Student
Handbook

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Management Consultancy International Pty Ltd
Trading as MCI Institute - RTO 91088
T 1300 333 435 **E** info@mciinstitute.edu.au
A Level 4, 23 Hunter St, Sydney NSW 2000

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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.

Dr. Denise Meyerson

Educational Director

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Introduction

MCI Institute 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 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

MCI Institute publishes Student Entry Procedure on its website http://mciinstitute.edu.au/resource/mciinstitute-student-entry-procedure.pdf

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.

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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 enrolment 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 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. 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, 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.

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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. http://mciinstitute.edu.au/student-handbook-and-policies.php

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. We always strive to improve our courses, resources, training and assessments. Throughout your enrolment you

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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 '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.

Course Sequence

Throughout your enrolment with the MCI Institute you will undertake 'Units of Study'. MCI Institute may require you to complete particular Units of Study in specific sequences. For example, if your course is structured into three Units of Study, you may be required to complete the first Unit of Study prior to commencing the next one.

MCI Institute does allow students to take extended breaks in-between Unit of Study enrolments. To arrange this, you will need to notify your Mentor.

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.

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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. For further details, please refer to our *Academic Progression Policy*. http://mciinstitute.edu.au/student-handbook-and-policies.php

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.

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Deferral

Some students wish to put their study on hold after they have enrolled. If you wish to defer your study you must follow the procedure as outlined in the *Deferral Policy*. http://mciinstitute.edu.au/student-handbook-and-policies.php

MCI reserves a right to defer a student if the student did not provide MCI with documents required to commence a course. Such a deferral can be only made once and the course start date can be only deferred until the next available course start date. Course start dates are publish on MCI website: http://mci.edu.au/aboutus_policy.php#hr1

Unit of Study Extension

Some students may wish to extend their unit of study end date (also referred to as course end date). If you wish to apply for a unit of study extension you must follow the procedure as outlined in the MCI's Extension Policy. http://mciinstitute.edu.au/student-handbook-and-policies.php

Withdrawal

Should you wish to withdraw from your course, either prior, on or after census date, you must follow the procedure as outlined in the *Withdrawal Policy*. Students who requested a VET FEE-HELP loan and decided to withdraw from the course before or on the census date will not incur VET FEE-HELP debt. Please refer to our Policies & Procedures page for further information. http://mciinstitute.edu.au/student-handbook-and-policies.php

Course Fees

MCI Institute publishes on its website (http://mciinstitute.edu.au/) all course fees relevant to all available courses and Units of Study available at the MCI Institute.These fees may change from time to time and all changes will be published on the MCI Institute Website. Any student affected by changes to course fees will be notified in writing.

Census Date

The census date is your deadline for various requirements, including submitting your Request for Commonwealth Assistance form, making any up-front payments of your tuition fees and formally deferring or withdrawing from any units. For current MCI census dates please refer to our Policies & Procedures page. http://mciinstitute.edu.au/student-handbook-and-policies.php

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Refunds

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

Under special circumstances, MCI Institute 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. http://mciinstitute.edu.au/student-handbook-and-policies.php

VET FEE-HELP Invoice Notice

At least 14 days before census date the MCI Institute will issue you with a VET FEE-HELP (VFH) Invoice Notice.

This document will outline:

- The tuition fees for the individual Unit Of Study
- The amount of Vet FEE-HELP assistance to be incurred at the end of the census date
- Any up-front payments you have made
- A VET FEE-HELP loan fee applicable to the VET Unit of Study

If you notice any errors on your VFH Invoice Notice, you have 14 days from the date of the notice to submit a written request for correction. You will need to specify:

- Which details you believe are incorrect
- Why you believe they are incorrect

For more information regarding your VFH Invoice Notice, you can refer to the study assist website: http://studyassist.gov.au

Commonwealth Assistance Notification (CAN)

Within 28 days of passing any course census dates, the MCI Institute will issue you with a Commonwealth Assistance Notice (CAN). This document will outline:

- The tuition fees for your units of study
- The units of study for which you have received VET FEE-HELP
- Any up-front payments you have made
- Any FEE-HELP loan fee incurred for undergraduate units of study
- Any VET FEE-HELP loan fee incurred

If you notice any errors on your CAN, you have 14 days from the date of the CAN to submit a written request for correction. You will need to specify:

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- Which details you believe are incorrect
- Why you believe they are incorrect

For more information regarding your CAN, you can refer to the study assist website: http://studyassist.gov.au/sites/studyassist/infowhilestudying/what-is-a-can/pages/what-is-a-can

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, 3rd parties delivering services on behalf of MCI (such as Educational Agents).

MCI Institute publishes on its website its 'Personal Information Procedure' which may change from time to time. To access the latest version of this policy, please follow this link: http://mciinstitute.edu.au/student-handbook-and-policies.php

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.

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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.

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 in a VET course of study.

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 Institutes grievance procedure, please follow this link: http://mciinstitute.edu.au/student-handbook-and-policies.php

To access the MCI Institutes assessment appeal procedure, please follow this link: http://mciinstitute.edu.au/student-handbook-and-policies.php

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

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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.

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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

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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 and VET FEE-HELP provider. 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 FEE HELP (1300 333 435)

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

Mail: GPO Box 1794, Sydney NSW 2001

Email: info@mciinstitute.edu.au

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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.

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