



# Student Handbook

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Welcome

A very warm welcome to the MCI Institute!

I have been a vocational student myself when I first set foot in Australia in 2003. Ever since that time, I have strived to make the best learning experience for the student and then ... to make it even better.

Everyone here at the MCI Institute will be with you every step of the way: to assist you during your study and, help you with the important job of setting up your goals and making sure you accomplish them.

I know this document is long! Still, it is important that you read it because it contains important information about studying through the MCI Institute and includes the terms and conditions on which your course is provided.

The MCI Institute eCampus is your gateway to your qualification. It has a wealth of helpful information including current workbooks, great eLearning modules, fun additional reading, and many more exciting resources. It also has an online forum for you to engage with other students like you.

If you need support, your student mentor is here to lend a hand and is just a phone call/email/SMS away! We also have unlimited and complimentary career and counselling services for you to tap into.

We want to make this qualification the springboard to your dream future so let us know if you have any questions. We want to ensure that you understand the course materials AND are able to apply these skills in any working environment. We are keen to continuously improve our courses and we are open to constructive feedback to help you reach your end goals.

I wish you all the best as you commence your journey to success.



A handwritten signature in blue ink that reads "D. Meyerson". The signature is fluid and cursive.

Dr. Denise Meyerson

Educational Director

# INDEX

Introduction	5	Fee Assurance	11
Enrolment Policy	5	Austudy/Abstudy/Youth Allowance	12
Student Selection	5	Online Access to Course Materials	12
Enrolment Process	5	Cheating/Plagiarism	12
Recognition of Prior Learning (RPL)	6	Bullying and Online Conduct	12
Applying for RPL	6	Online Resources	12
Credit Transfer	7	Submission of Assessments	13
Fair Treatment and Equal Opportunity	7	Work Health and Safety (WHS) & Security	13
Language, Literacy and Numeracy	7	Drugs and Alcohol	13
(LLN) Computer Literacy	7	Student Identification Number	13
Evaluation of Training	8	Change of Details	13
Copyright and Intellectual Property	8	Testamurs	13
Code of Conduct	8	MCI Institute and Management Consultancy International Pty Ltd	14
Misconduct	9	Legislation	14
Suspension	9	Contacts	14
Academic Progression	9	Disclaimer	15
Review of Enrolment	9		
Refunds	10		
Personal Information and Privacy	10		
Unique Student Identifier (USI)	10		
Assessment Appeal, Complaint & Grievance Handling	11		
Access to Records	11		



## Introduction

MCI Institute is a multi-award winning, 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 Institute 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 Institute application form or enrolment form and formally applying to enrol in a course, you agree to the terms and conditions as outlined in the MCI Course Terms and Conditions and the MCI Institute Student Handbook. MCI Institute recommends that you retain a copy of this document for your records and refer to it prior to contacting our team.

## Student Selection

[Click here](#) to read MCI Institute's Student Entry Procedure on its website.

Potential students must meet the entry requirements to enrol with the Institute.


Entry and eligibility requirements may include, but are not limited to:

- Language, Literacy and Numeracy ((administered through a Language, Literacy and Numeracy (LLN) test)
- Computer Literacy
- Pre-requisite specified by the nationally recognised Training Packages
- Relevant work experience and/or previous qualifications
- Residency status.

MCI Institute 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 Institutes Policies or Procedures.

## Enrolment Process

To enrol in an MCI Institute course you will be required to complete an application form or an enrolment form. This form is available online or requested in hard copy from the MCI Institute.



Once you have completed this form, your eligibility to enrol in the selected course will be assessed. You may be contacted by a member or representative of the MCI Institute team for a phone interview.

Upon successful enrollment in your course, you will be emailed an Offer Letter. Until you have received the offer letter, MCI Institute cannot guarantee your place in the course.

## 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 enrollment. 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. 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 enrollment.



## Credit Transfer

Credit transfer can be applied when a student has completed the exact Unit of Competence previously through a Registered Training Organisation, TAFE or a university. 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 Institute 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 Institute 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: [www.mciinstitute.edu.au/policy-and-procedures](http://www.mciinstitute.edu.au/policy-and-procedures)


From time to time, MCI Institute may offer scholarship opportunities to its students. Please contact MCI Institute for further details.

## Language, Literacy and Numeracy (LLN)

Students undertaking a course with the MCI Institute are required to maintain satisfactory Language, Literacy and Numeracy (LLN) skills. MCI Institute staff are well equipped to assist learners with additional LLN requirements which will be determined through a pre-course assessment. MCI Institute may require 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 large portion of your course will be delivered and/or accessible online it is a requirement of the MCI Institute that you have both access to a computer and internet and a basic level of computer literacy to access your course materials and content. MCI Institute staff are well equipped to assist learners with additional computer literacy skills which will be determined through a pre-course assessment.



MCI Institute may recommend that students who have poor computer literacy skills undertake a pre-enrolment computer literacy course prior to enrolment. This course will be at the student's expense.

## Evaluation of Training

We at the MCI Institute are serious about the quality of our training. 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 advance for providing us with constructive feedback.

Should you ever have a complaint, please refer to the 'Complaints and Grievances Policy and Procedure' published on the MCI Institute's website  
<http://mci.edu.au/resource/complaints-grievance-policy-procedure.pdf>

## Copyright and Intellectual Property

MCI Institute owns and/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 Institute will provide you access to relevant materials prior to, throughout and after your enrolment with the MCI Institute. 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 the MCI Institute. All documentation, logos, slogans, pictures, courseware and other materials provided by the MCI Institute are copyrighted by the MCI Institute or one of the MCI Institute'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 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 Institute'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 Institute

## Suspension

MCI Institute may, at its discretion, suspend a student from his/her course if they are found to be conducting themselves in a manner that breaches this student handbook. Students may also be suspended for:

- Not paying any fees by the due date
- Providing false or misleading information during enrolment
- Not completing required documentation as requested by the MCI Institute

## Academic Progression

The MCI Institute 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.

## Review of Enrolment

MCI Institute 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 Institute may suspend or withdraw a student from their course.



## Refunds

MCI Institute offers a refund policy for students enrolling in its courses. For further details, please refer to our *Refund Policy*.

## Personal Information and Privacy

MCI Institute keeps all student information private and confidential. For regulatory requirements, MCI Institute 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 Institute may be required to release information about your academic progress to other parties, such as: employers, Job Services Australia providers, 3<sup>rd</sup> parties delivering services on behalf of MCI (such as Educational Agents).

## 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.



If you have a genuine personal objection to being assigned a USI, you can apply for an exemption from USI to the Student Identifiers Registrar. You must have a valid USI number or a notice of exemption from a USI to enrol in a nationally recognised course. To find out how to apply for the exemption, please contact us or go to the USI website: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Further information about the USI can be accessed at [www.usi.gov.au](http://www.usi.gov.au).

## Assessment Appeal, Complaint & Grievance Handling

MCI is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include matters which relate to student progress, assessment, course content or awards.

Non-academic matters include matters which do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to the student. Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

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 Institute to ensure they are handled in the appropriate manner. To access the MCI Institute's grievance procedure, please follow this link: [www.mciinstitute.edu.au/policy-and-procedures](http://www.mciinstitute.edu.au/policy-and-procedures)


To access the MCI Institutes assessment appeal procedure, please follow this link: [www.mciinstitute.edu.au/policy-and-procedures](http://www.mciinstitute.edu.au/policy-and-procedures)

## 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 Institute.

## Fee Assurance

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



This scheme is in place to protect students if we close or cease to operate or deliver any part of the training product the learner is enrolled in.

## **Austudy/Abstudy/Youth Allowance**

Students studying with the MCI Institute may be eligible for student benefits from the Department of Human Services (Centrelink). MCI Institute does not guarantee any students eligibility for the benefits. To find out if you are eligible, contact Centrelink.

## **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 Institute treats cheating and/or plagiarism as a serious offence. Any student found cheating or plagiarising will face disciplinary actions. If a student is found to be cheating or plagiarising on more than one occasion, the Institute 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 and Online Conduct**

MCI Institute 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 Institute with respect. Any misconduct or bullying occurring online will be taken seriously by the Institute 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. For clarification on the number of attempts your course allows please liaise with your mentor or course sales owner.

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

## Work Health and Safety (WHS) & Security

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

## Drugs and Alcohol

No student is permitted onto an MCI Institute premises while under the influence or in possession of any illegal drugs or alcohol. Any student who breaches this condition will have their enrolment reviewed.

## Student Identification Number


MCI issues each student with a unique student ID number. This number appears on an Offer Letter, Student ID Card and Student Certificate. This number may be used for student's authentication prior to releasing information to students. Students should not share their ID number with any other parties.

## Change of Details

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

## Testamurs

Students must successfully complete all units of competency to be issued with a formal Nationally Recognised Qualification. This will be issued by Management Consultancy



International (RTO: 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 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.

## **MCI Institute and Management Consultancy International Pty Ltd**

MCI Institute is a business name of Management Consultancy International Pty Ltd. Any student enrolling in MCI Institute is a student of Management Consultancy International Pty Ltd.

MCI Pty Ltd will deliver, assesses and issues certificates. MCI Pty Ltd is responsible for the quality of training and assessment to ensure Standards for RTOs are met and for the issuance of any AQF certification documentation.

## **Legislation**

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

## **Contacts**

Phone: 1300 333 435

Students can address their written communications via mail or email to the following addresses:

Mail: Level 4, 23 Hunter St, Sydney NSW 2000

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



## Disclaimer

MCI Institute 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 Institute management team apologises for any inaccuracy in information supplied that may cause confusion. The MCI Institute 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 via email.

### Document Revision History and Version Control

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