mci institute

INSTRUCTIONS: Please print CLEARLY. <u>Personal details should be filled in as they appear on your ID</u>. **ALL FIELDS ARE MANDATORY.**

ENROLMENT FORM

1. Personal Details

Title:	☐ Miss	☐ Mr	☐ Mrs	☐ Ms	☐ Dr

First name (and middle name, if applicable):

Surname:

Date of Birth:	**City/town of birth:**	**Gender:** ☐ Male ☐ Female

Address of usual residence:

Building, property name (*if applicable*):

Unit/flat number:	Street/ Lot number:	Street name:

Suburb, locality or town:	Postcode:	State:

Phone Number:	**Email:**

Postal Address (if different to residential address)**:**

Building, property name (if applicable):

Unit/ flat number:	Street/ Lot number:	Street name:

Postal delivery box:

Suburb, locality or town:	Postcode:	State:

2. Workplace details (if applicable)

Workplace name

Workplace address:

Suburb, locality or town:	Postcode:	State:

Work phone number:	Work email:

3. Employment Service Provider details (if applicable) (Smart and Skilled courses ONLY)

Provider name

Provider address:

Suburb, locality or town:	Postcode:	State:

Employment Service Consultant name:

Consultant phone number	Consultant email

4. Course Details

Qualification code and title (e.g. BSB20211 Certificate II in Customer Contact)**:**

Commencement date:	**Nominal end date** (if known)**:**

5. Employment Status

- ☐ Employer, unpaid worker in family business
- ☐ Part time employee
- ☐ Employer
- ☐ Self-employed, not employing others
- ☐ Full time employee
- ☐ Unemployed, seeking full-time work
- ☐ Not employed, not seeking employment
- ☐ Unemployed, seeking part-time work

6. Country of birth

In which country were you born?

- ☐ Australia
- ☐ Other - *please specify*…………………………………………………………

7. Cultural diversity and language

A) *Are you of Aboriginal or Torres Strait Islander origin?*

- ☐ No
- ☐ Yes, Aboriginal
- ☐ Yes, Aboriginal and Torres Strait Islander
- ☐ Yes, Torres Strait Islander

B) *Do you speak a language other than English at home?*

- ☐ No, English only (**English only – go to question 7**)
- ☐ Yes, other – *please specify* …………………………………………………………

C) *How well do you speak English?*

- ☐ Not at all
- ☐ Very Well
- ☐ Not Well
- ☐ Well

8. Schooling

Are you still attending school?   ☐ Yes   ☐ No

What is your highest COMPLETED school level? (Tick ONE box only)

- ☐ Did not go to school
- ☐ Year 10 or equivalent
- ☐ Year 12 or equivalent
- ☐ Year 9 or equivalent
- ☐ Year 11 or equivalent
- ☐ Year 8 or below

In which year did you complete this school level?

....

9. Prior education

Have you SUCCESSFULLY completed any of the following qualifications?   ☐ Yes   ☐ No

If yes, please tick the relevant qualification/s below:

- ☐ Bachelor Degree or Higher Degree
- ☐ Certificate III
- ☐ Advanced Diploma or Associate Degree
- ☐ Certificate II
- ☐ Diploma (or Associate Degree)
- ☐ Certificate I
- ☐ Certificate IV or Advanced Certificate/Technician
- ☐ Miscellenaous

10. Special Needs

Do you consider yourself to have a disability, impairment or long-term condition?   ☐ Yes   ☐ No

If yes, please specify below

- ☐ Hearing / Deaf
- ☐ Learning
- ☐ Vision
- ☐ Physical
- ☐ Mental Illness
- ☐ Medical Condition
- ☐ Intellectual
- ☐ Acquired Brain Impairment
- ☐ Other

11. Study reason

Of the following categories, which BEST describes your reason for undertaking this course?

- ☐ For a personal interest
- ☐ To develop my existing business
- ☐ For a personal interest or self-development
- ☐ To get a better job or promotion
- ☐ For self-development
- ☐ To get a job
- ☐ I wanted extra skills for my job
- ☐ To get into another course of study
- ☐ It was a requirement of my job
- ☐ To start my own business
- ☐ Other reasons
- ☐ To try for a different career

12. Unique Student Identifier (USI)

Do you want MCI to apply for an USI on your behalf?

☐ **YES**   ☐ **NO**

If **NO**, please provide MCI with your USI*. **USI**:

If **YES**, please provide the information below:

Preferred contact method:	**Please attach a copy of your ID to this form.** Valid Australian form of ID are listed below:
☐ E-mail ☐ Phone ☐ Postal address	• Driver's Licence • Medicare Card • Australian Passport • Visa (with Non-Australian Passport) • Birth Certificate (Australian) • Certificate Of Registration By Descent • Citizenship Certificate • ImmiCard

13. Acknowledgements and Declarations

USI Student Declaration *(ALL Students)*

- I give MCI the permission to create the USI on my behalf or validate the USI number I provide MCI with
- I give MCI the permission to view and or update my personal contact details and to see my training records

Student Declarations *(ALL Students)*

- I acknowledge and agree to the **course terms and conditions** (on the following pages of this form)

Smart and Skilled Student Declarations *(Smart and Skilled courses ONLY)*

- I consent to the collection, use and disclosure of my Personal Information in the manner outlined in the section *'Use and disclosure of personal information to the Department of Education & Communities and other government agencies'* of the course terms and conditions
- I acknowledge and agree that the Department of Education & Communities may contact me by telephone or email or post during or after I have ceased subsidised training with the MCI Institute for the purpose of evaluating and assessing my subsidised training
- I declare I was provided with Student Information and made aware of policies related to my training **
- I declare I am an Australian citizen and will provide evidence of citizenship on request***

By signing this form I declare that all information provided in this form is true and correct and I acknowledge that I understand and agree with all the above statements.

STUDENT SIGNATURE:	DATE:

* If you do not have an USI, you need to create one. Please go to www.usi.gov.au website for more details. **Please note:** without a valid USI number no completion documentation will be issued.
** The following information is available in hard copies or electronic copies on the MCI website:
- The Fee Information
- Information regarding RPL, Credit Transfer
- Information regarding deferring or discontinuing training
- Consumer Protection Information
- Access to support and assistance during training

*** Accepted evidence of citizenship includes an Australian or New Zealand birth certificate, Australian or New Zealand passport, Green Medicare Card, Naturalisation certificate

OFFICE USE ONLY (Smart and Skilled courses ONLY)	
FEE INFORMATION:	
Student fee:	**Government subsidy:**

Introduction

Management Consultancy International (MCI) is a multi-award winning, ISO9001 certified Registered Training Organisation (RTO) that consults with global companies on strategic management and training. We work with some of the biggest companies in Australia and the world to introduce new competencies, values, human resource strategies, customer service initiatives and various other organisational development programs. Our approach is the development of customised programs that help transform processes, improve productivity and help enhance job satisfaction. MCI is very excited to be able to offer our award winning programs to individual students to help you achieve your career goals!

Enrolment Policy

By completing the MCI enrolment form and formally applying to enrol in a course, you agree to the terms and conditions as outlined in the MCI Student Handbook. MCI recommends that you retain a copy of this document for your records and refer to it prior to contacting our team.

Student Selection

MCI publishes entry and eligibility requirements for all courses offered. Potential students must meet the entry requirements to enrol with MCI.

MCI reserves the right to refuse any potential student entry to a course if they do not meet the requirements outlined throughout this handbook or in any of MCI Policies or Procedures.

Enrolment Process

To enrol in an MCI course you will be required to complete an enrolment form. This form is available online or requested in hard copy from MCI.
Once you have completed this form, your eligibility to enrol in the selected course will be assessed.

What is Smart and Skilled?

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. Smart and Skilled program gives eligible students access to government funded training. The training is subsidised by the NSW Government, which means that the NSW Government will pay a part of your fee on your behalf and you will need to pay the balance.

You can find more information about the Smart and Skilled program on the Smart and Skilled website https://smartandskilled.nsw.gov.au/

Smart and Skilled Eligibility

To be eligible for training subsidised under the Smart and Skilled program, you must be:
- be an Australian Citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- be aged 15 years or older, and
- live or work in NSW, and
- no longer be at school.

What is VET FEE-HELP?

VET FEE-HELP is available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the Diploma level and above; VET FEE HELP is not available for Certificate level courses. VET FEE HELP can be used to pay all or part of an eligible student's tuition fees, but cannot be used for additional study costs such as accommodation or text books.

VET FEE-HELP Eligibility

To be eligible for VET FEE-HELP assistance, you must meet the government's eligibility requirements. These requirements are available on the Study Assist Website: http://studyassist.gov.au/sites/studyassist/helppayingmyfees/vet-fee-help

MCI is unable to enrol you in a VET FEE-HELP assisted course if you do not meet the eligibility requirements. Any student enrolling into an MCI course who is not eligible for VET FEE-HELP assistance will be required to pay their course fees up-front.

Recognition of Prior Learning (RPL)

During your lifetime, you have gained knowledge and developed skills. You may have previously worked either full or part time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended other training courses.

Your current knowledge and skills may be relevant to the course in which you are wishing to enrol. Each unit you study is made up of various elements and competency outcomes. Each consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, your knowledge and skills are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time, however will attract the same costs as completing the full unit.

Applying for RPL

To apply for RPL you must notify your course advisor prior to enrolment. Your course advisor will determine if you are eligible to apply for RPL. They will then forward to you an RPL assessment kit which you must complete and send back for assessment.

To achieve competence using an RPL assessment kit, you will need to compile evidence to prove to your assessor that you have the required skills and knowledge to meet a range of performance criteria and satisfactorily achieve the unit of competence. This method will not allow you access to learning materials. It is important that before commencing this process, you are aware that the RPL assessment requires a range of evidence collection and assessments to be completed.

If you would like further information on RPL please speak to your course advisor prior to enrolment.

Credit Transfer

Credit transfer can be applied when a student has completed the exact Unit of Competence previously through another Registered Training Organisation or TAFE. If you have previously completed any Units of Competence outlined on your course summary, you may receive Credit Transfer for your course. If this is the case, you will not be required to re-complete the unit, nor will you be charged to enrol in that specific unit.

To apply for Credit Transfer you must notify your course advisor prior to enrolment. You will need to submit a certified copy of your prior qualification/s (which indicates completion of the Unit of Competence you are applying for Credit Transfer for) as well as a copy of your Curriculum Vitae (CV) or letter from your employer to prove currency of your skills and knowledge.

Fair Treatment and Equal Opportunity

MCI applies access and equity principles across all policies and procedures to promote full and equal participation of students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

MCI publishes on its website the 'Fair Treatment and Equal Opportunity' policy which may change from time to time. To access the latest version of this policy, please visit the website.

Language, Literacy and Numeracy (LLN)

Students undertaking a course with the MCI are required to maintain satisfactory Language, Literacy and Numeracy (LLN) skills. Students who require assistance or are unsure if they meet the LLN requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. MCI staff are well equipped to assist learners with additional LLN requirements which will be determined through a pre-course assessment. MCI may recommend that students who struggle to satisfactorily complete the LLN assessment undertake a pre-enrolment literacy and numeracy course prior to enrolment. This course will be at the student's expense.

Computer Literacy

As a portion of your course may be delivered and/or accessible online it is a requirement of MCI that you have both access to a computer and internet and a basic level of computer literacy to access your course materials and content. Students who require assistance or are unsure if they meet the computer access and literacy requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. MCI staff are well equipped to assist learners with additional computer literacy skills which will be determined through a pre-course assessment. MCI may recommend that students who struggle to satisfactorily complete the computer literacy assessment undertake a pre-enrolment computer literacy course prior to enrolment. This course will be at the student's expense.

Evaluation of Training

We at MCI are serious about the quality of our training. We always strive to improve our courses, resources, training and assessments. Throughout your enrolment you may be asked for feedback on various elements of the course. Your responses will be used to improve our current offering for our future students. We encourage your constructive feedback and appreciate your honesty. We would like to thank you in advanced for proving us with constructive feedback.

Should you ever have a complaint, please refer to the 'Complaint and Grievance Handling Procedure' in this handbook.

Copyright & Intellectual Property

MCI owns or has the right of use of all course materials, content, assessments, online courses, handbooks, policies, procedures, business practises, and other intellectual property you will be exposed to throughout your course. MCI will provide you access to relevant materials prior to, throughout and after your enrolment with MCI. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties. Upon completion of your course, you are to dispose of or delete any intellectual property or documentation provided by MCI. All documentation, logos, slogans, pictures, courseware and other materials provided by MCI are copyrighted by MCI or one of MCI's partners.

Students are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in. No student is to provide content to any third parties or re-produce any part of their course.

Code of Conduct

All students are expected to conduct themselves in a courteous and professional manner at all times. It is expected that students will treat staff, fellow students and members of the public with respect and courtesy at all times.

Misconduct

Student enrolments may be reviewed if a student conducts themselves in a way which:
- Tarnishes MCI's name and/or reputation
- Is illegal
- Is considered negligent
- Is threatening, discriminatory, harassing or abusive
- Is deceiving or is falsely represented
- Unduly disrupts staff or students of the MCI

Academic Progression

The MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. As such, we strictly enforce an academic progression policy. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress. For further details, please refer to our Academic Progression Policy.

Review of Enrolment

MCI reserves the right to review any student's enrolment whose conduct or progression is not of an acceptable standard and/or if the student breaches any policies or conditions stated within this handbook. If a student is found to have breached the terms in this student handbook, MCI may suspend or withdraw a student from their course.

Deferral

MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. However, some students may wish to put their study on hold due to valid reasons. Students who wish to defer their training are encouraged to speak to a course advisor about their concerns regarding their training. If you decide to proceed with the deferral, MCI may only permit a deferral of no more than 12 month from the date of receiving your notice. Students who do not recommence training within 12 month period of deferral will be reported as discontinuing training.

Withdrawal
If a student want to discontinue their training MCI is required to establish if the reason for discontinuing relates to quality of services delivered by MCI. If that is the case, MCI will endeavour to address the concerns. If a student proceeds to discontinue the training, the student must provide a formal notification of withdrawal form a training. MIC will provide the student with any applicable fee refund and issue a Statement of Attainment for any successfully completed units of competency.

Refunds
MCI offers a refund policy for students enrolling in its courses. This refund policy can be found on the MCI website. For further details, please refer to our Refund Policy.

If you are enrolled in a VET FEE-HELP assisted course, under special circumstances, MCI may re-credit part or all of a student's VET FEE-HELP debt. For more information, please refer to our Student Review Procedure also available on our website.

Personal Information and Privacy
MCI keeps all student information private and confidential. For regulatory requirements, MCI is required to supply your information to regulatory bodies or government agencies. These may include:
•   The Australian Skills and Quality Authority (ASQA)
•   The Department of Industry
•   The Department of Employment
•   The Australian Taxation Office (ATO)
•   The State Training Authorities
•   The National Centre for Vocational Education Research (NCVER)

From time to time MCI may be required to release information about your academic progress to other parties, such as: employers, Job Services Australia providers, third parties delivering services on behalf of MCI (such as Educational Agents).

MCI publishes on its website its 'Personal Information Procedure' which may change from time to time. To access this policy, please visit the MCI website http://mci.edu.au/.

<u>Use and disclosure of personal information to the Department of Education & Communities and other government agencies</u> *(Smart and Skilled courses ONLY)*

Personal information (information or an opinion about you), collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including your ethnicity or health information) (together Personal Information) collected by MCI may be disclosed to the Department of Education and Communities (Department).
The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use your Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of you r training, the determination of your eligibility to receive subsidised training or for any Fee Exemptions and Concessions. Your Personal Information may also be disclosed to other third parties if required by law.

Unique Student Identifier (USI)
A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual to see all of their training results from all providers including all completed nationally recognised training units and qualifications.

You will need to give your USI to your training organisation when you enrol to study.

If you do not have the USI, you can create your USI for free. Please go to http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx for more details.

Alternatively, MCI can create a USI on your behalf. More information about creating the USI on your behalf is available on our enrolment form.

Further information about the USI can be accessed at www.usi.gov.au.

Consumer Protection *(Smart and Skilled courses ONLY)*
As a student, you're covered by Smart and Skilled consumer protection measures. As the first step, you're encouraged to speak to your training provider about any issues or concerns about your training under Smart and Skilled. You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback through on-line form on the Smart and Skilled website: https://smartandskilled.nsw.gov.au/ ; over the phone with the Customer Support Centre 1300 772 104; or in person with STS Regional Offices.

Management Consultancy International is committed to ensuring that consumer feedback and complaints handling systems are established, implemented and readily accessible to Management Consultancy International consumers. MCI has a dedicated consumer protection officer to assist MCI's consumers with providing feedback on MCI services or lodging a complaint about MCI services. MCI's Consumer Protection Officer, Team Leader, Corporate, can be contacted via email: feedback@mci.edu.au over the phone 1300 768 550 or in person at the Management Consultancy International office: level 4, 301 George Street, Sydney. To access the MCI consumer protection policy, please visit the MCI website: http://mci.edu.au/.

Complaint & Grievance Handling
MCI is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students.

Complainants are entitled to access the grievance procedures regardless of the location of the campus or online campus at which the grievance has arisen, the complainant's place of residence or mode of study.

Grievances should be formally lodged with the MCI to ensure they are handled in the appropriate manner. To access the MCI grievance procedure, please visit the MCI website: http://mci.edu.au/.

Access to Records

Students can request access to their records at any time throughout their enrolment. Students should submit their requests in writing to MCI.

Fee Assurance
MCI maintains a Tuition Assurance scheme. This scheme can be found here: http://mci.edu.au/resource/statement-of-vet-tuition-assurance.pdf

Online Access to Course Materials
Where a student is enrolled in an online course, or provided with online course materials, only the named student is permitted to access the eCampus. Students should not share their username and password with any other parties or permit anyone else to access their account.

Cheating/Plagiarism
MCI treats cheating and/or plagiarism as a serious offence. Any student found cheating or plagiarising will be suspended from their course and may be withdrawn at the student's expense (i.e. no financial refund or reimbursement). If a student is found to be cheating or plagiarising on more than one occasion, MCI may withdraw the student from their course and refuse any future enrolments.

Any student using work produced by someone else (quotes, paraphrasing, ideas or other material) must formally reference the author. Failing to reference an author may be considered plagiarism.

Bullying & Online Conduct
MCI will not tolerate any bullying or online misconduct. Students will have an opportunity to work and communicate with fellow students throughout their course and through online forums and chat. It is expected that all students treat their peers and staff of the MCI with respect. Any misconduct or bullying occurring online will be taken seriously by the MCI and any student found to be misbehaving may be suspended or withdrawn from their course.

Online Resources
Students who are provided with online access to course materials and assessments will be provided with access to these materials on the day of their commencement. Access will be restricted upon completion of the Unit of Study and/or at the end date of the student's enrolment in that Unit of Study.

Submission of Assessments
Students will be required to submit their assessments as outlined during their course. Upon submission of assessments the student will be assessed and deemed either 'Competent' or 'Not Yet Competent'. If a student is deemed 'Not Yet Competent' they will be required to re-complete and submit their assessment. Students have a maximum number of attempts at each assessment. If a student is unable to successfully complete an assessment after the maximum allowable number of attempts, they may be required to re-enrol in that particular unit of study.

Students are required to always keep copies of any assessments submitted in case the original goes missing.

Work Health and Safety (WHS) & Security
MCI has in place Work Health and Safety and Security procedures. It is expected that any student attending an MCI training session conducts themselves in a responsible manner and complies with any reasonable WHS request from staff.

Drugs and Alcohol
No student is permitted attend an MCI training session while under the influence or in possession of any illegal drugs or alcohol. Any student who breaches this condition will have their enrolment reviewed.

Change of Details
Students are required to notify MCI in writing of any changes to their personal or contact information. Changing personal details and not notifying MCI will be considered an inadequate excuse for not receiving communication.

Testamurs
Upon completion of a course, students will be issued with a formal Nationally Recognised Qualification. This will be issued by Management Consultancy International (TGAID: 91088) and sent via mail to the student's postal address provided on their enrolment form (or as updated from time to time).

Students who withdraw prior to the completion of their course may request a Statement of Attainment indicating any Units of Competency the student completed while studying with MCI.

Students who withdraw prior to payment of course fees or students who do not make payment of their course fees will not be entitled to any Statement of Attainments or formal Qualifications.

If a student loses or misplaces their testamurs, they may request re-prints in writing to the RTO Administration Manager. Re-prints of any Qualifications or Statement of Attainments will incur a $100 administration fee.

Legislation
Management Consultancy International is subject to a range of legislative requirements as a Registered Training Organisation and VET FEE-HELP and Smart and Skilled provider. Legislation is continuously being updated and amended. Should any legislative requirement which would have an impact on your enrolment with the MCI change throughout your enrolment, you will be notified in writing via email.

Contacts
Phone: 1300 768 550
Students can address their written communications via mail or email to the following addresses:
Mail: GPO Box 1794, Sydney NSW 2001
Email: info@mci.edu.au

Disclaimer
MCI has taken appropriate measures to ensure the information published in this Student Handbook is accurate at the time of printing and/or download. Due to a range of circumstances beyond our control, information may change from time to time. The MCI management team apologises for any inaccuracy in information supplied that may cause confusion. The MCI management team reserves the right to make changes when required. Any changes will be published in updated versions of the Student Handbook and circulated to all currently enrolled students.