



MINERVA COLLEGE

STUDENT HANDBOOK

2019

1800 882 110 | INFO@MINERVACOLLEGE.EDU.AU | WWW.MINERVACOLLEGE.EDU.AU
RTO 90284

Message from the Compliance Manager

Thank you for choosing to study with us. We are committed to giving you a completely different learning experience, which is both productive and enjoyable. Our focus is on making sure our courses are the most industry relevant possible and provide you with the skills, knowledge and most importantly the confidence required to build a successful career.

This opportunity to undertake your studies requires you to collaborate with the college and your fellow students to ensure that you discover and achieve the fulfilment of your potential. Students are reminded that compliance with the requirements of the college written in the student handbook is essential.

We look forward to helping you discover the best you can be

ABOUT THIS HANDBOOK.....	5
ABOUT MINERVA COLLEGE	5
MINERVA COLLEGE CONTACT INFORMATION.....	5
OUR COMMITMENT TO YOU.....	6
OUR QUEST FOR QUALITY	7
ACCESS AND EQUITY	7
STUDENT SELECTION	7
LEARNING RESOURCES, EQUIPMENT AND MATERIALS	8
CHANGE OF PERSONAL DETAILS.....	8
RIGHTS AND RESPONSIBILITIES	8
YOUR RIGHTS.....	8
YOUR RESPONSIBILITIES	9
MISCONDUCT, HARASSMENT AND DISCRIMINATION.....	10
DEFINITIONS	10
UNIQUE STUDENT IDENTIFIER (USI).....	11
PRIVACY AND PERSONAL INFORMATION.....	11
STUDENT SURVEYS	12
ASSESSMENTS	12
SUBMISSION OF ASSESSMENTS	12
EXTENSIONS TO ASSESSMENT DUE DATES.....	Error! Bookmark not defined.
RE-ASSESSMENTS.....	13
ASSESSMENT APPEALS.....	13
MARKING POLICY	13
REASONABLE ADJUSTMENT	13
FEEDBACK ON ASSESSMENTS.....	13
ACADEMIC INTEGRITY AND HONESTY	14
PLAGIARISM, CHEATING AND COLLUSION.....	14
MODERATION AND VALIDATION.....	15
COURSE AND ACADEMIC PROGRESSION.....	15
STUDENT BEHAVIOUR.....	16
DEFINITIONS	16
DISPARAGING AND OFFENSIVE STATEMENTS.....	17
COMPLAINTS AND APPEALS	17
DEFINITIONS	17
COMPLAINTS POLICY.....	18
RESOLVING COMPLAINTS.....	18
STUDENT SUPPORT.....	19

INTERNAL SUPPORT SERVICES	19
EXTERNAL SUPPORT SERVICES	20
GOVERNMENT LEGISLATION	22
ACADEMIC INTEGRITY POLICIES	23
WITHDRAWING FROM YOUR STUDIES	24
RECOGNITION OF PRIOR LEARNING (RPL).....	24
CREDIT TRANSFER (CT).....	24
CERTIFICATION DOCUMENTS	25
TESTAMURS	25
STATEMENTS OF ATTAINMENT	25
WITHOLDING OF CERTIFICATION DOCUMENTATION	25
REPLACEMENT CERTIFICATION DOCUMENTATION	25
PATHWAYS INTO A DEGREE	25
VET STUDENT LOANS	27
ELIGIBILITY FOR VET STUDENT LOANS	27
VET STUDENT LOAN LIMIT	27
VET STUDENT LOAN FEE	27
REPAYING A VET STUDENT LOAN	28
CENSUS DATES	28
RE-CREDITING VET STUDENT LOANS	28
REFUND POLICY	29
COOLING OFF PERIODS	30
PAYMENT OF REFUNDS	30
SPECIAL CIRCUMSTANCES	30
SMOKING, ALCOHOL AND DRUGS	30
NOTES	32

ABOUT THIS HANDBOOK

This handbook has been designed to provide you with a single source of information regarding your enrolment with Minerva College. It includes information about your rights and responsibilities, and provides an introduction to the policies and procedures that apply your enrolment. During your enrolment process, you will be asked to acknowledge that you have read and understood the content of this handbook. If you require clarification on anything in this handbook, simply let us know and we will be happy to explain further.

ABOUT MINERVA COLLEGE

Since 2000, Tandem College Pty Ltd, trading as Minerva College (RTO 90284) has delivered training courses and professional development services to both individuals who are looking to improve their career opportunities and organisations looking to improve their performance and quality. With industry leading completion rates, in 2015 Minerva College was granted delegation of authority by ASQA as a reward for 15 years of high-quality delivery and compliance.

MINERVA COLLEGE CONTACT INFORMATION

General Enquires:

Mail: 5-7 Lithgow St, Campbelltown NSW 2560
Telephone: 1300 882 110
Email: admin@minervacollege.edu.au
Online form: <http://www.minervacollege.edu.au/contact-page>

Campbelltown Campus:

Address: 5-7 Lithgow St, Campbelltown NSW 2560

OUR COMMITMENT TO YOU

As a student, you are entitled to expect us to meet the highest standards in all areas of our business. In recognition of this, we promise to honour the following obligations.

We will:

- support you at all times throughout your enrolment;
- treat you with fairness and respect;
- provide you with a safe learning environment, free from discrimination and harassment;
- do everything we can to make sure we understand your needs, the needs of our staff, and the needs of the industries in which we operate;
- do everything we can to be flexible in our approach in providing high quality training and assessment services to all of our students;
- ensure we provide the highest quality training and assessment services at all times;
- operate professionally and conduct business in a sound and ethical manner at all times;
- treat student information confidentially, protect student rights to privacy, and ensure the accuracy and integrity of the information we hold about students;
- employ staff who are knowledgeable, qualified, objective, experienced and who always act with integrity;
- ensure we fulfil our obligation to maintain compliance with the *Standards for Registered Training Organisations (RTOs) 2015* at all times as regulated by the Australian Skills Quality Authority (ASQA);

OUR QUEST FOR QUALITY

Minerva College's service quality is assured in all aspects of what we do, including training and assessment services, student support services, and the management of our internal operations. Feedback from internal and external stakeholders is systematically and regularly collected, collated and analysed and the outcomes are used to monitor and improve business operations.

Students and prospective students are invited to provide their feedback on any aspect of our services at any time. Feedback can be provided in person, over the phone or in writing. All feedback received is used as part of our continuous improvement cycle.

Telephone: 1300 882 110

Email: info@minervacollege.edu.au

Online form: <http://www.minervacollege.edu.au/contact-page>

ACCESS AND EQUITY

Here at Minerva College, we foster an environment free from discrimination and harassment and apply access and equity principles throughout all of our operations as a registered training organisation (RTO). Our college policies, procedures and practices are aimed at ensuring that the training and assessment services we provide are responsive to the individual needs of students whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

Our full *Access and Equity Operating Principles* are available via our website at <http://www.minervacollege.edu.au/student-handbook-and-policies>.

STUDENT SELECTION

We are committed to ensuring our student selection processes are fair and equitable, and that prospective students are fully informed of these processes prior to enrolment. Specifically, we will:

- provide clear and accurate information regarding our policies and procedures relating to student admission and enrolment, and student entry, via our website at <http://www.minervacollege.edu.au/student-handbook-and-policies>;
- clearly state the entry requirements for each course in the relevant course information page on our website: <http://www.minervacollege.edu.au/course-listing>.

Students wishing to enrol in any of our courses, or part thereof, must meet the associated course entry requirements.

LEARNING RESOURCES, EQUIPMENT AND MATERIALS

With the exception of a computer, internet connection, notebooks, pens, pencils, etc.), Minerva College provides all students with all learning resources, equipment and materials required to complete their course.

CHANGE OF PERSONAL DETAILS

If you change your name, address, email or phone number after you have enrolled, it is your responsibility to notify us of the change of details within ten (10) working days. In this event, please contact us via any of the following methods to inform us of the change:

Telephone: 1300 882 110

Email: admin@minervacollege.edu.au

Online form: <http://www.minervacollege.edu.au/contact-page>

RIGHTS AND RESPONSIBILITIES

YOUR RIGHTS

As a student at Minerva College, you have certain rights and responsibilities that are designed to help your time with us to be safe, successful and enjoyable. You have the right to:

- be treated fairly and with respect by all students and staff;
- learn in a supportive environment that is free from harassment, discrimination and victimisation;
- learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised;
- expect that information on policies, procedures and courses will be accurate, timely and consistently applied;
- have your personal details and records kept private and secure;
- have access to the information we hold about you;
- have your complaints dealt with fairly, promptly, confidentially and without retribution;
- make appeals about procedural and assessment decisions;
- receive training, assessment and support services that meet your individual needs;
- be given clear and accurate information about your course, training and assessment arrangements and your progress;

- provide feedback on any matter relating to Minerva College's activities including the delivery of our courses, administration services, etc.

YOUR RESPONSIBILITIES

As a student at Minerva College, you have certain responsibilities to ensure that your time with us is productive and positive. Specifically, you are responsible for:

- treating everyone with fairness and respect, and not doing anything that could offend, embarrass or threaten anyone or their property;
- making sure you don't harass, victimise, discriminate against or disrupt others;
- respecting the opinions and backgrounds of others;
- following all safety policies and procedures as directed by Minerva College staff;
- reporting any perceived or actual safety risks to Minerva College staff as those risks become known;
- notifying the college within ten (10) working days if any of your personal or contact details change;
- conducting your studies with due personal commitment and integrity;
- completing all assessment tasks, learning activities and assignments on time, honestly and without plagiarism;
- not using social media to harass, victimise, abuse or bully other students, teachers or Minerva College staff members;
- not using social media, other online services or tools or any other publicly available or accessible communication methods to make disparaging or offensive statements regarding Minerva College, its courses, teachers or other staff, guest lecturers or other students, or to make statements which damage the good name and reputation of Minerva College, its courses, teachers or other staff, guest lecturers or other students;
- making sure you meet your payment schedules for your studies as per your contract with us;
- Face-to-face students must notify their trainer if they are going to be late or absent prior to session start time. Repeated lateness and/or absences will be recorded and will lead to disciplinary action.
- Students must submit assessments by the due date set by the trainer or complete an Extension Request form prior to the due date.

Failure to act responsibly may lead to disciplinary action.

MISCONDUCT, HARASSMENT AND DISCRIMINATION

We are committed to ensuring our online learning environments and campuses remain free of all forms of misconduct, harassment and discrimination.

DEFINITIONS

Misconduct: is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative or operational activities of Minerva College, our students or our staff. Examples of misconduct might include:

- Inappropriate behaviour;
- Disrupting a class;
- Acting in a way that causes others to be fearful of their safety;
- Using the college's facilities in any way that might cause harm or be illegal;
- The theft of any items belonging to other students or staff or the School;
- Wilful damage to other people's or the School's property or premises;
- Unsatisfactory attendance and or unsatisfactory punctuality.
- Unsatisfactory course progression

Harassment is identified as behaviour that includes but is not necessarily limited to:

- unnecessary or inappropriate familiarity such as deliberately brushing against someone or constantly staring at them;
- unwanted physical contact such as touching or fondling;
- sexual assault;
- pressure or demands for sexual favours;
- sexual jokes or innuendos;
- offensive sexual gestures;
- unwelcome questions about someone's sex life;
- display or circulation of sexual material;
- offensive language or verbal abuse or comments – including any comments that put down or stereotype people because of their race, sexuality, pregnancy, disability, etc.;

- Jokes based on race, sexuality, pregnancy, disability, etc.;
- Offensive gestures based on race, sexuality, pregnancy, disability, etc.;
- The display or circulation of racist, discriminatory or other offensive material.

Discrimination is identified as a situation where someone feels they're being discriminated against and/or being treated less fairly than someone else. It's against the law to discriminate against someone on a number of grounds such as race, sex and disability. It is also against the law to discriminate against someone in a number of areas such as education, employment and the provision of services.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (USI) is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised vocational education training (VET). This number only needs to be applied for once and it will remain with you for life. Under government legislation, Minerva College cannot issue a statement of attainment or a qualification to a student without having verified the student's USI.

During the enrolment process with Minerva College, you will be asked to provide your existing USI. If you do not currently hold a USI, we will ask you to authorise us to create one on your behalf.

Having a USI means that you're able to access your records online and download and share them with future training organisations electronically.

Minerva College ensures that your personal information is secure at all times and that only authorised staff can access your records. Our *USI Privacy Notice* is available at <http://www.minervacollege.edu.au/student-handbook-and-policies>.

It is important to understand that you, as the USI holder, have control over whom you disclose your USI to.

Further information about USIs is available via the following web link: <https://www.usi.gov.au>.

PRIVACY AND PERSONAL INFORMATION

Minerva College will only collect personal information by fair and lawful means and which are necessary to operate as an RTO. We are committed to always ensuring the confidentiality and security of all information provided to us. The personal information you provide us will only be used to enable efficient course administration (including the management of VET Student Loans), to maintain proper academic records, and to provide information about further study opportunities. Personal information about students studying with Minerva College may be requested by Government agencies and/or designated authorities from time to time, including the Tuition Assurance Scheme. This information may include personal and contact details and course enrolment details. We are obligated to comply with these requests.

There are a number of additional specific circumstances in which we may be obliged to disclose an

individual's personal information to another person or organisation (e.g. if a disclosure is required by law).

You have the right to access or obtain a copy of the personal information we hold about you. Requests to access or obtain a copy of personal information must be made in writing and submitted to your Progression Coach. If you believe your personal information may be incorrect, incomplete, out of date or misleading, please let us know immediately and we'll make the necessary corrections.

STUDENT SURVEYS

In maintaining our commitment to providing the best possible education we can, we conduct student satisfaction surveys at regular intervals. These surveys help us measure the overall student experience including teaching and learning. They also help us measure performance in the delivery of our courses and in student support services.

Participation in our surveys is optional and anonymous. Additional surveys may be conducted from time to time should we or any of our accrediting bodies require further feedback from our students.

ASSESSMENTS

SUBMISSION OF ASSESSMENTS

You must submit your assessments by their due date and time. If you fail to hand your assessment on time you will be issued with a **'28 days to show notice why you should not be suspended'**. If you believe that you will not be able to submit an assessment by the due date you are required to submit an **'application for extension'**. You will need to demonstrate with evidence the reason the extension should be granted. Students will then be advised of the outcome of their application for extension. Students must be aware that the college will not allow multiple submissions. Students can request the 'application for extension' from admin@minervacollege.edu.au

Valid reasons an extension may be granted include:

- Serious illness or injury
- Bereavement of family or close friends
- A traumatic experience such as involvement in or witnessing a serious accident or being the victim of or witnessing a serious crime.

Applications for extensions must be supported with the relevant information (e.g. a doctor's certificate, etc.) Applications without evidence will not be accepted.

RE-ASSESSMENTS

If you fail an assessment, you may arrange a re-assessment by speaking with your Progression Coach. There is no cost for a first re-assessment and you'll be given a date for when it needs to be completed. Assessments that have to be submitted to a Assessor/Progression Coach for a third, or for successive submissions, will incur an \$80.00 reassessment fee per submission.

ASSESSMENT APPEALS

You can appeal assessment decisions up to twenty-one (21) days after the decision has been made. Assessment appeals can be made following the Student Complaints and Appeals (Academic and Non-Academic) Policy and Procedure.

MARKING POLICY

All student work submitted for assessment is assessed in accordance with the information outlined in each applicable unit of competency with its respective training package. The assessment outcome for each unit will be either Competent (C) or Not Yet Competent (NYC).

Competency is awarded on the basis that the work being assessed achieves all the learning outcomes required for that unit of competency.

REASONABLE ADJUSTMENT

Wherever possible, our Progression Coaches and Assessors will make reasonable adjustments to ensure that all students are treated equally in the teaching and assessment process. Reasonable adjustment may mean:

- Making teaching resources and methods accessible
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements
- Making changes to the way evidence for assessment is gathered.

FEEDBACK ON ASSESSMENTS

We collect formal and informal feedback from our students about the assessment processes we use in the delivery of our qualifications and units of competency. The feedback forms an important part of our continuous improvement policy and contributes to our teaching methods and tools.

ACADEMIC INTEGRITY AND HONESTY

We expect our students to act with academic integrity at all times and only submit work that is their own, or that has been appropriately referenced and includes acknowledgements of all texts and resource materials that have been used in the development of the work. In support of this, you'll need to provide a written or verbal declaration confirming the authenticity of your work each time you submit an assessment.

PLAGIARISM, CHEATING AND COLLUSION

Plagiarism is defined as the taking and using of ideas and/or expressions and/or wording of another person or organisation and passing them off as your own by failing to give the appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.

Cheating is defined as seeking to obtain an unfair advantage in the assessment of any piece of work.

Collusion is defined as unauthorised collaboration between students.

Plagiarism, cheating and collusion are serious issues and unacceptable. As a consequence, we constantly monitor student projects using a variety of methods including:

- The comparison of work with electronic reference materials, internet resources and the work of other students
- The use of electronic plagiarism detection software
- The comparison of work against various academic databases
- Checking with our plagiarism register
- Other methods deemed appropriate

Any student found to have allegedly plagiarised, cheated or colluded is given an opportunity to respond to the allegations. A student found to have plagiarised, cheated or colluded will be dealt with in line with our related Policy and Procedures.

Should an incident of plagiarism, cheating or collusion be established, the consequences for the student may include one or more of the following:

- Failure of the subject or unit of competency
- The need to repeat the subject or unit of competency

MODERATION AND VALIDATION

Our marking policy includes a commitment to ensure that Minerva College and our Assessors continually review and improve our assessment processes, tools and records and that the delivery of our Units of Competency is moderated and validated at least annually.

Moderation and validation is a benchmarking process designed to help our teachers by ensuring that our teaching practices and assessment decisions are:

- Consistent between our assessors
- Based on the use and application of comprehensive assessment tools and quality information
- Valid, fair, flexible, and reliable
- Based on (student) evidence that is sufficient, authentic, valid and current.

COURSE AND ACADEMIC PROGRESSION

Each course has stipulated timeline and milestones that must be strictly adhered to by students. Academic progression is based on the satisfactory completion of units of competency. Failure to achieve a satisfactory completion of units of competency may result in the student being suspended from studies.

If a student is deemed to have failed to maintain sufficient progress the student will be issued by Minerva College Administration with a **'28 days to demonstrate why your enrolment should not be cancelled'**. If you wish to continue studying, you must complete the form and submit with all documented criteria addressed i.e. if you have overdue assessments they must be completed and handed with the 28 days. If students believe you will not be able to submit an assessment by the due date students must submit an 'application for assessment extension' prior to the assessment due date. Applications after the 'due date' will not be accepted.

If you do not achieve a "competent" result for one or more units of competency, you are not eligible to receive a testamur (full certificate) for the qualification in which you are enrolled. Instead, you will receive a statement of attainment for the units of competency for which have achieved a "competent" result.

Statements of attainment are nationally recognised certification documents and may be used to apply for credit with other VET providers.

STUDENT BEHAVIOUR

We are committed to ensuring our online learning environments and campuses remain free of all forms of misconduct, harassment and discrimination.

DEFINITIONS

Misconduct is identified as student behaviour that intentionally disrupts or interferes with the educational, administrative or operational activities of Minerva College, our students or our staff. Examples of misconduct might include:

- Inappropriate behaviour
- Disrupting a class
- Acting in a way that causes others to be fearful of their safety
- Using the college's facilities in any way that might cause harm or be illegal
- The theft of any items belonging to other students or staff or the School
- Wilful damage to other people's or the School's property or premises
- Breaking any other rule or standard of behaviour that might generally apply to student conduct.

Harassment is identified as behaviour that includes but is not necessarily limited to:

- Unnecessary or inappropriate familiarity such as deliberately brushing against someone or constantly staring at them
- Unwanted physical contact such as touching or fondling
- Sexual assault
- Pressure or demands for sexual favours
- Sexual jokes or innuendos
- Offensive sexual gestures
- Unwelcome questions about someone's sex life
- Display or circulation of sexual material
- Offensive language or verbal abuse or comments – including any comments that put down or stereotype people because of their race, sexuality, pregnancy, disability, etc.
- Jokes based on race, sexuality, pregnancy, disability, etc.

- Offensive gestures based on race, sexuality, pregnancy, disability, etc.
- The display or circulation of racist, discriminatory or other offensive material.

Discrimination is identified as a situation where someone feels they're being discriminated against and/or being treated less fairly than someone else.

It's against the law to discriminate against someone on a number of grounds such as race, sex and disability. It is also against the law to discriminate against someone in a number of areas such as education, employment and the provision of services.

DISPARAGING AND OFFENSIVE STATEMENTS

Students must not use social media, other online services or tools or any other publicly available or accessible communication methods to make disparaging or offensive statements regarding Minerva College, its courses, teachers or other staff, guest lecturers or other students.

Students must also not use social media, other online services or tools or any other publicly available or accessible communication methods to otherwise engage in conduct which damages the good name and reputation of Minerva College, its courses, teachers or other staff, guest lecturers or other students.

Any issues or complaints regarding Minerva College, its courses, teachers or other staff, guest lecturers or other students should be raised using the Complaints and Appeals process.

COMPLAINTS AND APPEALS

DEFINITIONS

Complaints: As a student of Minerva College, you are entitled to make complaints about your student experience at any time should the need arise. A complaint can be about any aspect of our business, and includes issues regarding the conduct of:

- the RTO, its trainers, assessors or other staff;
- a third-party providing services on the RTO's behalf, its trainers, assessors or other staff; or
- a learner of the RTO.

Complaints may be submitted online via our website at <http://www.minervacollege.edu.au/forms>.

Appeals: As a student of Minerva College, you are entitled to appeal assessment outcomes or complaints handling outcomes if you feel they are unjust. You can appeal assessment decisions up to twenty-one (21) days after the decision has been made. A copy of the Minerva College appeals form can be requested by emailing our administration team at info@minervacollege.edu.au.

COMPLAINTS POLICY

A full copy of our *Student Complaints and Appeals (Academic & Non-Academic) Policy and Procedure* is available on our website at <http://www.minervacollege.edu.au/student-handbook-and-policies>.

We are committed to maintaining an effective, timely, fair and equitable complaints and appeals handling system that is easily accessible. We do this by:

- having a culture that views complaints and appeals as an opportunity to improve our systems and processes;
- having a complaint and appeals handling system that is student focused;
- ensuring that complaints and appeals are resolved promptly, objectively, with sensitivity and in complete confidentiality;
- ensuring that the views of each complainant, appellant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised;
- ensuring there is consistent in our response to complaints and appeals.

RESOLVING COMPLAINTS

In the first instance, students are always encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. Staff members are available to assist the resolution of issues at this level.

You may also raise an informal complaint (grievance) by contacting your Progression Coach directly.

If the issue cannot be resolved informally, the next appropriate step is to lodge a formal complaint. A student's enrolment status remains unaffected while the process of trying to resolve any complaints are under way.

STUDENT SUPPORT

We are committed to ensuring that all our students receive adequate support to help ensure their full potential is reached. This includes ensuring that:

- the support needs of all students are assessed upon entry into a program;
- all students are aware of how to access the services they require to complete their course;
- feedback gathered by our support services is directed into our continuous improvement activities to improve our RTO operations.

Students' needs are identified upon entry into their course of study. Information to make this assessment is gathered through:

- information provided by the student on the application and/or enrolment forms;
- assessment of the formal language, literacy and numeracy skills gathered during interviews and orientation;
- discussion with the student during their induction to the program;
- gathering information about each student's prior formal and informal learning and where appropriate, helping them to seek recognition for this through the RPL process;

INTERNAL SUPPORT SERVICES

We recognise that everyone is different, and we acknowledge that some students may therefore sometimes require additional support.

If you find you require additional support during your studies, please contact your Progression Coach as the **first step** in the process. Progression Coaches can help with:

- learning difficulties;
- language, literacy and numeracy issues;
- disability and access issues;
- employment issues;
- any other issues that may affect a student's ability to achieve their training goals.

Additional support can also assist with issues regarding training and career pathways and opportunities, personal development opportunities, work placement and/or any other training/industry related questions. Requests for additional support will be dealt with in confidence.

EXTERNAL SUPPORT SERVICES

If a student requires additional support beyond what can be offered by Progression Coaches, students may be referred to an external support service. This services may include:

Reading and Writing Hotline

<http://www.readingwritinghotline.edu.au> | Phone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Department of Human Services (including Centrelink)

<http://www.humanservices.gov.au> | Phone: please refer to <https://www.humanservices.gov.au/customer/contact-us/phone-us> for all a listing of all Department contact numbers.

You may be eligible for funding assistance if you receive one of the following:

- Pensioner Supplement Allowance
- ABSTUDY (course dependent)
- AUSTUDY Youth Allowance

Lifeline

<https://www.lifeline.org.au> | Phone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

<http://www.kidshelpline.com.au> | Phone: 1800 55 1800

If you're under 18 years of age you may consider contacting this service. Kids Help Line provides access to telephone, web and email counselling.

Fair Work Commission

<https://www.fwc.gov.au> | Phone: 1300 799 675

Fair Work Commission (formerly Fair Work Australia) is the national workplace relation's tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

<http://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

GOVERNMENT LEGISLATION

Minerva College is required to inform all students of the legislation that affects their enrolment. Both Minerva College staff and students are required to comply with all Commonwealth, State and/or Territory legislation and regulations that apply due to their participation in vocational education and training.

The following legislation relates to your studies with Minerva College.

Federal Legislation and Guidelines – Equal Opportunity and Anti-Discrimination

Age Discrimination Act 2004

Australian Human Rights Commission Act 1986

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Fair Work Act 2009

Privacy Act 1988

Federal Legislation – Work Health and Safety

Work Health and Safety Act 2011

Copyright Legislation

The Copyright Act 1968

Unique Student Identifier Legislation and Regulation

Student Identifiers Act 2014

Student Identifiers Regulation 2014

Vocational Education and Training Legislation

National Vocational Education and Training Regulator Act 2011

Standards for Registered Training Organisations (RTOs) 2015

VET Student Loans Legislation and Guidelines

VET Student Loans Act 2016

VET Student Loans Rules

Higher Education Support Act 2003

Higher Education Support Act 2003 - Administration Guidelines 2012

Higher Education Support (Transitional Provisions and Consequential Amendments) Act 2003

Higher Education Support (VET) Guideline 2015

Privacy Act 1988

Archives Act 1983

Electronic Transactions Act 1999

National Regulator Guidelines

ASQA General Directions

Australian Qualifications Framework Guidelines

Australian Qualifications Framework, Second Edition, January 2013

State and Territory Legislation and Guidelines – Equal Opportunity and Anti-Discrimination

Australian Capital Territory – *Discrimination Act 1991*
New South Wales – *Anti-Discrimination Act 1977*
Northern Territory – *Anti-Discrimination Act 1996*
Queensland – *Anti-Discrimination Act 1991*
South Australia – *Equal Opportunity Act 1984*
Tasmania – *Anti-Discrimination Act 1998*
Victoria – *Equal Opportunity Act 2010*
Western Australia – *Equal Opportunity Act 1984*

State and Territory Legislation and Guidelines – Health and Safety

Australian Capital Territory – *Work Health and Safety Act 2011*
New South Wales – *Work Health and Safety Act 2011*
Northern Territory – *Work Health and Safety (National Uniform Legislation) Act 2011*
Queensland – *Work Health and Safety Act 2011*
South Australia – *Work Health and Safety Act 2012*
Tasmania – *Work Health and Safety Act 2012*
Victoria – *Occupational Health and Safety Act 2004*
Western Australia – *Occupational Safety and Health Act 1984*

ACADEMIC INTEGRITY POLICIES

We are committed to ensuring that all our training services are of the highest quality possible and are reflective of current industry trends and employer expectations. This is achieved by ensuring that:

- training is delivered by appropriately qualified teachers who have extensive industry experience and currency;
- all our training products meet the requirements of their associated Training Package;
- all our courses are developed in consultation with industry experts;
- feedback is collected about all our training products and services, and the feedback is systematically collated, analysed and used to improve the quality of training and education services we provide;
- training for most of our courses is delivered online, with the option to attend face to face workshops if required;
- the individual learning and support needs of all students are identified upon entry into a course;
- all trainers regularly participate in moderation and validation activities related to the units and courses for which they deliver and assess;
- each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five-year cycle, taking into account the relative risks of all of the training products on the RTO's scope of registration, including those risks identified by the VET regulator.

WITHDRAWING FROM YOUR STUDIES

If you wish to withdraw from your course, or from any individual units of competency within your course, you must notify your Progression Coach and complete the *Withdrawal Request Form* available at <http://www.minervacollege.edu.au/forms>.

A copy of our *Withdrawal Policy and Procedure* is available via our website at <http://www.minervacollege.edu.au/student-handbook-and-policies>.

In the event you wish to withdraw from your course (or part thereof), you will need to ensure you provide supporting documentation.

For information regarding refunds and re-credit of VET Student Loans debt related to a withdrawal, please refer to our *Refund and Re-credit of Student Loans Policy and Procedure* available via our website at <http://www.minervacollege.edu.au/student-handbook-and-policies>.

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is an assessment process that assesses an individual's existing competency against the requirements of one or more units of competency. An individual may have previously acquired certain skills and knowledge through formal, non-formal and informal learning, and RPL is a way of recognising their existing competency so they do not have to undertake training and assessment in units (or part thereof) that they are already competent.

Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)

Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in house professional development programs conducted by a business), and

Informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Using the information contained in the relevant units of competency, Minerva College is able to determine the extent to which an individual meets the requirements of a particular unit of competency or a full qualification.

RPL must be applied for at the start of a course to make sure the appropriate adjustments can be made to your study schedule.

CREDIT TRANSFER (CT)

Students are not required to repeat any unit of competency in which they have already been assessed as competent, unless a regulatory requirement or license condition (including industry licensing schemes) requires this. Where a student provides suitable evidence, they have successfully

completed a unit of competency at any RTO, Minerva College will provide credit transfer for that unit of competency.

Credit transfer can be granted for any units of competency that have been previously attained and which (a) match units of competency within a course a student will be studying or (b) where units of competency from a preceding Training Package are seen to be equivalent as documented by the Training Package guidelines. Units of competency that are not able to be directly matched will be reviewed to determine whether their content aligns with content within the remaining units of competency in a student's course.

Minerva College recognises all nationally recognised qualifications and unit of competency issued by Registered Training Organisations in Australia.

There is no cost to the student where credit transfer is granted for one or more units of competency.

CERTIFICATION DOCUMENTS

TESTAMURS

Upon completion of a course, students will be issued with a formal testamur (certificate) listing the full nationally recognised qualification to which the student is entitled. This will be issued by Minerva College (RTO: 90284) and sent via mail to the student's postal address provided on their enrolment form (or as updated from time to time).

STATEMENTS OF ATTAINMENT

Students who withdraw prior to the completion of their course may request a statement of attainment that lists the unit of competency the student has completed.

WITHOLDING OF CERTIFICATION DOCUMENTATION

Students who have not paid their course fees for any qualification or units of competency they have completed will not be entitled to receive a testamur or statement of attainments until outstanding fees have been paid to Minerva College.

REPLACEMENT CERTIFICATION DOCUMENTATION

If a student loses or misplaces a testamur, they may request a re-print in writing to Minerva College. Re-prints of any testamur or statement of attainment will incur a \$100 administration fee.

PATHWAYS INTO A DEGREE

Graduating with a Diploma can provide you with a pathway into a Degree. The granting of any credit is at the discretion of the Higher Education provider.

Current articulation arrangements (pathways) that Minerva College has in place for the courses we offer can be found on each course's information page on our website.

VET STUDENT LOANS

VET Student Loans is an Australian Government loan scheme that covers all or part of tuition fees for eligible students for all or part of their fees for certain VET qualifications at the following levels:

- Diploma
- Advanced Diploma
- Graduate Certificate
- Graduate Diploma

You'll find more information about VET Student Loans by visiting the Government's Study Assist website:

<http://studyassist.gov.au/>

You can also request a VET Student Loans information booklet from us directly.

ELIGIBILITY FOR VET STUDENT LOANS

In accordance with the Higher Education Support (VET Student Loans Rules 2016) and the associated VET Guidelines 2016, all students wishing to apply for a Commonwealth VET Student Loan must be assessed for academic suitability to undertake a high-level VET qualification. This is a student protection measure introduced by the Commonwealth Government from 1 January 2016.

Students must also be able to provide a valid Australian Tax File Number, be an Australian citizen or the holder of a Permanent Humanitarian visa and be a resident in Australia for the duration of the course.

Students that are not eligible to access VET Student Loans will be required to pay their course fees up-front or on an agreed recurring payment schedule.

VET STUDENT LOAN LIMIT

In 2017 the VET Student Loan limit is \$104,440 for most students. The Student Loan limit is a lifetime limit and is not re-set or 'topped' up after any payments you make.

If you have previously used the VET Student Loan or VET FEE-HELP scheme to pay for VET courses of study or Higher Education, those amounts would also be included in your limit.

VET STUDENT LOAN FEE

VET Student Loans incur a 20% loan fee. This fee is added to the total amount of the loan, but it's not included in the VET Student Loan limit. The loan fee is paid to the Government and not to Tandem College Pty Ltd | Minerva College

REPAYING A VET STUDENT LOAN

Your VET Student Loan debt is repaid through the tax system and is paid back to the Australian Government through the Australian Taxation Office once your annual income reaches a certain amount. The compulsory repayment threshold is adjusted each year. For 2018/19, the compulsory repayment threshold is \$51,957. For the 2018-2019 income year, beginning 1 July 2019, the threshold will be \$45,881.

CENSUS DATES

Each Unit of Study has a set census date. This is the date by which you must have made arrangements for payment of your tuition fees in order to maintain your enrolment.

Census dates are set at no earlier than 20% of the way through a VET Unit of Study.

Census dates are when you become liable for a VET Student Loan debt. Your Census date will be determined based upon when you start.

If you have not made arrangements for payment of tuition fees on or before the census date, your enrolment may be cancelled. If you have previously submitted an application to the Department of Education for any Unit of Study, your tuition fees will automatically default to becoming a VET Student Loan debt unless you pay your tuition fees on or before the Census date.

If you withdraw from a VET Unit of Study on or before the census date for that VET Unit of Study, you will not incur a VET Student Loan debt for that VET Unit of Study.

If you withdraw from a VET Unit of Study after the census date for that VET Unit of Study, you will incur a VET Student Loan debt for that VET Unit of Study.

If you have incurred a VET Student Loan debt for a VET Unit of Study, you may apply to have the balance re-credited for the affected VET Units of Study in accordance with the following procedure (Special Circumstances).

RE-CREDITING VET STUDENT LOANS

If you withdraw from a VET Unit of Study on or after the census date for that VET Unit of Study or have been unable to successfully complete a VET Unit of Study and believe this was due to special circumstances then you may apply to have your VET Student Loan balance re-credited for the affected VET Unit of study.

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

We will re-credit a student's VET Student Loan balance if we're satisfied that special circumstances apply and that those circumstances:

- Were beyond the student's control *and*

- Did not make their full impact on the student until on or after the census date for the VET unit(s) of study in question *and*
- Make it impractical for the student to complete the requirements for the VET Unit(s) of Study in question.

For instructions on how to apply for a re-credit of VET Student Loan balance please refer to our Refund and Re-credit of Student Loan (Policy and Procedure).

REFUND POLICY

STUDENTS WHO ARE OR WOULD BE ENTITLED TO VET STUDENT LOAN ASSISTANCE AND ARE ENROLLED IN A VET STUDENT LOAN ENABLED COURSE

In the event of a student withdrawing from a VET Unit of Study on or before the census date for that Unit of Study:

- 100% of tuition fees paid for that unit will be refunded to the student; and
- The student will not incur a VET Student Loan debt.

In the event of a student withdrawing from a VET Unit of Study after census date for that Unit of Study:

- No refund is applicable and/or
- The student will incur a VET Student Loan debt.

STUDENTS WHO ARE NOT ENTITLED TO VET STUDENT LOAN ASSISTANCE AND ARE ENROLLED IN A VET STUDENT LOANS ENABLED COURSE

In the event of a student withdrawing from a VET Unit of Study on or before the census date for that Unit of Study:

- 100% of tuition fees paid for that unit will be refunded to the student.

In the event of a student withdrawing from a VET Unit of Study after census date for that Unit of Study:

- No refund is applicable.

STUDENTS WHO ARE ENROLLED IN A NON VET STUDENT LOANS ENABLED COURSE

In the event of a student withdrawing from such a course prior to the course commencement date or end of the five (5) day cooling off period:

- All tuition fees paid for that course will be refunded within 28 days from the date the application was received.

In the event of a student withdrawing from such a course after the five (5) day cooling off periods ends:

- No refund is applicable; and
- If course fees for the remainder of the course have not been paid they immediately become due and payable.

COOLING OFF PERIODS

All students enrolled in a Non VET Student Loans enabled course, that elect to pay for their chosen course through an upfront or payment plan method will be entitled to a five (5) day cooling off period, effective after confirmation of enrolment. The cooling off period is calculated using *actual* days, so weekends are included and ends at 11.59pm on the final day.

This cooling off period exists for you to engage with the course content of your chosen course and to ensure that your selected qualification suits you. It is also your responsibility to identify potential barriers to your learning during this period. Once the cooling off period expires, you will be bound to honour your contractual arrangements in full

PAYMENT OF REFUNDS

Refunds will be paid within 28 days of the census date of the VET Unit of Study to which the withdrawal applies.

SPECIAL CIRCUMSTANCES

If you withdraw after the census date for a VET Unit of Study, you may apply for special consideration in line with our Refund and Re-credit of VET Student Loans Policy and Procedure.

Applications for special consideration need to be in writing and provide the specific reasons for special consideration. We will also need to be satisfied that the circumstances surrounding the application:

- Were beyond your control and
- Did not make their full impact on you until on or after the census date for the VET unit(s) of study in question and
- Make it impractical for you to complete the requirements for the VET Unit(s) of Study in question.

SMOKING, ALCOHOL AND DRUGS

Our campuses and offices are non-smoking workplaces. Alcohol and drugs, or students affected by alcohol or drugs, are not permitted on campus. Any student found to be affected by alcohol or

drugs while on campus will face disciplinary proceedings. Any student using and/or distributing substances prohibited by law may be suspended or have their enrolment cancelled and be reported to the relevant authorities.

[illegible]

