

# MartinCollege

OF BUSINESS, TECHNOLOGY & DESIGN

## **STUDENT INFORMATION HANDOUT**

SGA-VET-141/05/10

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## ***A MESSAGE OF WELCOME***

*Congratulations on your decision to enrol with Martin College!*

*We look forward to working with you as you strive to achieve your desired outcome, whether it is the career of your dreams or a pathway to university or further studies.*

*The first few days at college can be a confusing time, and that is why we provide you with this booklet of practical information. Take the time to become familiar with the details – it will help you!*

*We wish you every success with your studies and trust that you will find your course to be both challenging and enjoyable.*

*Warren Jacobson  
Managing Director  
- Career Education*

## ABOUT MARTIN COLLEGE

At Martin College, we strive to equip our graduates with the necessary skills to help them build exciting, long-lasting careers. As one of the largest private providers of career training in Australia, and with over 30 years of experience, we have prepared thousands of students to enter careers in many different sectors of the business community.

Martin College is part of Study Group Pty Limited, a respected provider of academic programmes and training courses with schools and colleges in Australia, New Zealand, the United Kingdom, and the United States of America. This offers our students increased opportunities with a wider range of courses on offer and closer links to universities.

Martin College courses are widely recognised by leading universities in Australia. Successful completion of the Advanced Diploma or specific Diplomas attracts generous credits towards university degrees. (For details of current university articulation agreements, please visit our web site at <http://www.martincollege.edu.au>.)

It is an international college with students from many countries. The rich cultural diversity of the College offers exciting opportunities for cross-cultural exchange, and for making contacts and establishing networks which may prove valuable in later working life.

As well as having teaching and professional qualifications, many of the teachers employed by the College own their own businesses. All have worked in the area in which they teach. This vocational experience is used to enhance training delivery.

The teachers are here to help and guide you, but they cannot learn for you, nor can they complete your assessments. Your results will reflect the time and effort you have committed throughout the course.

We urge you to see your time at Martin College as an investment in your future. You should take every opportunity to learn all you can so that when you graduate, you will be in a position to 'stand out from the pack' as you build your career.

## A GENERAL INFORMATION FOR STUDENTS

The purpose of this Student Information Handout is to introduce you to the College's facilities and to outline your responsibilities as a student in the College. It is essential that you understand the handout and if you have any questions regarding policies and/or procedures, these should be resolved before you sign the Student Statement attached.

The College reserves the right to make such changes in regulations, curricula and charges as it deems necessary without previous notice. Information published on the website relating to VET FEE-HELP (refer Section 2 below) will only be varied in accordance with the relevant statutory guidelines.

Parents or guardians, as well as the students of Martin College must agree to accept the terms stated in this document and to abide by the regulations of the College.

Each student is responsible for knowing and complying with the information and rules of the College.

### 1 TUITION FEES

Tuition Fees are payable in accordance with the course requirements, and the instalment plan relevant to your enrolment. Alternatively, eligible local students enrolled within certain Diplomas may choose to apply for VET FEE-HELP assistance (refer Section 2 below). The options would have been discussed with you at the time of enrolment.

These fees include the instructional materials appropriate to each course. Textbooks are additional. Your campus will be able to advise you of which local book stores stock college textbooks.

### 2 VET FEE-HELP

VET FEE-HELP assists eligible local students undertaking certain Diplomas at Martin College to pay for all or part of their tuition costs. It does not cover accommodation and general living expenses. (Certificate courses are not approved by the Australian Government for VET FEE-HELP.)

Students approved for VET FEE-HELP assistance will have a loan with the Australian Government who will pay the tuition fees to the College on the students' behalf. The debt is then repaid through the taxation system once the graduate's income is above the minimum repayment threshold level set for compulsory repayment.

To find out if you are eligible for VET FEE-HELP and how to access it, obtain a *VET FEE-HELP Information Booklet* from Student Services or alternatively visit [www.deewr.gov.au/vetfeehelp](http://www.deewr.gov.au/vetfeehelp). Then speak to Student Services to apply ... it's as easy as that! Don't delay though as there is a deadline by which applications must be received for each study period; it is called the *Census Date*.

### 3 SECURITY

Martin College will NOT be responsible for any loss or damage to personal property. Valuables and cash should not be left unattended anywhere.

### 4 EMERGENCY DRILLS

The College holds emergency drills at regular intervals. These are always to be treated seriously. Please note the following important points.

- There are two different alarms – the alert signal and the evacuate signal.
- The alert signal is just that – an alert. You do not need to respond to this signal. Its sound tells the Floor Wardens that they need to investigate the cause of the alarm and report to the Chief Warden.
- When you hear the evacuate alarm sound, your teacher will tell you to stop work. Collect your valuables only and leave large bags in the classroom.
- Upon direction from your Floor Warden, move to the entrance to the fire stairs as indicated on the building emergency control plans displayed on each floor of the building. Wait there until the Floor Warden and your teacher give you further instructions such as the meeting point for your group.
- The Floor Warden will tell you when to start moving down the stairs. Stay close to the left-hand rail as you move swiftly down the stairs (without running), ensuring that you leave the right-hand side of the stairs clear for the emergency workers. Leave the building through the closest exit. Stay with your class group and move to the meeting point.
- Do not re-enter the building until the Floor Wardens advise it is safe to do so.

### 5 ADDITIONAL HOURS

Students are encouraged to spend extra hours at college studying and practising skills. It is important, however, that students who wish to enter a classroom to study or use a computer in their free time first seek approval from the instructional staff. (Please note that priority for assistance by instructional staff is given to students who are timetabled into that classroom.)

### 6 STUDENT COUNCIL COMMITTEES

Students are invited to become members of the Student Council Committees.

This is wonderful public relations training for students. A special award will be presented to the members of the Student Council Committees in appreciation of their efforts. Notices for meetings will be posted on campus noticeboards.

## 7 TELEPHONE CALLS

Students may not accept calls on the main switchboard. Only in EXTREMELY URGENT circumstances will messages be taken and relayed personally to students.

## 8 USE OF MOBILE PHONES

If it is necessary to bring a mobile phone to college, you are required to have it turned off during all classes, when meeting with college staff, and when using the Library facilities. Mobile phones cannot be taken into assessment rooms.

## 9 CHANGE OF ADDRESS

All students must notify Student Services within seven (7) days of any change of address and/or telephone number. Student Services can supply you with a Change of Address Form for this purpose.

## 10 STUDENT SUPPORT SERVICES

Over our three decades of operation, we have helped thousands of students to resolve confusion with transport or money, learn new social customs and cope with homesickness. We know what to expect and how to help.

Our expert Student Services staff will advise you in all areas, from opening a new bank account, registering with a doctor or dentist, and assisting with accommodation, through to organising social activities where you will begin making friends with your fellow students.

## 11 COUNSELLING SERVICES

The College staff members maintain an 'open door' policy and students are encouraged to consult with them during college hours.

If you feel the need for counselling of a personal nature, the College will be able to provide the names and contact details of appropriate professionals.

## 12 SPECIAL CONSIDERATION

Martin College welcomes students who have a disability. If you have a physical or sensory impairment, a severe long-term or recurrent medical condition and/or treatment, learning disability or other condition that could negatively impact on your studies, you are encouraged to contact \_\_\_\_\_ on this campus to discuss this privately.

## 13 STANDARDS OF CONDUCT

The College Standards of Conduct Policy and Procedure can be found on our web site at <http://www.martincollege.edu.au/college-policies.aspx>. You are expected to observe these College regulations, to follow the directions given by staff and to conduct yourself in a manner that is a credit to the College and your fellow students.

Martin College standards of conduct for students are patterned on those required in business. This is reflected in the layout, atmosphere and functioning of the College, so that students may experience the 'business climate' first-hand.

Faculty members are carefully selected for their academic qualifications, their industry knowledge, and for their capacity to encourage and develop individual abilities. Staff, therefore, maintain a congenial relationship with students in order to encourage personal development.

### **13.1 Cigarette Smoking**

Cigarette smoking is not permitted in the building (including in classrooms, student common rooms, elevators, rest rooms, and foyer area).

In certain campuses, smoking is also not permitted on the footpath outside the entrance to the College and the adjacent buildings. Make sure you know the law in relation to cigarette smoking in this State; severe fines may apply.

### **13.2 Eating**

Eating and drinking is permitted only in the students' Common Rooms, and is NOT allowed elsewhere in the College.

**Chewing gum is totally banned from the College premises.**

### **13.3 Dress Code**

Through its association with the business community, the College recognises that grooming and presentation are contributing factors to being successful in securing a job. Students are required to present themselves in a professional manner while attending Martin College.

In particular, you should remember the following:

- wear appropriate footwear at all times; it is not permitted for anyone to enter the College premises in bare feet;
- do not wear clothing that is likely to offend others in terms of its lack of decency, modesty or cleanliness or because it features slogans, cartoons or any symbol or graphic work that is inappropriate to a workplace;
- be adequately clothed in accordance with occupational health and safety requirements;
- do not wear hats or caps in class; and
- do not wear motorbike helmets on College premises.

Extreme fashion trends are not acceptable.

Training in personal presentation may be undertaken within the College that will assist students greatly when job-seeking.

## 14 ATTENDANCE – LOCAL STUDENTS

Students are expected to attend all scheduled classes. Classroom rolls are marked during each lesson. Lessons commence promptly - please do not be late. If you arrive to class more than 10 minutes after the published starting time or choose to leave early, you will be recorded as absent.

The College monitors attendance closely, and will provide counselling and/or warnings when a fall in attendance is evident. If a significant improvement is not immediately noted, you will be placed on *Provisional Enrolment*, which may lead to dismissal.

If you are attending a government-funded course, you are required to notify the College if, due to illness or extreme circumstances, you are unable to attend College for the required timetabled hours. Sponsors will be notified of the absence and benefits may be withdrawn if continued absences are noted.

Students with children in child-care should, where possible, have alternative arrangements for care if the children are ill and cannot attend such child-care.

Medical and dental appointments should be made after college hours when they will not conflict with scheduled classes. It is advisable for students who are ill to obtain medical certificates. These certificates are to be produced for the College to record, and then retained by the student. (A medical certificate does not cancel an absence, it only provides an explanation.)

Students will receive an overall attendance rating on their reports. Ratings range from excellent to unsatisfactory. Future employers will take note of this.

## 15 ATTENDANCE - INTERNATIONAL STUDENT VISA HOLDERS

SGA will systematically monitor students' compliance with student visa conditions relating to attendance. It will be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements, and will report students under Section 19 of the ESOS Act who have breached the applicable attendance requirements as stated in Sections 4 and 5 below.

If a student has questions about the student visa condition relating to attendance, and the possible outcome of breaching the condition, he or she should contact the Department of Immigration and Citizenship (DIAC).

### 15.1 Absence Due to Illness

It is advisable for a student who is ill to obtain a medical certificate. This certificate is to be produced for recording, and then retained by the student. (A medical certificate does not cancel an absence; it only provides an explanation.)

A student who is too ill to immediately continue his/her studies may apply for Special Leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. (Refer to the *Special Leave Policy and Procedure* for further information.)

## **15.2 Attendance Monitoring**

Lessons commence promptly - please do not be late. If you arrive to class more than 10 minutes after the published starting time or choose to leave early, you will be recorded as absent.

Each student's attendance is recorded on the classroom roll for every class for which he/she is scheduled. This data is collated, stored electronically, and used to calculate the individual student's attendance for every week for the duration of the course.

The College will review attendance records weekly, and will contact any student identified as being at risk, i.e. whose attendance is approaching 85% or who at any time is absent for more than 5 consecutive scheduled days without approval. The contact will be in the form of a letter, reminding the student of the visa condition of at least 80% attendance of all scheduled hours, and asking him/her to meet with the nominated staff member. A record will be kept of the contact and counselling provided.

Should there not be a marked improvement in attendance, or a temporary improvement only, or the attendance level slips into the critical zone of 81-84%, the student will be sent a letter of warning, again reminding the student of the visa condition of at least 80% attendance of all scheduled hours, and asking him/her to meet with the nominated staff member. A record will be kept of the contact and counselling provided.

If this warning letter does not generate the required response, and the student's attendance level continues to fall and he/she is unable to achieve at least 80% through total attendance for the remainder of the course, then the College may decide not to report the student for breaching the 80% attendance requirement if:

- i) the student is maintaining satisfactory course progress; and
- ii) the student attended at least 70% of the scheduled course contact hours.

If these conditions are not met, then the College must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice of the College's decision will inform the student that he/she is able to lodge an appeal through the College's Complaints and Appeals process, and has 20 working days from the nominated date in which to do so.

A copy of the written notification will be placed on the student's file along with records of all contact with and counselling given in relation to attendance.

## **15.3 Special Consideration**

The College appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond his/her control. In such circumstances, the Director of Studies – Vocational Education and Training (DOS-VET) will use his/her professional judgement to assess each case on its individual merits.

He/she may decide not to report a student for breaching the 80% if:

- i) there is documentary evidence demonstrating that compassionate or compelling circumstances apply; and
- ii) the student is maintaining satisfactory course progress; and
- iii) the student has attended at least 70% of the scheduled course contact hours.

A copy of the evidence will be retained in the student's file.

#### **15.4 Reporting of International Students**

If a student visa holder who has not met the mandatory attendance condition, accesses and activates the Complaints and Appeals process within the nominated 20 days, and the process results in a decision that supports the College, the College will notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS, as soon as practicable that the student is not achieving satisfactory attendance. This report will generate a Section 20 breach notice which will be sent to the student. A copy of the document will be retained in the student's file, along with evidence of the appeals process.

Where an international student who has not met the mandatory attendance condition, chooses not to access the Complaints and Appeals process within the nominated 20 days, the College will notify the Secretary of DEEWR through PRISMS, as soon as practicable that the student is not achieving satisfactory attendance. This report will generate a Section 20 breach notice which will be sent to the student. A copy of the document will be retained in the student's file.

## **16 SUSPENDING STUDIES**

The College designates holiday periods for each year. Students do not need to apply for leave for these periods; your studies will be automatically put on hold for that time. These dates are available from Student Services.

Other than these designated holiday periods, you may apply for Special Leave if you have good reason for doing so (i.e. compassionate or compelling circumstances). The College may grant or decline your request for Special Leave, based on the reason provided and potential impact that the temporary suspending of your studies may have on your academic progress. (Refer to the Special Leave Policy and Procedure on the Martin College web site at <http://www.martincollege.edu.au/college-policies.aspx> for further information.)

Before making an application for special leave, international students should refer to the Department of Immigration and Citizenship (DIAC) web site (<http://www.immi.gov.au/>), or telephone the Helpline 131 881, or visit the local DIAC office for advice on how the potential change to enrolment status may impact on your visa. (Note - DIAC does not consider such events as a wedding, a holiday or financial difficulties as appropriate grounds for course deferral.)

## 17 DISMISSAL

The College reserves the right, in the exercise of its sole judgement, to place on probation or dismiss a student on any of the following grounds: non-conformity with the general spirit and regulations of the College, conduct detrimental to the reputation of the College or its students, failure to make satisfactory progress, or poor attendance.

The written notice of the College's decision will inform the student that he or she is able to access the College's Complaints and Appeals Process and has 20 working days from the nominated date in which to do so. (Information on the Complaints and Appeals Policy and Procedure is located on the Martin College web site at <http://www.martincollege.edu.au/college-policies.aspx>.)

## 18 COMPLAINTS AND APPEALS

### 18.1 Complaints and Appeals Policy

Martin College is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system which is easily accessible and offered to complainants (i.e. the person/s lodging the complaint) at no charge for internal review of a complaint or appeal, and at a reasonable cost for the external review of an appeal.

The College aims to:

- i) develop a culture that views complaints as an opportunity to improve the organisation and how it works;
- ii) set in place a complaints handling system that is client-focused and helps the College to prevent complaints from recurring;
- iii) ensure that any complaints are resolved promptly, objectively and with sensitivity and in complete confidentiality;
- iv) ensure that the views of each complainant and respondent are respected and that any party to a complaint is not discriminated against nor victimised at any stage of the process;
- v) ensure that there is a consistent response to complaints.

A complaint can be defined as a person's expression of dissatisfaction with any aspect of the College's services and activities, including:

- i) the enrolment, induction/orientation process;
- ii) the quality of education provided;
- iii) academic matters including student progress, assessment, curriculum and awards in a VET course of study;
- iv) handling of personal information and access to personal records;
- v) the way someone has been treated.

This Complaints and Appeals Policy and Procedure is designed to ensure that the College responds effectively to individual cases of dissatisfaction.

Students or potential students are entitled to access the Policy and Procedure regardless of the location of the campus at which the grievance has arisen, their place of residence, or the mode in which they study.

## 18.2 Procedure

This procedure can be utilised by eligible students, including potential students enrolled or seeking to enrol in a course with the College, to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a VET course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that the College holds relating to the complainant.

During all stages of this procedure the College will take all steps to ensure that:

- i) the complainant and the respondent will not be victimised or discriminated against;
- ii) the complainant has an opportunity to formally present his/her case and each person involved may be accompanied and assisted by a support person at any relevant meetings;
- iii) a detailed written explanation is provided of decisions and actions taken as part of the process;
- iv) where the internal or external complaint handling or appeal process result in a decision that supports the complainant, the College immediately implements any decision and/or corrective and preventative action required and advises the complainant of the outcome in writing.

There is no cost to the complainant for utilising the internal complaints and appeals process; however, there is a specified cost for utilising the external part of the process.

### 18.2.1 Before an Issue Becomes a Formal Complaint

If a person feels dissatisfied with some aspect of the College's service, he/she is encouraged to first speak to the person responsible. For example: if the grievance concerns a classroom matter, the student should talk honestly to the trainer about the concerns. A Homestay problem is best resolved with the Homestay Co-ordinator, and issues about fees should be discussed in the first instance with the Bursar. He/she can be confident that there will be no negative consequences from doing so. (Information on the Grievance Policy and Procedure is located at <http://www.martincollege.edu.au/college-policies.aspx>.)

If he/she has attempted to resolve the issue directly, but is not satisfied with the outcome or does not wish to approach the person(s) concerned directly, then he/she may discuss the issue with the Campus Grievance Counsellor. He/she may be accompanied or assisted by a support person during this process.

Students at this campus should contact \_\_\_\_\_  
in regard to any grievance or complaint.

The Campus Grievance Counsellor will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the person(s) concerned.

The Campus Grievance Counsellor will provide the complainant and the person(s) concerned with a written report summarising the actions that were taken, or will be taken, to resolve the issue.

If the complainant is not satisfied with the outcome, a formal complaint can be lodged under this policy.

### **18.2.2 Formal Complaints**

Formal complaints must be submitted in writing to the Campus Grievance Counsellor.

To commence the formal process, the complainant must complete a *Complaint Lodgement Form* (available from Student Services) or write a letter and send it to the Campus Grievance Counsellor at the campus at which he/she is studying or applying to enrol.

The following information needs to be provided in writing:

- i) details of the complaint;
- ii) supporting information that he/she wishes to have considered;
- iii) an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
- iv) what he/she thinks needs to be done to address the concerns.

The Campus Grievance Counsellor will commence the process of considering the complaint within 10 working days of receiving the written Complaint Lodgement Form or letter, and will acknowledge receipt of the complaint in writing. He/she will ensure all steps are taken to resolve the complaint as soon as is practical.

In considering the complaint, the Campus Grievance Counsellor will arrange a meeting with the complainant to enable formal presentation of the case. The complainant may be accompanied or assisted by a support person at any such meeting.

The complaint will be investigated by the Campus Grievance Counsellor who will discuss the issues with the person(s) concerned, and may confer with the relevant staff. If the Campus Grievance Counsellor considers that the complaint is upheld, a recommendation will be made to the relevant Campus Director of Studies - Vocational Education and Training (DOS-VET) (or nominee).

If the Campus DOS-VET (or nominee) agrees then he/she will immediately notify relevant staff to implement the actions required to resolve the complaint. The complainant will be provided with a written report of the steps taken to address the complaint within 20 working days of the commencement of the complaint process.

If the complaint is not upheld, then the complainant will be given a written explanation detailing the reasons for that decision. He/she will also be advised of the right to access the internal appeals process if not satisfied with the outcome of the formal complaint.

The Grievance Counsellor will retain a written record of the complaint and its outcome.

### **18.3 Internal Appeals**

If a student is dissatisfied with a decision made by the College, he/she has 20 working days from the date nominated in the written notification by the College in which to lodge an Internal Appeal to have the case reviewed at no cost to the student. This includes decisions relating to complaints outcomes and assessment appeals, as well as notifications of unsatisfactory course progress, unsatisfactory attendance, misbehaviour, refusal to provide a letter of release, and/or pending cancellation of enrolment by the College.

Appeals should be lodged in writing on an *Appeal Request Form*, available from the Campus Grievance Counsellor, or in a letter.

The appeal will be considered by the Campus Director (or nominee), who may decide:

- i) to make a determination based on the appeal;
- ii) to establish an appeals panel; or
- iii) that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these internal appeals procedures.

If the decision is to convene an Internal Appeal Panel, the panel will meet within 20 working days. The complainant will be informed of the membership of the panel and the procedure to be followed at least 5 working days in advance of the panel's meeting. The panel will consist of the Campus DOS-VET (or nominee) as Chair, and two other senior staff members of the College who have not been involved in the complaint so far.

The review will take into consideration all relevant facts. The complainant may attend and can be accompanied by a support person who may speak and act on his/her behalf, including providing evidence. If the complaint involves another person(s), that person will also be invited to present his/her case to the panel. A written record of the meeting will be taken.

The complainant will be notified of the decision of the internal appeals process in writing within 5 working days of the decision. If the appeal is upheld he/she will be informed of the actions to be taken to resolve the complaint. If the appeal is not upheld, then he/she will be given a detailed written explanation including the reasons for that decision, and advised of the right to access the external appeals process if not satisfied with the outcome of the internal appeal.

### **18.4 External Appeals**

In the event that the complainant remains dissatisfied with the result or conduct of the College's internal procedures for handling of the complaint, he/she has the right to access an external appeals process at minimal cost.

The College recommends the ACPET External Appeals Service as the external body to which a complainant may refer an unresolved complaint.

The independent external review will be conducted in accordance with their policies and procedures.

### 18.4.1 How to Apply for an External Case Review

The complainant must lodge the External Case Review via email and will be required to complete the External Appeals Form which includes payment details. The form is available from the website:

<http://acpet.edu.au/students/student-support/appeals>

or from the College Student Services.

This completed form and relevant documentation is to be emailed to: [Student.appeals@acpet.edu.au](mailto:Student.appeals@acpet.edu.au).

The complainant should not phone or go into an ACPET office under any circumstance. ACPET is only the administrative centre; the case review will be conducted elsewhere by an independent panel of appropriately qualified legal practitioners.

### 18.4.2 Fees and Charges Applicable

External Reviewers	\$330 (including GST)
Administration Costs	\$70 (including GST)
Total Cost	\$400 (including GST)

of which the College pays 50% i.e. \$200 (including GST) and the complainant pays 50% i.e. \$200 (including GST) which must be paid with the lodgement of the appeal.

Appeals will not be processed until funds have been cleared.

If the External Case Review process supports the student, the College will immediately implement any decision and/or action required, and advise the student in writing. If the complaint is not upheld, then he/she will be given a written explanation including the reasons for that decision.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

### 18.4.3 Students based in Queensland

An overseas student, who is seeking assistance to resolve a dispute with a registered provider, should first exhaust the College's internal dispute resolution process.

If not satisfied with this process, he/she should contact the external independent mediation services offered by the College or contact the Dispute Resolution Branch of the Department of Justice and Attorney-General. There are six (6) Dispute Resolution Centres throughout Queensland.

The **Brisbane Dispute Resolution Centre** is located at:  
Level 1  
Brisbane Magistrates Court  
363 George Street  
BRISBANE QLD 4000  
Telephone: +61 7 3239 6269 or 1800 017 288 (toll free outside Brisbane).

If an overseas student has a concern about the conduct of a CRICOS registered provider in Queensland, he/she may address the concerns in writing, to the International Quality Unit (CRICOS). It is important to note that the role of the International Quality Unit (CRICOS) is not to act on behalf of the student to resolve a complaint, but to ensure that the registered provider is compliant with the requirements of CRICOS registration.

To assist the International Quality Unit (CRICOS) in investigating those concerns, the student needs to supply in writing a detailed outline of his/her experience, including any steps taken with the provider to address the problem.

Please note the complaint will be treated with absolute confidentiality, unless the student gives that department written permission to discuss the particular situation with the education provider.

#### **18.4.4 Enrolment Status**

If the complainant chooses to access this policy and procedure, his/her enrolment will be maintained while the complaints and appeals process is ongoing, except where the appeal is against the College's decision to suspend his/her enrolment due to misbehaviour in which case the College will only wait for the outcome of the Internal Appeals Process. Should that outcome be in favour of the College, then the cancellation and required notifications will occur.

#### **18.5 Record keeping and Confidentiality**

Records of all complaints handled under this procedure and their outcomes will be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the Campus Director. Records of complaints will be maintained at the last campus at which the student studied or in the case of prospective students at the campus to which he/she applied.

All records relating to complaints and their outcomes will be treated as confidential and will be kept in a separate file in a secure environment in accordance with the College's Records Management and Privacy and Personal Information Policies and Procedures.

### **19 ESOS FRAMEWORK**

Australia has a reputation as a safe, progressive and dynamic place to study. We maintain this reputation by providing quality education delivered in accordance with the ESOS Framework which is the consumer protection specifically developed for overseas students. A description of the ESOS Framework is available electronically at the following web site: [http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS\\_FrameWork\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf).

## 20 PRIVACY POLICY

Martin College is bound by Commonwealth law to handle Personal Information in accordance with National Privacy Principles. These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

We collect the information that you provide on your enrolment form; details of your academic progress (including results of assessments); your attendance record; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges. In other words, we only collect information that is necessary to ensure that we deliver to you the services promised in our brochure and on our web site.

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems.

When you commence, you are issued with a unique Student Identification (ID) number. It is important that you do not disclose this ID number to other students in order to protect your privacy. The number will be used to display your class schedule and your assessment results.

Personal information may be used and disclosed within the company to administer our products and services, as well as for prudential risk management purposes. We may also use this information, unless you tell us otherwise, to provide you with related marketing information or to assist you in securing employment at the completion of your course.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

### **20.1 Disclosure Required by Law**

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to social security (if you are receiving Youth Allowance).

### **20.2 International Students' Information**

Information is collected by the College during each international student's enrolment in order to meet its obligations under the ESOS Framework. This is to ensure students' compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Framework.

Information collected about each student during enrolment can be provided, in certain circumstances, to the Australian Government and designated

authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected during enrolment can be disclosed without the student's consent where authorised or required by law. Information about each student collected during enrolment and throughout their enrolment with Martin College can also be provided to Parents, Guardians, Agents and Sponsors, unless you tell us otherwise.

### **20.3 Access to Personal Information**

You can access the personal information we hold about you by contacting \_\_\_\_\_ at this campus. When we receive your written request, we will organise an appointment time for you to view your records.

## **21 REFUND POLICY**

Students who are considering withdrawing from the course after having commenced their studies, should refer to the Cancellation and Refund Policy shown in the current Martin College brochure and on the College web site at <http://www.martincollege.edu.au/college-policies.aspx>. These will provide guidance on both the process to follow and the College policy.

## **22 BLENDED LEARNING MODEL**

Martin College uses a blended learning model, which requires you to participate in training provided in the classroom by the instructional staff. This is supported by learning resources and additional activities within the online learning platform, *StudySmart*. You are required to access and work through these online resources and activities also.

## **B STUDENT BENEFITS**

### **1 YOUTH ALLOWANCE/AUSTUDY/ABSTUDY**

Youth Allowance/Austudy/Abstudy is available to Australian, full time eligible students on approved courses. Youth Allowance is for people under 25 years of age; Austudy is for people 25 years of age and older. Aboriginal or Torres Strait Islander students can claim Abstudy instead of Youth Allowance.

When applying, you will need to include the National Training Information Service (NTIS) title and identification code for your course. Your Course Consultant can assist with this information.

For more information, contact Centrelink by telephone on: 13 2490.

NB: Please contact Centrelink as soon as you complete your course, or if you obtain a job before you complete your course, so that benefits may be discontinued. You will be required to re-pay any overpayments received.

### **2 STUDENT TRAVEL CONCESSIONS**

Student Services will be able to provide information for you in regard to travel concessions available for students. These vary between campuses.

### **3 IDENTIFICATION CARDS**

During Orientation, the College will arrange to issue you with an Identification Card. This card will show your student number so you may identify your assessment outcomes. If lost, a replacement card will cost \$10.00.

For security reasons students are required to carry their ID Cards while on premises to exclude unauthorised persons from the College, and for the security of the College premises and students' possessions.

### **4 UNIVERSITY ENTRANCE**

Students who successfully complete Advanced Diploma and Diploma Courses will be deemed to have met minimum entry requirements for most Australian Universities, and may receive substantial credit towards a Degree in a related field. For the most up-to-date information on university articulation agreements, see <http://www.martincollege.edu.au>.

Students need to be aware that for them to gain entrance into these universities they must achieve at least the minimum specified grades nominated by the university, and meet the relevant university's entry requirements. Australian universities also expect applicants to have completed senior secondary education (or equivalent).

In addition, Study Group Australia has a Service Agreement with Charles Sturt University (CSU) which enables the delivery of several of their undergraduate and post-graduate degree programmes at the Charles Sturt

University Study Centres. These are located in our Sydney and Melbourne campuses. For further information see Student Services.

## 5 WORK PLACEMENT ASSISTANCE

The Study Group Australia Career Starter Program is available to all Martin College students. It is the link between academic studies and work experience and it may incorporate a full-time, unpaid learning experience in a relevant working environment after completion of a Diploma. It has three different sections, each targeted at addressing a specific need of students.

Students should note that this is not a recruitment service. There is no guarantee of employment and all students and graduates must actively participate in their own job-search. (The conditions of an international student visa may restrict participation in some aspects of this program.)

For more information about the Martin College Career Starter Program, please visit: <http://www.martincollege.edu.au/careerstarterprogram>.

### 5.1 Learner Part-Time Employment Assistance

We understand that students may wish to obtain casual or part-time work during their time of study with us. The College will guide you in relation to the conditions for working while studying, and with the obtaining of a Tax File Number.

When you participate in the free on-campus workshops and seminars, you will gain insight into the development of a résumé, and help to find part-time or casual employment outside of college hours ... employment that matches your current skills.

### 5.2 Optional Internship

An optional internship incorporates a full-time, unpaid learning experience in a relevant working environment. It is available to students who complete either a package of Martin College courses or a course with a minimum duration of 20 weeks. It provides an opportunity to gain an insight into the operation of a working office and obtain practical experience in an industry in which you have not previously worked.

For information about the optional internships and the conditions that apply, please visit: <http://www.martincollege.edu.au/careerstarterprogram>.

### 5.3 Graduate Placement Assistance

The Martin College commitment to its students goes beyond the fact that a well-established name often helps to open doors. Professional personnel work to provide a fully integrated career advisory and placement assistance service.

To assist local students to gain the best possible career placement outcome at the successful completion of their studies at Martin College, the Work Placement Coordinators are in contact with the business community, building relationships with organisations across all industry sectors. This means they are able to advise students of opportunities and how these relate to the students' individual needs and preferences.

As local students near the end of their courses, the Work Placement Coordinators work with each individual to prepare him/her to present

professionally and confidently to the job interviews that will be organised with prospective employers.

#### 5.4 Online Job Search Tools

Among many job search resources available online, Martin College recommends **Job Mail** by **SEEK** as a valuable tool in your quest to find the ideal job. Once a day, SEEK will email you a list of all the new jobs added to the site that match your criteria. Your job preferences are saved in a search profile that is linked to listings on the SEEK website so that the next time you visit, you are only a click away from your matching jobs. You can also save a number of search profiles to help you sort through jobs by category. This tool is a great way to get new jobs in your inbox while you are studying so that you are aware of what is available in the marketplace ... and when you are ready to begin your career, you will already have job opportunities available to you. Our Work Placement Assistance team can help you create your own personal profile, or you can find out more at <http://www.seek.com.au>.

### 6 INTER-CAMPUS TRANSFERS

Students can study at our locations in Sydney, Brisbane or the Gold Coast. Transfers between campuses can be arranged through Student Services, but are not always possible because not all courses are offered at each campus.

Transfers must be for a minimum of five (5) weeks and must be approved by both campuses before you relocate.

### 7 PLATYPUS CLUB



The Platypus Club is SGA's social and activities club, open to all Martin College students.

Learning whilst having fun is a key element of the Martin College experience. You can participate in a wide range of social activities and sporting pursuits outside classroom hours, where you will make friends from all around the world, and truly enjoy yourself. Australia is the perfect place for barbecues on the beach, trips to the country and sporting activities.

Check with Student Services to find out about the range of forthcoming activities.

## **C TRAINING AND ASSESSMENT INFORMATION**

### **1 TIMETABLES**

The timetables are posted that show your classes, their room allocations, and times for attendance. Please check the timetable for each block and see the Scheduling Department if you have any enquiries.

#### **PLEASE NOTE**

Students who choose not to attend their scheduled Learning Units will be required to pay for the SGA Learning Unit to be provided to them again. Additional fees will be applied in such circumstances.

The College will allow students to re-schedule the SGA Learning Unit without penalty if a genuine reason is given, e.g., illness and appropriate documentation is presented. This will be based on approval from the Director of Studies or Campus Director. However for VET FEE-HELP enabled courses, documentation must be provided before the end of the Census Date for the Unit of Study, or special consideration sought.

### **2 EXEMPTIONS: RECOGNITION OF PRIOR LEARNING**

Recognition of Prior Learning (RPL) acknowledges skills, knowledge and understanding gained as a result of previous study, work and/or life experience. Martin College will make this process available to you for any unit in which you feel you are competent already.

RPL is administered by the Director of Studies upon request from the student. Students are encouraged to discuss any prior learning they may have with the Director of Studies who will provide guidance in relation to the process.

Please note that applications submitted at either the time of enrolment or before the commencement of the relevant SGA Learning Unit will be processed at no cost to the applicant. A service fee of \$150 will apply to each application received on or after the day of commencement of the relevant SGA Learning Unit.

#### **2.1 Applications by Eligible Students within VET FEE-HELP Enabled Courses**

Applications must be submitted and approved prior to close of business on the Unit of Study's Census Date. If the RPL is granted, and substantial time/effort was involved in the assessment process, the RPL fee shown on the relevant Schedule of Fees will apply.

If the application is received after the Census Date, a service fee will not apply, but the Unit of Study tuition fee will still apply, unless special consideration is applicable.

### **3 ASSESSMENT PROCESS**

Assessment is the process of collecting evidence and making judgements as to whether competency has been achieved by each student. It

incorporates determining whether the collected evidence can be proven to be the work of the actual student, through electronic programmes such as *Turnitin* or by activities being undertaken under direct supervision.

### 3.1 General

For a student to be awarded a Certificate, Diploma or Advanced Diploma, he/she must satisfactorily complete all SGA Learning Units that are a mandatory part of that course. Students who fail to satisfy the minimum course requirements will be given a Statement of Attainment, listing the student's achievement up to the last day attended.

Students who arrive after the commencement of an assessment will not be admitted into the assessment room. Students should arrive 5 minutes before the commencement of an assessment.

Students are responsible for providing writing equipment and calculators. Programmable calculators are to have their memory cleared and inspected by the supervisor prior to use during assessments. Electronic translators, Memory Sticks (USBs) and mobile phones are not permitted within assessment rooms. English to Foreign Language paper-based dictionaries must be checked by the supervisor prior to the start of the assessment time.

Students may leave the room once they have finished the assessment task. (They must first sign the appropriate form to indicate that they have completed the assessment.) The following must be returned to the supervisor: assessment question paper, answer paper, any notepaper (scribble paper), and computer disks (where applicable).

### WARNING

Students are under strict conditions during assessments. Talking, moving around, drawing attention to oneself or distracting others will not be tolerated. The supervisor has the right to exclude from the assessment room any student who breaches these conditions.

### 3.2 Martin College Assessment Policy

In keeping with our organisational policy, SGA maintains a dual assessment system identifying the attainment of each relevant Unit of Competency, but with a separate graded component to enable future employers to readily identify the quality of our graduates and their suitability for employment.

The following grading scale will apply to all assessment:

Not Yet Competent	SU
Competency Attained (Graded)	CO*
Competency Attained (Ungraded)	CO
Performance with Merit	PM
Performance with Distinction	PD
Approved Withdrawal	AW

Assessment for each SGA Learning Unit involves the use of a range of assessment methods, enabling the collection of evidence on which to judge if a student can perform competently and/or demonstrate the application of knowledge after the given period of training.

A student must attempt and submit all pieces of assessment as required within the SGA Learning Unit. If he/she does not attain the standard set for competency within every piece of assessment, he/she will be deemed to be 'Not Yet Competent' within that SGA Learning Unit.

Any student who fails to submit an Assessment Activity on the due date, and has not made prior arrangements with the teacher, will be deemed 'Not Yet Competent' for that piece of assessment, unless appropriate documentation (such as a medical certificate) is presented.

Students receiving an assessment result of 'Not Yet Competent' will be eligible for a second assessment attempt, however they will not be eligible for a graded result for that SGA Learning Unit. Such second attempts must be within 20 working days of the posting of the original result.

If the same student does not demonstrate the standard set for competency within that supplementary assessment, then he/she will be scheduled to re-commence that full SGA Learning Unit and additional fees will be applied. (Students should refer to the section in this handout on the College's requirements in relation to Satisfactory Academic Progress.)

In this circumstance, no restrictions will be applied to the final grading unless the first attempt at the assessment on the second round of the SGA Learning Unit is also unsuccessful, and a second supplementary exam is required. In this situation the student will not be eligible for a graded result.

If the student is again deemed 'Not Yet Competent', immediate counselling will occur. Continued enrolment is dependent on the student meeting the College's requirements for Satisfactory Academic Progress.

### **3.2.1 Failure to Attend an Assessment Session**

Any student who fails to arrive to complete an Assessment Activity and does not present valid certification (e.g. a medical certificate) to the DOS - VET, must attempt that assessment within 10 working days of the original date or he/she will be deemed 'Not Yet Competent' within that SGA Learning Unit.

Details will be recorded within the student's records. He/she will then be allowed a subsequent attempt at the assessment to demonstrate competency, however in this situation the student will not be eligible for a graded result.

If the same student does not achieve the standard set for competency within that assessment, then he/she will be scheduled once only to re-commence the SGA Learning Unit, and additional fees will be applied. In this circumstance, once competency has been attained no restrictions will be applied to the final grading unless the first attempt at the assessment on the second round of the Learning Unit is also unsuccessful, and supplementary assessment is required. The student will not be eligible for a graded result.

If the student is again deemed 'Not Yet Competent', immediate counselling will occur. Continued enrolment is dependent on the student meeting the College's requirements for Satisfactory Academic Progress.

### 3.2.2 Cheating

Cheating is the taking of any unauthorised material or electronic device into an assessment room, irrespective of whether or not this is used by the student to assist him/her to complete that assessment.

After investigation, any student found to be cheating will have his/her Assessment Activity cancelled and he/she will be placed on probation. He/she will be scheduled to re-commence that full SGA Learning Unit, and additional fees will be applied.

If excellent attendance is maintained, the student will be allowed to re-attempt the assessment components for the SGA Learning Unit concerned. (Illness covered by a medical certificate will not be exempt, unless approved by the DOS-VET or his/her nominee.)

In this situation the student will not be eligible for a graded result.

Any further incidence of proven cheating or other unacceptable behaviour will result in cancellation of the student's enrolment. In the event that this occurs, no refund of fees will be possible, and the College will not assist with work placement.

The written notice of the College's decision will inform the student that he or she is able to access the College's Complaints and Appeals Process and has 20 working days in which to do so. (Information on the College Complaints and Appeals Policy and Procedures is located on the web site at <http://www.martincollege.edu.au/college-policies.aspx>.)

### 3.2.3 Plagiarism

A plagiarist is someone who presents the thoughts or writings of another person as his/her own. You are, therefore, required to acknowledge all direct quotations, ideas, paraphrased writings and statistical information. (Refer to your Student Study Skills Handout if unsure how to do this.)

Plagiarism is a form of cheating, and is one of the most serious offences any writer can make. Any student found to be plagiarising will be regarded as having cheated, and the same conditions will be applied as recorded in Section 3.2.2 above.

**Instructional staff will recognise plagiarism when it occurs as they have read much of the literature you will use. If you do not acknowledge the exact source of this information, you must be prepared to suffer the consequences.**

### 3.2.4 Submission of Assignments

Each student is provided with a Student Study Skills Handout which includes information on the requirements for the formatting of assignments. Your Instructional staff will also provide information relating to *Turnitin*, an electronic system used for identifying plagiarism within written work.

## 4 ASSESSMENT APPEALS POLICY

Student assessment results are posted against a student's unique identification number. Each result sheet features the date of posting. This

date will be recognised as that from which the official Appeal Time is calculated.

Students may appeal against their results through application to the Campus Grievance Counsellor. Refer to the policy section on the College web site located at <http://www.martincollege.edu.au/college-policies.aspx> for further information on Assessment Appeals.

## 5 SATISFACTORY ACADEMIC PROGRESS – LOCAL STUDENTS

The College expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. Its purpose-built student records database generates reports of students' academic progress, enabling the Campus Director of Studies – Vocational Education and Training (DOS-VET) to monitor, record and assess every student's progress at the end of each study period. The College operates five study periods per year.

For the purpose of progression monitoring, each SGA Learning Unit that has a finish date within a particular study period is considered to be in that particular study period. Each SGA Learning Unit is equally weighted for progression monitoring purposes.

### 5.1 Classroom Monitoring and Early Intervention

In order to assist with academic progress, the trainers monitor each student's attendance and performance in the SGA Learning Unit(s) they deliver. If a student appears to be experiencing difficulty within a particular SGA Learning Unit, the trainers alert the DOS-VET or Course Coordinator.

The student will be notified and asked to make an appointment to see the DOS-VET or Course Coordinator, who will offer counselling and establish a programme of support for the student. Please note that it is the student's responsibility to follow through on that programme, and to maintain contact with the DOS-VET and/or other staff nominated.

### 5.2 Monitoring Progress and Intervention Strategy - Stage 1

A student who does not demonstrate competency in at least 80% of the SGA Learning Units undertaken during each study period will be identified as being 'at risk'. He/she will be advised in writing and required to meet with the DOS-VET and/or Course Coordinator by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring programme will be implemented at this point, and an intervention strategy will be activated for the next study period.

As part of the intervention strategy, the student will be provided with an Intervention Contract that will detail a support programme which will include counselling and mentoring and one or more of the following:

- i) attending special tutorials and/or coaching;
- ii) receiving assistance with personal issues which are influencing his/her progress;
- iii) being placed in a suitable alternative course;
- iv) undertaking a reduced course load.

It is the student's responsibility to follow through on that individual programme, and to maintain contact with the DOS-VET and/or other staff nominated within the Intervention Contract.

A record of the intervention measures discussed and implemented will be kept on the student's file by the DOS-VET and/or other staff nominated within the Intervention Contract.

### **5.3 Intervention Strategy - Stage 2: Review of Progress**

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous study period, and as a result he/she achieves competency in 80% or more of the units attempted in that previous study period, the DOS-VET will review the student's academic history, and may choose to cancel the Intervention Contract, amend it or continue it unchanged to the end of the study period.

The DOS-VET or Course Coordinator will monitor the academic progress of each student with an Intervention Contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the student will no longer be regarded as being 'at risk' and the Intervention Contract will be closed.

### **5.4 Intervention Strategy – Stage 3: On-Going Support**

If the student's academic progress demonstrates competency in more than 50% but less than 80% of the SGA Learning Units undertaken in that second study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student's needs.

A record of the intervention measures discussed and implemented will be kept on the student's file by the DOS-VET and/or other staff nominated within the Intervention Contract.

### **5.5 Unsatisfactory Course Progress**

If after Stages 1 and 2 of the Intervention Strategy have been completed, the student has been assessed as not yet competent in 50% or more of the SGA Learning Units undertaken in the second study period, the DOS-VET will notify the student in writing of the College's intention to dismiss the student for unsatisfactory academic progress. The written notice of the College's intention will inform the student that he or she is able to lodge an appeal through the College's Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained in the student's file of the written notice of intention to report, and documentation of the Complaints and Appeals process, as applicable.

## 6 SATISFACTORY ACADEMIC PROGRESS – STUDENT VISA HOLDERS

SGA will systematically monitor students' course progress. It will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements; intervention strategies will be implemented to assist these students to attain their educational goals. If however, students remain unable to demonstrate the satisfactory academic progress requirements, SGA will report them under Section 19 of the ESOS Act for having breached the stipulated course progress requirements stated within this policy.

The College expects each student to progress through his/her course at a rate that will enable the student to complete the course in the nominated duration. Its purpose-built student records database generates reports of students' academic progress, enabling the Campus Director of Studies – Vocational Education and Training (DOS-VET) to monitor, record and assess every student's progress at the end of each study period. The College operates five study periods per year.

For the purpose of progression monitoring, each SGA Learning Unit that has a finish date within a particular study period is considered to be in that particular study period. Each SGA Learning Unit is equally weighted for progression monitoring purposes.

### 6.1 Classroom Monitoring and Early Intervention

In order to assist with academic progress, the trainers monitor each student's attendance and performance in the SGA Learning Unit(s) they deliver. If a student appears to be experiencing difficulty within a particular SGA Learning Unit, or perhaps with the English language, the trainers alert the DOS-VET or Course Coordinator.

The student will be notified and asked to make an appointment to see the DOS-VET or Course Coordinator, who will offer counselling and establish a programme of support for the student. Please note that it is the student's responsibility to follow through on that programme, and to maintain contact with the DOS-VET and/or other staff nominated.

### 6.2 Monitoring Progress and Intervention Strategy - Stage 1

A student who does not demonstrate competency in at least 80% of the SGA Learning Units undertaken during each study period will be identified as being 'at risk'. He/she will be advised in writing and required to meet with the DOS-VET and/or Course Coordinator by a nominated date to discuss any issues and support options - including supplementary assessment. A counselling and mentoring programme will be implemented at this point, and an intervention strategy will be activated for the next study period.

As part of the intervention strategy, the student will be provided with an Intervention Contract that will detail a support programme, which will include counselling and mentoring and one or more of the following:

- i) attending special tutorials and/or coaching;
- ii) attending English language classes;

- iii) receiving assistance with personal issues which are influencing his/her progress;
- iv) being placed in a suitable alternative course;
- v) undertaking a reduced course load.

It is the student's responsibility to follow through on that individual programme, and to maintain contact with the DOS-VET and/or other staff nominated within the Intervention Contract.

A record of the intervention measures discussed and implemented will be kept on the student's file by the DOS-VET and/or other staff nominated within the Intervention Contract.

### **6.3 Intervention Strategy - Stage 2: Review of Progress**

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous study period, and as a result he/she achieves competency in 80% or more of the units attempted in that previous study period, the DOS-VET will review the student's academic history, and may choose to cancel the Intervention Contract, amend it or continue it unchanged to the end of the study period.

The DOS-VET or Course Coordinator will monitor the academic progress of each student with an Intervention Contract for the remainder of that second study period, and review his/her results at its end. If satisfactory academic progress of 80% or more was made during that second study period, the student will no longer be regarded as being 'at risk' and the Intervention Contract will be closed.

### **6.4 Intervention Strategy – Stage 3: On-Going Support**

If the student's academic progress demonstrates competency in more than 50% but less than 80% of the SGA Learning Units undertaken in that second study period, a second intervention strategy will be implemented to provide on-going support appropriate to the student's needs.

A record of the intervention measures discussed and implemented will be kept on the student's file by the DOS-VET and/or other staff nominated within the Intervention Contract.

### **6.5 Unsatisfactory Course Progress**

If after Stages 1 and 2 of the Intervention Strategy have been completed, the student has been assessed as not yet competent in 50% or more of the SGA Learning Units undertaken in the second study period, the DOS-VET will notify the student in writing of the College's intention to report the student to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via PRISMS for unsatisfactory academic progress. The written notice of the College's intention will inform the student that he or she is able to lodge an appeal through the College's *Complaints and Appeals* process, and has 20 working days from the nominated date in which to do so. All subsequent action taken will be in accordance with that procedure.

Evidence will be retained in the student's file of the written notice of intention to report, documentation of the *Complaints and Appeals* process, and a

copy of a Section 20 notice of the final reporting to DEEWR via PRISMS, as applicable.

## 7 COURSE COMPLETION

Provided no re-assessment is required, the College endeavours to finalise results, then prepare, and post certificates no later than 21 days after course completion.

If re-assessments are required, they must be completed within 2 weeks of course completion. Certificates will then be available 21 days after completion of such re-assessments.

If a student leaves before he/she has successfully completed the mandatory SGA Learning Units within his/her course, the course is considered incomplete and an Advanced Diploma, Diploma or Certificate will NOT be issued. Instead a Statement of Attainment will be given listing the student's achievements up to the last day attended.

Replacement Advanced Diplomas, Diplomas, Certificates and results schedules can be issued to students upon payment of a fee of \$50.00.

## 8 EXIT SPEEDS RECOMMENDED FOR GRADUATES SEEKING EMPLOYMENT IN AUSTRALIA

Students seeking employment within Australia after graduating are encouraged to develop their keyboarding speed and accuracy.

Our Work Placement Assistants recommend that you attain **at least** the following exit speeds.

<b>COURSE</b>	<b>SPEED (wpm)</b>	<b>COURSE</b>	<b>SPEED (wpm)</b>
<b>GRAPHIC DESIGN</b>		<b>EVENTS</b>	
Certificate IV in Design	25	Certificate III in Events	30
Diploma of Graphic Design (Advertising and Multimedia)	30	Diploma of Events	40
<b>INFORMATION TECHNOLOGY</b>		<b>BUSINESS</b>	
Diploma of Information Technology (Systems Administration)	30	Advanced Diploma of Management	40
Certificate III in Information Technology	25	Diploma of Business	40
<b>TOURISM</b>		Diploma of Management	40
Certificate III in Tourism (Retail Travel Sales)	30	Diploma of Marketing	40
Diploma of Tourism	40	Certificate IV in Business	40

## D COMPUTING RESOURCES REGULATIONS

The College provides computer facilities for the use of all its students.

Priority one in all computer rooms is the scheduled class. Access to the facility while a class is in progress will be at the discretion of the supervising teachers.

The computers should only be used for *bona fide* college purposes. It is essential that all students act in a responsible manner to ensure the facility is maintained at the highest standard.

Students are directed to the computer usage regulations which follow as these relate to the downloading and/or printing of offensive materials, and are warned that breaching the regulations could jeopardise their continued enrolment at the College.

### 1 CLASSROOM USAGE FOR COURSE WORK

- Classroom computers will be available for student access during college business hours. Some campuses may provide extended hours to coincide with evening classes.
- Students must be working on prescribed coursework, assignments or associated research.
- Students must display or be wearing a valid ID Card at the workstation when using a computer.
- Designated rooms may be nominated for students in specific courses (e.g., Graphic Design or IT) to access computers, however any supervised room may be used.
- No mobile phones, food and/or drinks (including water bottles) are to be brought into the computer laboratories.
- Students should place rubbish in the bins provided. All unused papers should be dropped into recycling bins where available.
- Students must not interfere, re-adjust, re-set or re-configure the computer equipment in any way.
- Each student is required to work in a considerate manner and not stop others from proceeding with their work.
- Each student is responsible for the equipment that he or she uses at that particular time and therefore should check and report any irregularities with that equipment before the equipment is used or during its use. When computer or software problems occur in the student access rooms, any faults should be reported to the computer technicians. When the problems occur in the computer laboratory classrooms, report the faults to the teacher in charge of the class at that time. This notification includes alerting staff to suspected viruses.

## 2 INTERNET ACCESS

All students will be provided with a generous free weekly allocation of Internet time for the purpose of academic research. If a student exceeds this allocation, he/she will be charged for additional volume, in advance. Students will need to speak to the Bursar regarding payment for any such additional allocation.

The Internet should be used solely for research and academic related activities so only appropriate sites should be visited. Students caught visiting inappropriate sites or having inappropriate files in their home drives will face serious consequences.

No download of music, games or proprietary software should be done using the College's access to the Internet.

For personal use: all students will be required to use a public access e-mail account during hours of availability, eg, Hot Mail. For personal correspondence, computers and hours of availability will be nominated at each campus.

## 3 COMPUTER PROTOCOL

- Computers are provided for the purposes of teaching and learning. Absolute priority will be given to scheduled classes, research and assignment preparation.
- Tampering with computer settings and hardware is considered to be a serious act of vandalism.

## 4 CONSEQUENCES OF MISUSE OF RESOURCES

The College's computer resources are an important learning tool for all students. It is therefore essential that the facilities be used appropriately by all users.

- Students who break the rules governing the conditions of use of the computer facilities may have their use of college computers suspended for a minimum of one week.
- Serious offences will incur longer period of suspension of the student from using the computer resources and will be decided on by the Campus Director.

## 5 PRINTER ACCESS

- Assignments should generally be e-mailed to staff. You will be advised by the instructional staff member concerned.
- If hard copies are required, they may be printed on designated printers. Please note, only assignments, set research and class work that will be assessed in hard copy version should be printed.

## 6 PRIVACY WAIVER

The College may monitor all aspects of user activity including network access, monitoring Internet Sites and monitoring Electronic Mail, Chat and Newsgroups.

**NOTES:**

## E STUDENT STATEMENT

TO

\_\_\_\_\_ College

\_\_\_\_\_ Location

In consideration of the College granting me access to use computer facilities I HEREBY ACKNOWLEDGE AND AGREE that I will use the computer facilities provided strictly on the basis of this Agreement, and on the basis of the Computer Resources Regulations published by the College. I further acknowledge that breach of this Agreement or the Regulations may result in restriction or withdrawal of my access.

I undertake that in using and accessing computers:

- i) I will use computers only for *bona fide* research and academic related activities, and for such personal use as provided in the Regulations;
- ii) I will not use the computer network in any way that is in breach of Australian Copyright Law;
- iii) I will not use the computer in any way that may constitute bullying, sexual or racial harassment or vilification; and
- iv) I will abide by the provisions of the Regulations.

I acknowledge that all College announcements and correspondence will be sent to my student email address and that I will need to regularly check my College email and the website.

I certify that I have read this Student Information Handout and the policies and procedures on the website thoroughly and agree to abide by them.

I authorise Martin College to release administrative information concerning my performance at the College (including academic progress and attendance information) to any person who may lawfully require that information, as well as parents/guardians, agents and potential employers.

I agree / do not agree (cross out which does not apply) to Martin College using for future promotional purposes any photographs taken of me by the College or its representative with my permission during my course.

DATED the \_\_\_\_\_ day of \_\_\_\_\_ 2010

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Student ID Number