, timely information about your course and options

- be supported to complete your studies without disadvantage where possible

- have completed units or course components recognised where applicable, subject to regulatory requirements and approved transition arrangements.

If you have questions or concerns about a transition, you should contact Student Services by emailing **info@monarch.edu.au**

11 Gaining access to your records

Monarch Institute maintains records relating to your enrolment, training, assessment, and certification in accordance with regulatory and privacy requirements.

You have the right to access your personal training and assessment records held by Monarch Institute.

11.1 What records you can access

You may request access to records that relate to your studies, including:

- your enrolment details
- your Training Plan
- assessment results and outcomes
- progress and completion records
- certification issued (certificates or Statements of Attainment)
- records of payments you have made to Monarch Institute.

Access to records is provided in line with privacy requirements.

11.2 How to request access to your records

To request access to your records, you must email **info@monarch.edu.au**.

Your request should include:

- your full name
- your student number
- the records you are requesting.

Monarch Institute may need to verify your identity before releasing records.

11.3 Timeframes and format

Monarch Institute will provide access to requested records within a reasonable timeframe.

Records are generally provided electronically, unless otherwise required or agreed.

11.4 Privacy and third-party information

Access to records is subject to privacy and confidentiality requirements.

Monarch Institute may withhold or redact information where:

- releasing the information would breach the privacy of another person, or
- the information is restricted under privacy legislation

Further information about how your personal information is collected, stored, and used is outlined in *Appendix 2 – Privacy policy*.

12 Changing your details

It is important that the personal details Monarch Institute holds about you are accurate and up to date.

Keeping your details current helps ensure you receive important information about your enrolment, assessments, certification, and any required action relating to your course.

12.1 What details you must keep up to date

You must notify Monarch Institute if there is a change to your:

- name
- email address
- phone number
- residential or postal address.

12.2 How to update your details

To update your details, you must email **info@monarch.edu.au** and clearly outline the changes required.

You may be asked to provide supporting documentation where appropriate (for example, where a name change is requested).

12.3 Why this matters

Monarch Institute communicates important information to students primarily via email, including:

- course and assessment information
- progress reminders and notifications
- notices relating to non-engagement, withdrawal or cancellation
- issuance of digital certificates and Statements of Attainment

If your contact details are not current, you may miss important communications. Monarch Institute is not responsible for delays or consequences that result from incorrect or outdated contact information.

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13 Government funding

Government funding availability depends on external funding arrangements, regulatory approval, and student eligibility.

13.1 Skills First state funding (Victoria) – continuing students only

The Skills First Program is a Victorian Government initiative that provides subsidised training to eligible individuals.

Monarch Institute is no longer enrolling new students into Skills First funded courses.

This section applies only to students who are already enrolled in a Skills First funded qualification and are continuing their studies under existing enrolment arrangements.

13.1.1 Eligibility and participation requirements (continuing students)

Eligibility for Skills First funding is determined in accordance with Victorian Government program requirements in place at the time of enrolment.

For continuing students, eligibility requires that students remain physically resident in Victoria for the duration of their training and continue to meet the program conditions that applied at the time of enrolment.

A change in circumstances, including relocation outside Victoria, may affect ongoing eligibility and funding arrangements.

13.1.2 Course fees for Skills First funded students

Under the Skills First program, registered training organisations may charge students tuition fees to contribute to the cost of training.

Applicable student contribution fees were advised at enrolment and are outlined in the student's Statement of Fees and enrolment documentation.

As part of the Victorian Government's funding arrangements:

- there are limits on the number of government-subsidised training hours available

- if a student is deemed Not Competent in a unit and is required to re-enrol to repeat the unit, full fee-for-service charges apply for that unit

- enrolment in government-funded training may impact access to future subsidised training.

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13.2 Career Boost Program state funding (QLD)

The Career Boost program is a Queensland Government initiative that provides subsidised training for eligible Queensland residents to support skills development and workforce participation.

Monarch Institute is approved to deliver training under the Career Boost program and funding may be available for selected courses and eligible students.

Monarch Institute will clearly advise students at enrolment if a course is offered under the Career Boost program.

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

13.2.1 Information on course fees for the Career Boost Program

Under the Career Boost program, Monarch Institute is required to charge a student contribution fee. Current student contribution fees for eligible courses are published on the Monarch Institute website.

13.2.2 Student responsibilities

Students applying for government-funded training must:

- provide accurate and complete information to support eligibility assessment

- advise Monarch Institute if their circumstances change and may affect eligibility

- comply with all conditions associated with the funding program.

Providing false or misleading information may result in loss of funding eligibility and may require the student to pay fees on a fee-for-service basis.

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Appendices

- Appendix 1 - Fees, charges and refunds policy

- Appendix 2 - Privacy policy

- Appendix 3 – Access and equity policy

- Appendix 4 – Health and safety policy

- Appendix 5 – Code of conduct policy

- Appendix 6 – Student academic integrity and honesty policy

- Appendix 7 – Complaints policy and appeals procedure

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Appendix 1: Fees, charges and refunds policy

Policy purpose

This policy outlines Monarch Institute's approach to course fees, additional charges, refunds, and related matters.

This policy applies to all students enrolled in courses delivered by Monarch Institute.

Definitions

Refer to the Glossary of Terms, at the end of this policy.

Responsible officers

The Head of Quality and Compliance is responsible for ensuring that withdrawal and cancellation processes are undertaken in line with the processes described in this policy.

The Head of Finance is responsible for ensuring that refund processes are undertaken in line with the processes described in this policy.

The Student Services team are responsible for processing withdrawal and refund requests in line with the processes described in this policy.

Pre-enrolment information

Prior to enrolment, students are provided with information about:

- course structure and delivery
- course fees and charges
- refund conditions
- payment arrangements
- eligibility requirements for government-funded training (where applicable).

This information is provided to students during the application process, including through the Privacy Statement and Student Declaration, and is discussed and confirmed as part of the Pre-training Review.

Students are encouraged to review this information carefully and ask questions before accepting their Training Plan and committing to a course of study.

Course fees and payment

Course fees are published on the Monarch Institute website and provided to students prior to enrolment.

Course fees cover tuition and access to learning and assessment materials for the duration of the course, in accordance with the student's Training Plan.

Students are responsible for ensuring they understand the fees that apply to their enrolment before accepting their Training Plan.

Additional fees and charges

Additional fees and charges may apply in certain circumstances, including but not limited to:

- re-enrolment following withdrawal, cancellation, or non-engagement
- repeating a unit of competency where government funding does not apply
- formal extensions or deferrals approved beyond the original course duration
- replacement certificates or Statements of Attainment (where requested in hard copy)

Details of applicable additional fees are published in the table below.

Item type	Cost (GST incl)
Formal extension * Note: fees are payable upon application of extension.	$300 per module
Recognition of Prior Learning (RPL) application fee Note: course cost will be reduced for each unit granted RPL.	$400 per unit
Setting up a payment plan to pay course fees Note: Payment plans are not available for government funded students or courses under $1500.	20% added to course fee
Hard copy of testamur (Certificates or Statements of Attainment) Note: these need to be paid for prior to being mailed out.	$50
Re-issuing of printed course materials where a student has lost or damaged these materials	Course dependent
Postage of any materials (including testamurs) outside Australia	Dependent on location and course. ($30 minimum)

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Declined credit card fee	$25
EFT payments made in a foreign currency	$25

* For more information read the Extensions and deferrals section of the Student Information Handbook.

Re-enrolment fees	Cost (GST incl)
Re-enrolment fee if deemed not competent for unit	Unit price (course dependent)
Within 90 calendar days of withdrawal or cancellation	$500
Within 6 months of withdrawal or cancellation	$700
More than 6 months after withdrawal or cancellation	Full course fee applies
Following a deferral	$400

Payment terms and methods

Accepted payment methods include:

- Debit/Credit Card

- Direct Bank Transfer.

Students receive a Tax Receipt for all payments. A record is maintained in the student management system.

Debit/credit card payments

Students can:

- Provide card details in the enrolment form.

- Use different cards for future payments.

Call 1300 738 955 to process payment via an authorised Course Consultant.

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Late payments

If payment is overdue by 14 calendar days:

- Training services may be suspended until payment is up to date.

- Monarch may refer outstanding debts to a recovery agency.

Students facing financial difficulties should contact Student Services to discuss alternative arrangements.

Refund policy

General provisions

Students should submit a written refund request as soon as practicable following course withdrawal. Refund requests should generally be submitted within 14 business days of withdrawal or cancellation.

To request a refund, students must complete a Refund Request Form and submit it, along with any required supporting documentation.

Monarch Institute will provide a written outcome within 14 business days of receiving the completed Refund Request Form and all required documentation. Where a refund is approved, it will be issued within a further 14 business days.

Supporting information and documentation should demonstrate that the circumstances are continuing and serious and have materially affected the student's ability to continue with the course.

Email for refund requests: info@monarch.edu.au

Refund forms: Available on the Monarch website

Refund scenarios

Event	Refund Provision
Cooling-off period: Students may withdraw from their course within **14 calendar days of accepting their Training Plan in the LMS**. Students are not considered fully enrolled until they have accepted their Training Plan in the LMS. Acceptance of the Training Plan marks the commencement of enrolment for administrative, course access, and refund purposes.	Refund of course fees less a non-refundable $200 administration fee

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Event	Refund Provision
Outside the cooling-off period and before course completion: The student withdraws from the course after the cooling-off period has passed and before the course end date.	Refund eligibility in these circumstances is assessed in accordance with this policy.
Disengagement from studies and non-participation: Where a student does not meet course progress requirements and remains unresponsive despite reasonable attempts to re-establish contact, Monarch Institute may cancel the enrolment due to non-engagement.	Refund eligibility in these circumstances is assessed in accordance with this policy.
Monarch Institute is unable to provide the course after payment of course fees. Note: If a qualification or unit is withdrawn, expires, or is replaced on the National Register (training.gov.au) due to regulatory changes outside Monarch Institute's control, approved transition arrangements will apply in accordance with *Section 10 – Transition of nationally accredited training*. This is a required regulatory transition, not a situation where Monarch Institute cannot provide the course.	Refund of prepaid fees for undelivered components of the course
Recognition of Prior Learning (RPL) fees	Non-refundable

Withdrawal and refund process

Withdrawal requests are logged as a case in the student management system and are assigned to a student services team member.

The request and any supporting documentation are considered according to this policy and guidelines.

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Refund form requirement

Students may submit a refund request by emailing info@monarch.edu.au and either:

- Providing a completed Refund Request Form with supporting documentation attached, or

- Requesting for a refund to be granted, after which the refund form will be sent to the student.

Refunds cannot be processed until the completed refund form is returned with all required information, including any supporting documentation.

Monarch will provide a written outcome within 14 business days of receipt of all required documentation.

Cooling-off period

Withdrawal requests submitted within 14 calendar days of accepting the training plan in the LMS are eligible for a refund of course fees paid, minus a non-refundable $200 administrative fee.

Note: Students are not considered fully enrolled until they have accepted their training plan in the LMS. Course access is not provided until this acceptance occurs, and official enrolment commences from this point for administrative and refund purposes.

If a refund form is not submitted with the withdrawal request, Monarch Student Services will contact the student to provide the required form.

Outside the cooling-off period and before course completion

Requests received after the cooling-off period are assessed on a case-by-case basis in accordance with this policy and relevant enrolment documentation.

A partial refund of the course fees may be granted where:

- Monarch fails to deliver the course or part of the course and the issue cannot be resolved.

- The student provides evidence of misinformation during the enrolment process, and Monarch accepts this.

- Monarch determines, based on provided documentation, that the student meets the criteria under the Special Consideration Guidelines.

Disengagement from studies and non-participation

Monarch may cancel a student's enrolment if they do not meet their assessment due dates and remain unresponsive, following all reasonable attempts to re-establish contact.

Requests for refunds will be considered as outlined above (i.e. after the cooling-off period and before course completion).

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Refund calculation summary outside the cooling-off period

Where a partial refund of course fees is granted under this policy, the refund is calculated as follows:

1. **Refunds are based on the amount of time enrolled or modules completed, whichever is greater**

   Each course is divided into equal modules (e.g. 4 modules = 25% of the total course fee each; 5 modules = 20% of the total course fee each). A portion of the fee is retained for each module the student is considered to have started.

2. **What counts as starting a module**

   A module is considered started if the student has done either of the following:

   - Been enrolled for any part of the module's duration, or

   - Accessed any part of the learning materials for that module in the Learning Management System (LMS).

Note: If a student is enrolled for any part of a module period (e.g. 1 day into a 6-month module), that module is treated as fully used. Refunds are not issued for partial module use.

3. **Refund = total course fee minus the value of used modules**

   The refund amount is calculated by subtracting the retained portion (based on modules used) from the total course fee.

   Examples:

   - A student enrolled for 6 months who has completed 2 of the 4 modules in their course (or the equivalent by time) would receive a 50% refund.

A student who withdraws part way through any module, regardless of whether assessments have been submitted, will be considered to have used that entire module. Refunds are based on the number of modules used at the time of withdrawal.

Special consideration guidelines

Special Consideration is available for compassionate or compelling circumstances that significantly affect a student's ability to study.

Students applying for Special Consideration must include all relevant documentation with their application. The table below outlines the required evidence:

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Circumstance	Required evidence
Illness/injury **Permanent or temporary disability**	Medical certificate or letter from a relevant health practitioner that includes a statement describing study impact and recommendation
Death or illness/injury of family member	One or more of the following: • For a close family member (such as parent, partner, sibling, or child) a written notification of the event with supporting documentation as required on a case-by-case basis. • For other relatives or close personal friend a statement from a health professional detailing the impact of the event on the student.
Incident or issue impacting student's capacity to study – Personal (e.g. serious accident, witnessing or being the victim of a serious crime or incident)	Letter from a relevant health practitioner such as a counsellor or psychologist that includes a statement describing study impact and recommendation
Incident or issue impacting student's capacity to study – community issue (e.g. political unrest, natural disaster, community health event)	Media reports of political unrest or natural disaster Personal statement describing study impact
Financial hardship	Letter from a financial counsellor verifying undue or ongoing financial hardship

Special consideration will not be given on the sole basis of the following:

• Minor medical illness or condition

• Job promotion with more responsibility

• Changing jobs, work hours or industry areas

• Starting a family

• Losing interest in the course

• Moving address (including interstate or overseas)

• Travelling overseas

• Finding the course more difficult, time consuming or stressful than expected

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- Resigning or termination of employment.

Special consideration outcomes

Where Special Consideration is granted, the student may be offered one or more of the following remedies:

Academic or Access adjustments

- Extension of course duration

- Deferral of study period

Financial remedies

- Early withdrawal from the course with fees adjusted based on module usage and any applicable refund

- Release from a payment or future instalment payments

- Reduced payment arrangement for a set period

- Deferred payment arrangement for a set period.

Relevant legislation and policies

Australian Consumer Law

Governs consumer rights and obligations related to refunds and service guarantees
https://consumer.gov.au/legislation/current-legislation

Standards for Registered Training Organisations (RTOs)

Regulatory framework setting compliance requirements for RTOs.

https://www.asqa.gov.au/rtos/2025-standards-rtos

Monarch Institute Privacy Statement & Student Declaration

Accepted by the student during the application process, details the terms and conditions of enrolment, including withdrawal, cancellation and refund provisions.

Glossary of terms

Term	Definition
Cancellation	A provider-initiated end to an enrolment
Cooling-off period	The 14-day period following acceptance of a Training Plan in the Learning Management System (LMS)
Course Duration	The official length of time a student has to complete their enrolled course, as outlined in the training plan. This refers to the original enrolment period and does not include any extensions granted under Special Consideration or other policies.
Course Fees	The total cost associated with undertaking a course, including tuition fees and any applicable administrative charges.
Formal Extension	Additional time granted to a student beyond their original course duration, usually a three month period.
Module	An administrative grouping of one or more units of competency that share the same enrolment and completion period on the training plan. Modules are used by Monarch Institute to organise course delivery around similar topics and timelines.
Non-engagement	A failure to respond to reasonable attempts by Monarch Institute to contact a student regarding course progression.
Partial Refund	A refund issued in cases where a student has accessed a portion of the course but is entitled to a refund due to special consideration or where Monarch Institute fails to deliver the course or part of the course.
Special Consideration	A formal process for assessing compassionate or compelling circumstances that may affect a student's ability to meet course requirements.
Unit	A nationally recognised unit defined in a training package or accredited course
Student Services Team	The designated team responsible for handling student enquiries, including withdrawal requests and applications for special consideration.

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Term	Definition
Training Plan	The documented plan agreed between the student and Monarch Institute that outlines the course or qualification, units of competency, delivery and assessment arrangements, and the expected timeframe for completion. Acceptance of the Training Plan in the Learning Management System (LMS) confirms the student's enrolment.
Withdrawal	A student-initiated exit from a course

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Appendix 2: Privacy policy

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

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

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

Under the Privacy Act, personal information is defined as:

"Information or an opinion about an identified individual, or an individual who is reasonably identifiable"

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

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

Sensitive information is defined as:

a. information or an opinion about an individual's

  i. racial or ethnic origin; or

  ii. political opinions; or

  iii. membership of a political association; or

  iv. religious beliefs or affiliations; or

  v. philosophical beliefs; or

  vi. membership of a professional or trade association; or

  vii. membership of a trade union; or

  viii. sexual orientation or practices; or

  ix. criminal record; or

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b. that is also personal information; or

c. health information about an individual; or

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

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

f. biometric templates.

Use of personal and sensitive information

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

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

Collection of personal and sensitive information

Personal and sensitive information is collected by Monarch Institute in order for it to carry out its functions as a registered training organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations 2025, the National VET Regulator Act 2011, and the Data Provision Requirements 2012 and may be disclosed to the Commonwealth and tuition assurance scheme operator.

Personal information that is collected includes:

- Name

- Address

- Contact details (telephone and email)

- Postal address

- Date of birth

- Gender

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- Emergency contact details

- Employment status including employment details (where necessary)

- Language used

- Reasons for study

- Educational history

- Tax file number

- Other legal requirements

- Images

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

- Videos

- Voice recordings

- Sensitive information that is collected includes:

- Ethnicity and origin including language and literacy needs

- Health and disability

- Memberships of professional or trade associations

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

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

How the information is collected

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

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

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Disclosure of personal and sensitive information

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

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

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

- Training information and progress

- Reverse Marketing

- Referral to Employment

- Work Experience

- Employment related further training and licensing

- Post Placement Support

- Confirmation of employment

- Arranging interviews and obtaining feedback from interviews

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

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

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

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

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

e. the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

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

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

Disclosure of personal information overseas

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

Quality of data stored by Monarch Institute

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

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

Staff commitment to privacy and confidentiality

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

Updating personal information

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

Compliance with this policy and Australian Privacy Principles

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

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Storage, access and retention of personal information

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

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

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

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

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

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

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

Publication of privacy and personal information policy

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

Academic record keeping

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

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Appendix 3: Access and equity policy

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

In particular, Monarch Institute aims to:

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

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

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

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

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

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

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

Equity principles

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

Monarch Institute achieves the above through:

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

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

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

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

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

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

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

Equal opportunity

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

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

- sex

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

- marital status

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

- homosexuality (male or female, actual or presumed)

- age (but only in relation to compulsory retirement)

Unjustifiable hardship

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

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

Should Monarch Institute apply unjustifiable hardship, it will:

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

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

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Appendix 4: Health and safety policy

Workplace Health and Safety

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

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

- protecting their own health and safety and avoid risking the health and safety of others

- not bringing threatening or dangerous items to training

- not misusing anything provided by Monarch Institute

- co-operating with any instructions given to them by Monarch Institute

- not putting themselves or others in danger through the consumption of drugs or alcohol

- reporting any risks they notice

- only smoking in designated areas and never inside a training facility.

Cyber safety

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

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

- **Adult cyber abuse - eSafety Commissioner**

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

- **Cyberbullying – vic.gov.au**

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

- **Protect yourself – cyber.gov.au**

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

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

Appendix 5: Code of conduct policy

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

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

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

Responsibilities

It is the student's responsibility:

- respect the right of others, their differences and diversity

- respect people's right to privacy and confidentiality

- treat people in a fair and non-discriminatory way

- undertake studies in a diligent manner by attending all sessions, complete all requirements to the best of their ability and behave in a co-operative manner with other students and staff

- give requested feedback to other students and staff in a specific and sensitive way

- personally bring any matters requiring attention (such as learning concerns, accidents etc.) to the notice of a staff member as soon as practicable.

Students can expect staff to:

- treat people in a fair, non-discriminatory way and with due regard to their privacy

- be professional in performing their duties

- respect the rights of others, their differences and diversity

- respect people's right to privacy and confidentiality

- be supportive of your education

- give appropriate consultation about your progress

- give clear and specific feedback in assignments and if appropriate in subject sessions

General misconduct

The following examples indicate the kinds of behaviour which constitute general misconduct, as opposed to academic misconduct (refer to Student Academic Integrity and Honesty Policy in this guide).

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They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- breaches any State or Commonwealth laws

- breaches any of Monarch Institute's policies

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

- prejudices the good name or reputation of Monarch Institute

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

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

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

- disobeys or fails to comply with contractual or legal requirements

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

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

- acts dishonestly in relation to admission to Monarch Institute

- breaches any confidence of Monarch Institute

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

Investigation

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

All instances of alleged misconduct will be referred to management for investigation. The student will be notified of the investigation within 5 business days and a meeting is scheduled so the student can be given an opportunity to discuss an allegation of misconduct. The meeting should occur within 10 business days of the initial notification.

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

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

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

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

Penalties

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

The following penalties may be imposed:

- a warning
- suspension from the course for a period not exceeding 6 months
- cancellation of enrolment
- temporary exclusion from study
- the police will be contacted when necessary
- a charge for the cost of damage to facilities and equipment

Notification and appeal

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

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

- the student does not admit to misconduct; or

- the student does not agree to accept the penalty;

- the student has the right of appeal against the decision of the inquiry and may appeal in writing to the Head of Quality and Compliance or delegate.

Appeals must be lodged in writing as soon as practicable, generally within 20 business days of the date of the student being notified of the consequence. Appeals will be governed by *Appendix 7 Complaints policy and appeals procedure.* The appeal timeframe set out in the *Complaints policy and appeals procedure* applies.

Appeals

Refer to Appendix 7 - Complaints policy and appeals procedures.

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Appendix 6: Student academic integrity and honesty policy

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

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

Types of academic misconduct

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

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

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

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

- other students' work is copied or partly copied.

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

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

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

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

Allegations of academic misconduct

When academic misconduct is suspected by trainers, the Head of Product or delegate should be notified.

The Head of Product is responsible for determining academic misconduct outcomes, while the Head of Quality and Compliance retains responsibility for independent academic appeals and complaints oversight.

Allegations of academic misconduct must be based on firm evidence.

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

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

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

- the student is at the start of their course and has not received a warning.

- the student has received a prior warning about academic misconducts.

- the student is from an educational background where different norms apply for the acknowledgement of sources.

- a negligible amount has been plagiarised.

- the student has made an inadequate attempt at referencing.

An indication that alleged academic misconduct was intentional may be:

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

- that the student had received a prior warning about academic misconduct.

Penalties

Once an allegation of academic misconduct has been investigated and found to be upheld a determination will be made of the appropriate penalty. The student(s) will be advised of the outcome in writing within 10 business days of receipt of the student's response to the allegation.

Each finding of academic misconduct will be treated on its merits. To detect repeated infringements of academic misconduct reference to the academic misconduct register will be made before the penalty is determined.

Unintentional academic misconduct

Where the Head of Product or delegate determines that academic misconduct was not intentional, they may take one of the following possible actions:

- warn the student and mark the assessment item without penalty; or

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

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

Intentional academic misconduct

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

- the student may be required to undertake additional or alternative assessment.

- a grade of Not Competent may be recorded for the assessment unit.

- the student's enrolment may be cancelled.

- a grade of Not Competent is recorded for the unit and the student is allowed to proceed with the rest of the course.

- a grade of Not Competent is recorded for the unit and the student enrolment is cancelled.

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

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

Recording incidence of academic misconduct

All proven cases of academic misconduct are entered into the student management system in the student's record to allow for verification of repeated infringements.

Appeals

Students may appeal an academic misconduct decision by submitting a written appeal as soon as practicable, generally within 20 business days of being notified of the outcome.

Where an academic misconduct decision results in cancellation of enrolment, the student's right to appeal the academic misconduct finding is governed by *Appendix 7 Complaints policy and appeals procedure*, and the appeal timeframe set out in the *Complaints policy and appeals procedure* applies.

Appeals under this policy relate to the academic misconduct decision and do not prevent Monarch Institute from managing enrolment status in accordance with the Student Information Handbook.

See Appendix 7 Complaints policy and appeals procedure

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Appendix 7: Complaints policy and appeals procedure

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

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

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

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

Purpose

This policy applies to all appeals, including appeals relating to academic integrity and academic misconduct decisions.

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

Despite all efforts of Monarch Institute to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide the opportunity to have complaints and appeals acknowledged and resolutions reached internally where possible but without limiting the complainant's right to seek external recourse. Further, the Complaints and Appeals process does not remove the right of either party to pursue other legal remedies.

The objective of this policy is to ensure:

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

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

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

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

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

Scope

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

Monarch Institute is not compelled to consider:

- anonymous appeals; or

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

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

- appeals that fail to meet the lodgement requirements

Definitions

Complaint

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

Appeal

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

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Complaint process

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

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

The issue needs to be brought to the attention of the Head of Quality and Compliance or delegate of Monarch Institute. A written complaint detailing the issue arising should be forwarded to info@monarch.edu.au.

Academic appeal

All students have the right to request an academic review.

If a student is dissatisfied with an assessment result, they should first discuss the matter informally with their assessor to try to resolve the issue.

If the matter cannot be resolved informally, the student may request a formal academic review by submitting a written request to the Head of Quality and Compliance, or their delegate, as soon as practicable, generally within 20 business days of receiving the assessment result. The request must clearly explain the reasons for seeking a review.

A formal academic review will be conducted by an independent and impartial educator, who will investigate the matter and provide a recommendation. The Head of Quality and Compliance, or their delegate, is responsible for overseeing the academic review process and making the final decision on academic appeals.

The student will be notified in writing of the outcome of the formal academic review, including the reasons for the decision, within 10 business days of the review being lodged.

If the academic review is successful, the assessment result will be amended accordingly.

External review

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

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- **The Dispute Settlement Centre of Victoria**

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

  Phone: 1300 372 888

- **Queensland Training Ombudsman**

  Phone: 1800 773 048

  Email: info@trainingombudsman.qld.gov.au

  Write: PO Box 15090, City East Qld 4002

- **Australian Skills Quality Authority (ASQA)**

  (https://asqaconnect.asqa.gov.au/)

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

- **Victorian Skills Gateway**

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

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MONARCH INSTITUTE

Appendix 8: Legislative requirements

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

Commonwealth legislation:

- Australian Securities and Investments Commission Act 2001

- Corporations Act 2001

- Business Names Registration Act 2011

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

- Insurance Contracts Act 1984

- Superannuation (Resolution of Complaints) Act 1993

- Superannuation Industry (Supervision) Act 1993

- Retirement Savings Accounts Act 1997

- Life Insurance Act 1995

- National Consumer Credit Protection Act 2009, and

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

- National Vocational Education and Training Regulator Act 2011

- Human Rights and Equal Opportunity Commission Act 1986

- Disability Standards for Education 2005

- Disability Discrimination Act 1992

- Racial Hatred Act 1995

- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Privacy Act 1998 (March 2014 Amendment/Update)

- Privacy Act And National Privacy Principles (2001)

- Skilling Australia's Workforce Bill 2005

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

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

- Education Services to Overseas Students (ESOS) Act 2000

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

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

- State based legislation:

- National Vocational Education and Training Regulator Act 2011

- Adult, Community and Further Education Act 1991

- Apprenticeship and Traineeship Act 2001

- Tertiary Education Act 1993

- Children and Young Persons Act 1989

- Equal Opportunity Act 1995

- Workers Compensation Act 1958

- Workers Compensation Regulations 1995

- Dangerous Goods Act 1985

- Occupational Health and Safety Act 2004

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

- Sex Offenders Registration Act 2004

- Occupational Health and Safety Regulation 2001

- Australian Consumer Law

- The disability Act 2006 (Vic)

- Working with Children Act 2005 (Vic)

- Equal Opportunity Act 2010 (Vic)

- Human Rights Charter

- Child Wellbeing and Safety Act 2005 (Vic)

- Information Privacy Act 2009

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