



*Monarch Institute*  
**Student Information Guide**



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# Welcome to Monarch Institute

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Congratulations on choosing to further your education and training with Monarch Institute.

Our team will do their utmost to ensure it is a rewarding experience for you. Monarch Institute prides itself on providing courses that focus on practical application. Our methodology ensures that you will be in a position to apply what you have learnt in the industry, immediately upon your course completion.

At Monarch Institute, we understand that people learn in different ways and that in every course there will be students with a variety of backgrounds and experiences. With this in mind, we have carefully designed our courses in a way that allows our students to build upon their past experiences. Ultimately, Monarch Institute's aim is to bridge the gap between people's existing skill-sets and applications required for success in their chosen industry.

Whether you choose our face-to-face courses or online (self-paced) courses, Monarch Institute's team of qualified professionals are always available to support you.

Welcome aboard! We trust this will be an enjoyable and beneficial learning experience for you.

Sincerely,

*Josh Wilson*

Chief Executive Officer  
Monarch Institute

# Monarch Institute's Vision of Excellence

## Monarch Institute's Vision

High quality education and training can open doors to better job opportunities and broader career options. Monarch Institute believes the key to a successful course is making it well-structured with easy-to-follow materials. Above all, a focus on practical application enables students to make a valued contribution in their industry, immediately upon completion of their course. Monarch Institute's education specialists design materials that are engaging and relevant. Their instructors focus on applications that employers need and want most. Monarch Institute prides itself on offering timely and relevant education and training that give students the best opportunity to succeed in their chosen course of study.

## Monarch Institute's Mission

- To provide students with world-class education and training
- To maximise individual learning through the provision of structured, easy-to-follow course materials
- To offer innovative learning opportunities that prepare Monarch Institute students for the workplace
- To provide superior student support, ensuring every candidate receives value from their education and training program.

## Monarch Institute's History

Over twenty years ago, a group of education specialists began collaborating, with a vision of establishing a dynamic institution known for its academic excellence and innovative instruction. Combining their skills, these education specialists delivered training programs for both industry and Government bodies, in Australia and Asia, with great success. In recent times, this same group of education specialists recognised the need for courses in the Vocational Education and Training (VET) sector that provided a more practical application, to reinforce the content students had learned in their courses. These specialists recognised the value in enabling individuals to confidently transfer their VET knowledge into practice in the work place. To achieve this, Monarch Institute was established. Its aim is to deliver education and training programs with a focus on practical application at its core.

## Monarch Institute's Strengths

- All Monarch Institute trainers have been carefully selected for their combination of extensive industry and training experience
- All Monarch Institute course materials have been written by industry practitioners to ensure that relevant and practical applications are at their core
- Monarch Institute's education specialists oversee all education and training programs with a focus on the provision of structured, easy-to-follow course materials
- Monarch Institute provides superior student support, ensuring each and every candidate maximises their learning experience and obtains real value from their studies
- Monarch Institute offers a variety of assessment techniques to meet the needs of individual learning styles.

## Monarch Institute's People

All Monarch Institute's instructors have both extensive industry and teaching experience. Monarch Institute has recruited some of the best and brightest senior lecturers from RMIT, the University of Melbourne, La Trobe University and the AGSM. Monarch Institute's highly qualified staff have delivered

extensive training both in Australia and overseas. They have experience designing curriculums that are well structured and easy-to-follow, in a variety of courses for both the Higher Education and VET sectors. Senior Monarch Institute instructors have been awarded recognition for teaching excellence, both in Australia and overseas. It is this depth of experience that ensures the courses undertaken with Monarch Institute will be both informative and enjoyable.

## Monarch Institute's Courses

All Monarch Institute courses are specifically designed to meet the needs and demands of industry employers.

A student who successfully completes a course with Monarch Institute will have the required knowledge and skills to make a valued contribution to their workplace. Courses are comprised of both core and elective units, combining both theory and practical application. To be successful, students must complete the required number of core and elective units, as indicated in the appropriate course brochures.

## Course Awards

On successful completion of the course, students will receive:

- Full Qualification - a Certificate and a Statement of Results
- Partial Qualification - a Statement of Attainment.

## Contact Details & Locations

Monarch Institute is Nationally Registered Training Organisation (RTO) and has training facilities in the following locations.

**Main phone:** 1300 738 955  
**International:** +(613) 9230 6300  
**Email:** info@monarch.edu.au  
**Fax:** (03) 9614 2229

**Melbourne office** Monarch Institute  
**(Head office):** *Please note this address also includes our Melbourne Training Facility.*  
Level 10, 10-16 Queen Street,  
Melbourne, VIC, 3000

## Our Office Hours

9.00am to 5.30pm Monday to Friday (Eastern Standard Time).

## Our Training & Assessment Hours

### Face-to-face/workshop mode

Day training and assessment sessions are conducted from 9.00am to 5.00pm.  
Night training and assessment sessions are conducted until 9.30pm at the latest.  
Weekend training and assessment sessions are conducted from 9.30am to 4.00pm.

## Online/self paced

Monarch Institute's online/self-paced learning management system gives students the flexibility to undertake training and assessment during the hours that suit their lifestyle. Student support is provided Monday to Friday from 9.00am to 5.00pm. For queries outside business hours, students can contact Monarch Institute's Trainers/Assessors via email and they will respond to support requests in a timely manner once the office re-opens.

## How is Training & Assessment Provided?

Courses at Monarch Institute may be offered as both face-to-face workshops as well as online (self-paced) courses.

### Face-to-face workshops

Face-to-face workshops are conducted in a classroom environment enabling students to learn efficiently within a structured and engaging format. The workshops allow students to interact and network with other students under the guidance of industry professionals who "bring the course to life" and provide a "real world" perspective.

- All face-to-face workshops are conducted between the hours of 9.00am and 9:30pm, as either day or evening courses. The maximum time for any workshop is 8 hours per day.
- Course notes and suggested readings are provided to each student upon receipt of full payment for a course.
- Some assessments may be completed during the workshops, but the majority needs to be completed outside of this environment. The workshops do cover all the key areas of the course, providing students with the confidence to successfully complete their assessments in their own time via Monarch Institute's online learning management system.
- Students will be notified of their competency result within 14 days of the receipt of submitted assessments, however the majority of student results are provided within 5-7 business days. Monarch Institute prides itself on providing timely and comprehensive student feedback on assessments. Students are informed about what they got right, but also where there is room for improvement. Students consistently report they appreciate this approach.
- Feedback is obtained from students throughout the course.

**Please note:** Whilst students can attend optional face-to-face workshops, they are enrolled as undertaking a course or qualification as an online/self-paced student. Pre-reading, attendance at workshops (if applicable), self-study and post-workshop assessments are required to complete the course.

### Online (self-paced) learning

Online (self-paced) learning allows students to start a course when and where it is convenient for them to study. Online learning is particularly popular with stay-at-home parents, full-time employees, or anyone seeking maximum flexibility. Students are well supported throughout their course by Monarch Institute's Trainers, available both over the phone, via email or video conference. Monarch Institute's Trainers are experts in their subject field. While it is the responsibility of the student to have a genuine attempt at reading the course material (or a relevant section) prior to accessing the support service, Trainers are more than happy to help clarify any questions related to subject matter, concepts, practical applications or assessments.

- Course notes (PDFs), suggested readings and hard copy text books (if applicable) are sent and/or made available to students upon receipt of course fees.

- Students will be notified of their competency result within 14 days of the receipt of submitted assessments, however the majority of student results are provided within 5-7 business days. Monarch Institute prides itself on providing timely and comprehensive student feedback on assessments. Students are informed about what they got right, but also where there is room for improvement. Students consistently report they appreciate this approach.
- Each student is issued a username and password to Monarch Institute's online learning management system. All assessments are completed online. Multiple choice questions are marked instantly. Written assessments (e.g. short answer, case studies and scenario based questions) are downloaded from the learning management system as Word docs. Once completed, students simply upload the Word doc back into the online learning management system for grading.  
Once the assessment is graded, an email is sent to the student advising them to login to view their gradebook and feedback via the learning management system.
- Feedback is obtained from students throughout the course.

## Corporate Training Options

Monarch Institute provides customised training solutions for small, medium and large companies to meet their specific training needs. Customised training solutions involve any combination of face-to-face training, online (self-paced) learning and onsite training as required by firms.

## Pre-requisites & Entry Requirements

Some qualifications on Monarch Institute's scope of registration have pre-requisites or entry requirements. Monarch Institute's Course Consultants will clearly highlight these to students prior to completion of an enrolment application. In the event that students do not meet the pre-requisites or entry requirements, Monarch Institute will try to formulate a pathway to help students achieve these requirements.

Students who are under 18 years of age when they enrol in a Monarch Institute course may be required to provide written consent from their parent or legal guardian.

## Enrolment

Prospective students need to complete and submit an Enrolment Application Form which can be obtained from Monarch Institute's website on <http://www.monarch.edu.au/student-info/> or by calling 1300 738 955.

Once the completed form has been received, a Course Consultant will assess the application along with any evidence provided.

Once an application for enrolment is successful, students will receive a 'Welcome' email. The Welcome Email will outline the additional steps and information needed to complete the enrolment process.

The Welcome Email also provides access to sample course materials and assessments. This provides students with the opportunity to gauge their suitability for the course/qualification before proceeding with their enrolment. Students have the opportunity at this stage to speak with a Trainer if they have any further queries about the course materials, assessments or their own suitability for the course/qualification.



## Pre-training reviews

As required by the Australian Skills Quality Authority (ASQA) and the Registered Training Organisation (RTO) funding body, Monarch Institute conducts pre-training reviews with students prior to confirming their enrolment. This pre-training review includes English language and maths suitability, study options, preferred learning strategies, Recognition of Prior Learning (RPL), Credit Transfer (CT), possible job outcomes, suitability of qualification(s) for the student, funding eligibility and support services. Monarch Institute documents the pre-training review process to provide the most appropriate guidance to students.

## Induction

Once enrolled in a course/qualification students will be provided with learning and assessment resources and inducted into the course.

## Assuring Quality of Training & Assessment Services

Monarch Institute is a Registered Training Organisation (RTO). Monarch Institute's RTO Number is 22530. This registration requires Monarch Institute to adhere to strict requirements in the delivery and assessment of Nationally Recognised Training.

Monarch Institute's systems and processes are designed and implemented to ensure students have a quality educational experience. Monarch Institute continually receives feedback from students and stakeholders about the quality of the delivery and assessment of courses. This feedback is used to improve Monarch Institute's service and commitment to students and stakeholders.

## Ethical Marketing & Advertising

Monarch Institute strives to market and advertise its services in an ethical and accurate manner by:

- Developing and implementing marketing and advertising materials based on feedback from stakeholders.
- Ensuring marketing and advertising materials on the website, brochures, social media, television and radio only market what Monarch Institute is registered to deliver and there is no misleading content across any mediums.
- Constantly reviewing and updating marketing and advertising materials and modes to ensure they meet consumer protections laws and the Australian Skills Quality Authority (ASQA) and funding body requirements.
- Endeavouring at all times to have ethical and accurate marketing practices which transparently show what Monarch Institute offers and delivers on. Consumer rights are protected at all times.

## Meeting Individual Learning Needs

Monarch Institute is committed to meeting the individual learning needs of students. This is achieved by:

- Providing flexible learning and assessment options such as self-paced/online study and/or face-to-face modes of study.
- Encouraging and supporting students in meeting their learning outcomes. In the event a student is facing valid situations which are hindering them from meeting their learning outcomes, Monarch Institute works closely with that student to help them overcome their situation and get back on track with meeting their learning outcomes.
- Providing high quality practical learning resources and flexible student support services to enable individual learning needs to be met.

## Student Safety & Security

Any student enrolled in a Monarch Institute course that attends the premises for workshops or other training, will be provided with information about safe and secure access to the office and training facilities.

At the commencement of workshops, procedures are outlined to ensure students are provided with a safe and secure environment.

## Industry/Enterprise Consultation & Input

It is Monarch Institute's policy to continually engage with Industry and Enterprise and obtain their feedback to ensure quality training and assessment courses are delivered to students, so they are adequately skilled for the professions they choose.

Monarch Institute engages with Industry/Enterprise before any courses/qualifications are added to the scope of registration. During this engagement process learning and assessment strategy documents are developed which set a documented platform for how each course/qualification is to be delivered and assessed. Monarch Institute continually updates these strategy documents to ensure that Industry/Enterprise input is included into the ongoing delivery of courses/qualifications offered.

In addition to this, Monarch Institute's Trainers/Assessors are Industry Practitioners, who have a passion for the industry and have extensive experience in the industry. Monarch Institute students can be assured their educational experience is driven by what industry wants and most importantly what industry expects.

## Recognition of Prior Learning (RPL) & Credit Transfer (CT)

Monarch Institute trains and assesses students from all walks of life. Some students have had previous experience, some have no experience, some have undertaken similar training in the past and some are new to training in a specific area.

Students who have completed other nationally recognised training or who, through prior learning and experience have gained the same skills/competencies stipulated for the modules of the course, may be granted RPL or CT upon substantiation of that claim (evidence based).

Students applying for RPL will be provided with an RPL document (inclusive of instructions) on what they need to do and what evidence is needed for their RPL application. Students are guided by their Course Consultant throughout this process to ensure all RPL requirements are met.

Students applying for CT must send certified copies of their transcript of results or must bring original transcripts to Monarch Institute to sight as evidence of their CT application. Students are guided by their Course Consultant throughout this process to ensure all CT requirements are met.

Fee for service students	Government funded students
For each Module approved for RPL the total course fee will be reduced by a maximum of \$125*	Units of competency approved for RPL are not eligible for government funding.

\* For government funded students, please contact Monarch Institute.

Once a student has completed and submitted their RPL application or CT documentation, a qualified Monarch Institute Assessor will determine if RPL or CT is granted and a Course Consultant will advise the student about the outcome of their application.

## Recognition of AQF Qualifications Issued by Other Registered Training Organisations

Monarch Institute will at all times abide by national standards for the recognition of nationally recognised qualifications and will:

- Recognise Nationally Recognised Training delivered and assessed by another RTO through the provision of certification showing all requirements as detailed within the Australian Qualification Framework (AQF); and
- Communicate with the issuing RTO for the provision of written confirmation regarding a Certificate or Statement of Attainment, if doubt is evident.

## English and Maths - Referral Service

Monarch Institute is committed to ensuring wide accessibility to its training. In keeping with this commitment, Monarch Institute offers an English and Maths suitability selfassessment on its website for students to gauge whether they need additional support with their language, literacy or numeracy skills for the level of the course they are undertaking. Where students require additional support, they are directed to The Reading Writing Hotline, The Australian Government Language Literacy and Numeracy Program and the Adult Migrant English Program (AMEP).

Students also have the opportunity to ascertain their aptitude for the course in which they are enrolling when they receive the 'letter of offer'. This letter of offer includes a sample of course materials and a sample of assessments so students can determine whether they are comfortable with their own English and Maths capabilities in relation to the required area of learning.

All students who do not have an equal or higher level qualification than the one in which they are seeking to enrol, are required to undertake a short Language, Literacy and Numeracy test.

## Learning & Support Services

Monarch Institute has the following support services for students. To take advantage of these services please contact the Course Co-ordinator who will outline the process for getting assistance with the following services:

- Disability assistance;
- Counselling services;
- Information about other industry organisations to help a student obtain a pathway or progress their career; and
- Language, Literacy and Numeracy assistance.

## Student Welfare & Guidance Services

Monarch Institute recognises that a significant aspect of quality of training programs relies on effective support and management of student and staff welfare. Considering this, Monarch Institute is committed to providing both students and staff with adequate access to:

- Educational, vocational, and personal counselling services
- Guidance and support with financial requirements specifically related to training and education
- Information relating to OH&S, equal employment opportunity and anti-discrimination policies as is appropriate and relevant

In the event that required support extends beyond Monarch Institute's capabilities, information about relevant organisations that supply the required support services will be provided.

## Disciplinary Procedures

Monarch Institute adheres to the principles of adult learning, that the learning environment shall facilitate the learning of all students without interference or disturbance from others and encourages students to respect and protect the rights of others.

Students are required to uphold the standards of Monarch Institute when they are engaged in training and assessment activities. Misconduct means any conduct that is prejudicial to the good order and discipline required. The following forms of misconduct will not be accepted: wilful damage or removal of property, assault or harassment (physical or verbal), cheating or attempting to cheat or assisting any other student to cheat by any means, negligent or disorderly conduct towards a staff member or student, being under the influence of alcohol or drugs, smoking in the building, infringing copyright and consistently attending scheduled training late.

Students who are found breaching these requirements will face disciplinary procedures, which may include suspension of enrolment, cancellation of enrolment, and in extreme instances referral to law enforcement agencies.

## Confidentiality

Monarch Institute follows strict confidentiality policies and does not discuss or disclose any information about a student's situation that relates to their participation in Monarch Institute training courses except for the regulator [ASQA] and any other relevant government agency or an officer of the law.

In the event that a participant discloses any information about a particular situation they might be facing, Monarch Institute keeps this information confidential and does not discuss or disclose this information to others without the participant's consent.

## Privacy Policy

Monarch Institute is committed to adhering to the Privacy Act 1988 (March 2014 amendment) and has implemented detailed policies and procedures, some of which can be found on the Monarch Institute website at: [www.monarch.edu.au/copyright-legal/](http://www.monarch.edu.au/copyright-legal/)

## Gaining Access to Your Records

Students can access their own records at any time provided they forward a written request to the General Manager which clearly identifies them as the person wishing to gain access.

With regard to access to student records by other people (such as employers), this request for access to records has to be authorised by the student in writing. Please read the important paragraph on privacy rules outlined on the Monarch Institute website at [www.monarch.edu.au/copyright-legal/](http://www.monarch.edu.au/copyright-legal/).

All requests for gaining access to student records should be addressed to [info@monarch.edu.au](mailto:info@monarch.edu.au). These requests will then be actioned by the General Manager.

## Legislative Requirements

Monarch Institute is subject to a variety of legislation related to training and assessment as well as general business practice. This legislation governs its obligations as a Registered Training Organisation (RTO), obligations to students and relates to the industry in which training is conducted. The legislation that particularly affects students in Vocational Education and Training includes:

## Commonwealth Legislation:

- Australian Securities and Investments Commission Act 2001
- Corporations Act 2001
- Business Names Registration Act 2011
- Business Names Registration (Transitional and Consequential Provisions) Act 2011
- Insurance Contracts Act 1984
- Superannuation (Resolution of Complaints) Act 1993
- Superannuation Industry (Supervision) Act 1993
- Retirement Savings Accounts Act 1997
- Life Insurance Act 1995
- National Consumer Credit Protection Act 2009, and
- Medical Indemnity (Prudential Supervision and Product Standards) Act 2003
- National Vocational Education and Training Regulator Act 2011
- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act 1998 (March 2014 Amendment/Update)
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- Education Services to Overseas Students (ESOS) Act 2000
- Education Services to Overseas Students (ESOS) (Assurance Fund Contributions) Act 2000
- Education Services to Overseas Students (ESOS) Regulations 2001.

## State Based Legislation:

- National Vocational Education and Training Regulator Act 2011
- Adult, Community and Further Education Act 1991
- Apprenticeship and Traineeship Act 2001
- Tertiary Education Act 1993
- Children and Young Persons Act 1989
- Equal Opportunity Act 1995
- Workers Compensation Act 1958
- Workers Compensation Regulations 1995
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 2004
- Copyright Act, 1879. 42 Vic No 20 (modified 2002)
- Sex Offenders Registration Act 2004
- Occupational Health and Safety Regulation 2001.

## Administrative Fees & Charges for Changes to Enrolment Agreements

Item type	Cost (GST Inc)
Setting up payment plan to pay course fees.	10% added fee
If a credit card payment is declined due to insufficient funds.	\$25
Provision of progressive statement or letter of completion outside of normal cycles. Please note these need to be paid prior to these documents being issued and sent to the student.	\$35
Re-issuing of Testamur (Certificates or Statements of Attainment) that has been lost or damaged by the student.  The student needs to pay for these documents prior to these being issued.	\$30
Re-issuing of printed course materials where a student has lost or damaged these materials. The student needs to pay for these materials prior to these documents being issued and sent to the student.	\$40 - \$120 (dependent on textbook) plus postage.  \$45 per module for course materials plus postage.  \$135 per course
All course fees include up to two (2) attempts at each written assessment per module. If a student is still assessed as "not yet competent" for a particular module/s then subsequent re-sits or resubmissions of assessments will incur a cost of \$200 per additional assessment task.  The cost must be paid prior to the re-assessment being undertaken.	\$200 per additional re-assessment task
Where a student is not successful in correctly answering the minimum multiple choice questions (details of which are provided with each set of multiple choice questions) and consequently the questions need to be re-set within the Learning Management System (LMS), students will incur a cost of \$50 per quiz.	\$50 per additional quiz re-assessment
EFT payments made in a foreign currency	\$25
Changing attendance (day/date) at a workshop booked by the student within 14-days of workshop commencement.	\$25 per workshop day
Formal extension to the course.  Fees are payable upon application for extension	6 month extension \$150  12 month extension \$300
Postage of any materials (including testamurs) outside Australia	\$30 minimum depending on location

# Changing Your Enrolment

## Face-to-face workshops

Once a student has enrolled in a face-to-face workshop, the student may postpone or defer a workshop by providing notice in writing via email to [info@monarch.edu.au](mailto:info@monarch.edu.au). A fee of \$25 per day (or evening equivalent) will be charged for any rescheduling to an enrolment (e.g. a 4 day workshop would incur a fee of \$100).

Monarch Institute reserves the right to alter the workshops without further notice; however, they are intended to run as advertised. Where Monarch Institute cannot run a facilitated workshop at the time(s) nominated, Monarch Institute will endeavour to arrange an alternative workshop date within 8 weeks of the previously scheduled date. A full refund will be provided to students if the subsequent workshop date/s are not suitable.

## Re-assessments

Student course fees include an initial assessment plus 1 x resubmission of assessment tasks. If a student is still assessed as “not yet competent” for a particular unit/s then subsequent re-sits or resubmissions of assessments will incur a cost of \$200 per written assessment task. Note: for the Tax (Financial) Adviser or Tax Agent exams a re-sit fee for any exam is \$150. The cost for any re-assessments must be paid prior to the re-assessment being undertaken.

## Withdrawals, Cancellations & Discontinuations

In some instances a student’s circumstances can change and this affects their ability to successfully complete the course/qualification they are undertaking with Monarch Institute.

A student must advise Monarch Institute in writing if they are unable to successfully complete a course/qualification. Sometimes a student may be required to withdraw from a course/qualification with Monarch Institute due to agreed disciplinary actions taken against a student, if there has been a breach of policies and procedures set out by Monarch Institute.

In addition Monarch Institute reserves the right to withdraw a student’s enrolment in the event that a student does not adhere to the assessment submission deadlines provided to the student as part of their training and assessment schedules. Monarch Institute will provide a student with up to 3 written warnings regarding their assessment submissions and a student’s failure to respond to and act on these written assessment submission warnings will trigger Monarch Institute to cancel and/or withdraw a student’s enrolment.

No refund of fees will be given to a student in the event a student’s enrolment is withdrawn/ cancelled/discontinued.

In the event a student’s enrolment is withdrawn, cancelled or discontinued with Monarch Institute for whatever reason, Monarch Institute will document the reasons and also advise the student and relevant regulating and funding bodies as per their requirements.

A student can obtain a formal Statement of Attainment at NO additional cost if their enrolment is withdrawn, cancelled or discontinued prior to completing their qualification, provided they have paid the full fees related to the units included in their Statement of Attainment.

In extenuating circumstances, students may be granted a formal extension to their course for a period of up to 12 months. This is only applicable if a student has completed an application for a formal extension.

Students may only apply for 2 x 6 months extensions or 1 x 12 month extension for any course in which they are enrolled. This means the maximum time frame for completion of any course is 3 years.

## Refunds & Cancellations

This refund policy and procedure outlines the situations in which Monarch Institute will assess and manage requests for refunds:

### Face-to-face/Workshop students

Monarch Institute reserves the right to cancel workshops. If students have enrolled in a workshop that has been cancelled, Monarch Institute will provide a full refund of total fees paid by the student to date.

Where a student submits a request for a refund in writing more than 7 days prior to the commencement of a workshop and “no course materials” have been issued, Monarch Institute will charge a 25% administration fee from the total fees paid by the student.

Where a student submits a request for a refund less than 7 days prior to the commencement of a workshop and “no course materials” have been issued, Monarch Institute will charge a 35% administration fee from the total fees paid by the student.

Where a student submits a request for a refund after the workshop has begun then no refund will be given to the student, Monarch Institute will retain 100% of the fee paid by the student to date.

Where a student is enrolled and “course materials have been issued”, Monarch Institute will retain 100% of the fee paid by the student.

### Online/Self-paced students

Where a student is enrolled as an online/self-paced student and submits a request for a refund within 7 days of accepting the Letter of Offer and “no course materials” have been issued, Monarch Institute will charge a 25% administration fee from the total fees paid by the student to date.

Where a student is enrolled as an online/self-paced student and “course materials have been issued”, Monarch Institute will retain 100% of the fee paid by the student to date.

All requests for refunds should be made in writing and addressed to:

General Manager  
Monarch Institute  
Level 10  
10-16 Queen Street,  
Melbourne, VIC, 3000

or via email: [info@monarch.edu.au](mailto:info@monarch.edu.au)

All requests for refunds will be assessed by the General Manager of Monarch Institute. Students will be advised about outcomes in writing within 14 working days.

## Guarantee of Continued Training & Assessment

Monarch Institute is committed to providing value for all its students. In the unlikely event that Monarch Institute is unable to complete a course or part thereof due to unforeseeable circumstances and is unable to make alternative arrangements using its own resources, then Monarch Institute will arrange for training and assessment to be completed through another RTO at no additional cost to the student. Prior to transfer to another RTO, affected students will be formally notified of the arrangements.



## Training Plans

The Training Plan provides detailed information on training and assessment agreed to by Monarch Institute and a student. This information ensures that all parties are making informed decisions about the services required and the respective obligations in the delivery of these services.

A Training Plan provides details of the arrangements and underpins the Training Contract. It is an important document that Monarch Institute and the student must sign and follow. This document also provides a record of intent and progress during the delivery and assessment of a course/qualification.

The completion, maintenance and management of a Training Plan is a compliance requirement and the Australian Skills Quality Authority (ASQA) and funding bodies require an RTO to report the information recorded in a Training Plan document.

**A Training Plan document includes the following types of information:**

- Name and details of the RTO and the student
- Code and title of the qualification the student is undertaking and/or is part of an approved or funded training scheme
- Competencies to be obtained
- Scheduled hours for competencies to be obtained
- Timeframe for achieving competencies
- Delivery modes to be used
- Detailed training activities and responsibilities for training to be undertaken as part of any workplace based training arrangements
- Assessment details and arrangements
- Party/ies responsible for the delivery and/or assessment of each competency
- Record for Recognition of Prior Learning and Credit Transfer where granted
- Signatures (including date of signature) of the student and Monarch Institute
- Any other specific requirements to be met in accordance ASQA and funding bodies recording and reporting requirements.

To establish, monitor, manage and report on students' training and assessment activities, Monarch Institute will issue a Training Plan document that needs to be signed off by the student and Monarch Institute. The training plan will be emailed to students as part of the enrolment process.

The training plan will outline the units of competency in which the student is enrolled, completion timeliness and other types of important information that students need to know about the progression and completion of their course/qualification.

Amendments to the training plan document will need to be done in consultation with both parties and will also be done on a case by case basis. The dates for completion of each unit of competency on the training plan will provide students with the completion timelines for each module/unit of competency.

## Course Duration

Monarch Institute students are given up to a maximum of 24 months to achieve competency. However, the amount of time it takes for students to complete their training is dependent on their education background, work experience, work rate and time availability.

## Student Data Reporting Requirement

Monarch Institute respects the privacy of all its students and is committed to protecting an individual's right to privacy. However, certain personal information collected by Monarch Institute may be required by the Australian Skills Quality Authority (ASQA) or its successors and/or RTO funding bodies.

In addition Monarch Institute is required to provide funding bodies such as the Victorian Government, through the Department of Education and Early Childhood Development or its successors, with student and training activity data which may include information a student provides during the enrolment, training and assessment process. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>).

These government bodies or their successors may use the information provided for planning, administration, policy development, program evaluation, resource allocation, reporting and/or research activities. For these and other lawful purposes, these government bodies or their successors may also disclose information to their consultants, advisers, other government agencies, professional bodies and/or other organisations.

In some instances students may be contacted and requested to participate in a National Centre for Vocational Education Research survey or a government body endorsed project or audit or review.

The Education and Training Reform Act 2006 requires Monarch Institute to collect and disclose a student's personal information for a number of purposes including the allocation of a Unique Student Identifier and updating any personal information on relevant Government Student Registers.

A student will be required to agree to these requirements by ticking a box on the enrolment form.

If students have any concerns or suggestions about their records management requirements they are encouraged to contact Monarch Institute so their concerns can be clarified.

## Student Records Management

Monarch Institute is committed to maintaining complete and accurate records of its students' administrative and academic activities. Monarch Institute regards the authenticity, integrity and currency of its student records as paramount and has secured hardcopy and electronic systems in place to ensure student records are managed in an efficient and secure manner.

Student records may be in multiple formats including electronic documents, hard copy files, emails, spreadsheets, legal contracts and agreements. All student records pertaining to academic, financial and administrative requirements are recorded and stored on a web-based Student Management System, which has daily back-up procedures in place. Student records are stored for a period of no less than 30 years.

The General Manager in consultation with administration staff is responsible for ensuring that entry of all student records is accurate. This includes student enrolment forms, fees paid, refunds made and assessment results. An internal audit of all operational procedures including student records is undertaken annually.

## Access & Equity Policies

Monarch Institute is committed to providing a fair and equitable learning environment for all sectors of the community. In recognition of the Victorian Equal Opportunity Act 2010, Monarch Institute encourages the identification and elimination of discrimination, sexual harassment and victimisation. It works to promote and facilitate the progressive realisation of academic equality.

Monarch Institute's access and equity policies are continuously implemented and reviewed for areas of improvement. Monarch Institute endeavours to meet the needs of individuals, through the integration of access and equity guidelines.

In the development and implementation of all training and assessment strategies, Monarch Institute has adopted the following policies and procedures:

**Procedure 1** - To ensure that the student enrolment process is bias-free and nondiscriminatory, Monarch Institute will:

- use the same enrolment process for all applicants
- base admission solely on availability of places and the applicant satisfying course entry requirements
- provide applicants with adequate information and support to enable them to select the most suitable program for their needs.

**Procedure 2** - To ensure that the learning environment is free from harassment, discrimination and victimisation, Monarch Institute:

- specifies standards of behaviour expected from students and staff in its Code of Conduct
- has policies and procedures in place to prevent harassment and discrimination
- will take appropriate action if harassment or victimisation occurs
- has an effective and efficient complaint mechanism available.

**Procedure 3** - To ensure all course materials are inclusive of a range of student needs, Monarch Institute:

- considers issues relating to access and equity when specifying course entry requirements and prerequisites
- offers flexible course designs that provide multiple pathways through the course, including credit transfer and recognition of prior learning
- takes into account the requirements of students' disabilities when designing its courses
- provides inclusive and non-discriminatory learning materials
- provides an opportunity for students to determine whether their English and Maths capability is consistent with the level of the qualification
- provides students who only have limited online (internet) access, information through other media according to their needs.
- contacts students who identify themselves as having a disability or special needs to discuss suitable options relating to the course materials

**Procedure 4** - To ensure the assessment process is fair, valid, reliable and consistent, Monarch Institute:

- recognises previously acquired skills and knowledge
- provides adequate information on courses and assessments prior to enrolment in the course
- adapts assessments to meet students' needs while still maintaining a high quality and consistent process (see reasonable adjustment below)
- gives students the right to appeal an assessment or recognition decision
- gives all students an equal opportunity to demonstrate competence

## Support For Those With Special Needs

Monarch Institute will take reasonable steps to ensure that all students with special needs can access support services without experiencing discrimination. These services may be provided by Monarch Institute or contracted to another person or agency.

If a specialised support service that is necessary for a student to participate is already provided by Monarch Institute, staff will take reasonable steps to ensure that the student has access to those services.

If a specialised support service that is necessary for a student to participate is not provided by Monarch Institute, then staff will take reasonable steps to facilitate the provision of the service to the student by another person or agency.

Reasonable adjustment is provided to those with special needs, according to individual circumstances. This means providing the appropriate services and/or facilities for student learning and assessment.

**Reasonable adjustment may include but is not restricted to:**

- the use of adaptive/assistive technology (equipment and software designed for use by people with special needs)
- alternative assessment methods
- learning and assessment aids such as papers in large print and the use of scribes and interpreters
- extra time to complete a course or assessment

**When assessing a student's special needs, Monarch Institute will:**

- consult with the enrolled student (or their associate) about the need for the student to have access to specialised support services
- decide whether an adjustment is necessary for participation in the enrolled course
- identify what that adjustment might be
- make the required adjustment

Monarch Institute will advise relevant staff of the services made available to the student and provide them with information needed to assist the student in accessing those services. Staff will facilitate the provision of specialised services for the student including using collaborative arrangements with specialised service providers.

Monarch Institute may provide necessary specialised equipment to support the student, including adaptive technology and assistive devices, and may make arrangements for interpreters and note-takers if needed.

Referral sources will be provided to those with English language or Maths difficulties or other identified areas of learning difficulty.

Special consideration may be granted if through misadventure (eg. illness, bereavement or personal trauma) a student is prevented from completing an assessment, or sitting an examination, or believes that their performance in an assessment event has been affected by the incident.

A case by case approach will be taken to grant special consideration.

## Unjustifiable Hardship

Monarch Institute will consider on a case-by-case basis the impact of any adjustments to avoid creating unjustifiable hardship. Once an adjustment is deemed reasonable in the circumstances, considering the interests of all affected parties, consideration will be made whether the adjustment would nonetheless impose unjustifiable hardship on Monarch Institute.

Where a claim of unjustifiable hardship is made, Monarch Institute will take into account all financial options and other resources that are reasonably available for making an adjustment. Monarch Institute will consider the impact of those adjustments on its capacity to provide high quality education to all its students.

Should Monarch Institute apply unjustifiable hardship, it will:

- ensure the process for seeking the adjustment is accessible and transparent
- notify the student regarding the decision and the reasons for the decision, as soon as practicable, after the decision is made

## Equity Principles

Monarch Institute works to ensure that equity principles are implemented through the fair allocation of its resources and the promotion of the right to academic equality.

Monarch Institute achieves the above through:

- maintaining an awareness of educational and community needs through participation in a number of organisations throughout the community
- marketing its services in a non-discriminatory, inclusive and welcoming manner
- ensuring that it does not discriminate against prospective students in providing access to its full range of services
- promoting approved government policies which assist the student by waiving additional prohibitive costs, or providing assistance in sourcing additional funding, where required
- ensuring access and equity issues are considered during curriculum and assessment development
- providing staff with access to professional development to keep them abreast of the education needs of under-represented groups and various learning requirements
- formulating, implementing and reviewing its operational policies and its delivery of programs on an on-going basis

## Aboriginal or Torres Strait Islander Support

Monarch Institute encourages the participation of Aboriginal and Torres Strait Islanders in all training and assessment courses. During the pre-training review and throughout the enrolment process, students are given the opportunity to highlight any specific needs they may have.

Any specific strategies or special needs required by Aboriginal or Torres Strait Islander students are brought to the attention of the Course Co-ordinator to ensure support is provided to enable a successful student experience.

Monarch Institute will provide where possible any additional resources or make adjustments (on a case by case basis) to enable Aboriginal or Torres Strait Islander students to achieve their educational goals.

## Students with Disabilities & Long Term Conditions / Serious Illnesses Support

Monarch Institute encourages the participation of students with disabilities and/or long term conditions/illnesses in the training and assessment services provided. Monarch Institute believes a disability or an illness should not prevent a person achieving their educational and career goals.

On the Enrolment Form students are asked if they have a disability and/or long term condition/illness. Monarch Institute encourages students to answer this question so that any special needs can be accommodated.

Monarch Institute will provide where possible any additional resources or make adjustments to enable a student with a disability or long term condition/illness to achieve their educational goals.

Additional resources or adjustments might include:

- the use of adaptive/assistive technology, processes and approaches
- alternative assessment methods
- extra time to complete a course or assessment

When assessing a student's special needs, Monarch Institute will:

- consult with the enrolled student (or their associate) about the need for the student to have access to specialised support services
- decide whether an adjustment is necessary for participation in the enrolled course
- identify what that adjustment might be
- make the required adjustment.

A Trainer/Assessor is allocated to students with special needs to follow through on any specific strategies or adjustments agreed upon. Students can contact the Course Co-ordinator on 1300 738 955 who will be their ongoing support contact. Students will have access to both the Course Co-ordinator and a nominated Trainer/Assessor.

Monarch Institute provides ongoing monitoring and support services such as additional telephone, email or face-to-face sessions, information on counselling services, coaching and mentoring if students' circumstances change to ensure educational and career goals continue to be met.

## Code of Conduct

Monarch Institute attempts to provide training and assessment services in a spirit of co-operation and mutual respect. It is committed to the welfare of all course participants, and complies with OH&S, anti-discrimination and equal opportunity legislation and other RTO specific and industry specific legislative requirements. Monarch Institute expects mutual respect and the rights of others to be observed at all times. Breaches of conduct will be handled directly by the CEO of Monarch Institute.

#### **Students of Monarch Institute can expect:**

- suitably qualified trainers and assessors
- appropriate teaching methods and materials
- professional conduct
- clean, comfortable facilities suitable for adult learning
- accurate and current information
- opportunities for individual input into their learning needs

#### **Students of Monarch Institute are entitled to:**

- learn in an environment free of discrimination and harassment
- be informed in advance of assessment procedures (if applicable)
- pursue their educational goals in a supportive and stimulating environment
- privacy concerning personal information
- lodge a complaint using an effective grievance process
- be treated with courtesy, fairness and respect at all times

#### **Students of Monarch Institute have a responsibility to:**

- attend scheduled assessment events and submit assessment items on time
- follow specified timelines for achieving competency as outlined in the Training Plan
- be punctual and attend scheduled workshops regularly (where applicable)
- not engage in plagiarism, cheating or any kind of misconduct or illegal behaviour
- make and keep a copy of all submitted assessments
- observe normal safety practices, including no smoking in buildings or any outside area other than a designated area
- respect and value the experience of colleagues
- show sensitivity to issues regarding gender, ethnicity, class, age, sexuality or physical disability
- behave in a responsible manner by not littering, harassing or offending fellow participants or staff, damaging property or persons, or attending class affected by alcohol or illegal drugs. In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance in contacting appropriate referral agencies will be offered. If a student is unable to meet their responsibilities they will be asked to talk to the General Manager regarding changes to be made, including the possible cessation of attendance.

## **Obligations as a Student with Monarch Institute**

- If a student changes their name, they must provide certified documentary evidence (e.g. marriage certificate) if any official documents submitted to Monarch Institute show a name which is different to the one provided on their enrolment form.
- Students are obligated to notify Monarch Institute of any changes to their address whilst enrolled in a course.

- All copies of transcripts of results provided to Monarch Institute for the purposes of an application for credit transfer must be certified copies. The following persons are eligible to certify documentation; an authorised officer from the institution that originally issued the documents; or Justice of the Peace; an Accountant, Solicitor, Pharmacist, Medical Practitioner, Police Officer or an authorised Monarch Institute Course Consultant.
- In some instances a student may bring in person the originals to be sighted, verified and copied by a Monarch Institute Course Consultant.
- Any documents provided in a language other than English must be accompanied with a certified Official English Translation.

## Cheating & Plagiarism

Assessment is considered an important demonstration of a student's progress throughout their course. Any form of plagiarism or cheating in an assessment will be considered a most serious violation of Monarch Institute's code of conduct.

### Definition of Cheating

'Cheating' is defined as obtaining, attempting to obtain, or aiding another to obtain credit for work, by any dishonest or deceptive means. Cheating includes: lying; copying from another's test or examination; discussion, at any time, of answers or questions on an examination or test, unless such discussion is specifically authorised by the instructor; taking or receiving copies of an exam without the permission of the instructor; using or displaying notes, "cheat sheets," or other information devices inappropriate to the prescribed test conditions; allowing someone other than the officially enrolled student to represent that student in any form of evaluation.

### Definition of Plagiarism

Plagiarism is defined as the act of using the ideas or work of another person or persons as if they were their own, without giving proper credit to the source. It is not plagiarism if it is determined that the ideas were arrived at through independent reasoning or logic, or where the thought or idea is common knowledge. Acknowledgement of an original author or source must be made through appropriate references; i.e., quotation marks, footnotes, or commentary.

Examples of plagiarism include the following: the submission of works completed by another, either in part or in whole; failure to give credit for ideas, statements, facts or conclusions which rightfully belong to another; failure to use quotation marks when quoting directly from another, whether it be a paragraph, a sentence, or even a part thereof; close and lengthy paraphrasing of another's writing without credit or originality; use of another's project or programs, or part thereof, without giving credit.

## Measures Taken

Monarch Institute adopts numerous measures to ensure its assessment scheme is fair and honourable. Monarch Institute regularly conducts Google searches on slabs of text to detect any cheating or plagiarism. Furthermore, students are required to submit signed (hardcopy or digital) declarations of originality with each and every written assessment.



## Penalties after Detection

Monarch Institute does not tolerate academic misconduct. Its policies are designed to ensure the continuation of high academic standards. Penalties upon detection may include:

- verbal and written warnings
- assessments not being evaluated and students being deemed 'not yet competent'
- students being required to withdraw from the course
- students not being admitted into future courses at Monarch Institute

## Complaints Policy & Appeal Procedures

This procedure applies to all complaints and appeals by or about students, staff, Trainers/Assessors and contractors of Monarch Institute. In certain circumstances, this procedure may be used to deal with a complaint against a person who is not a student, staff, Trainer/Assessor or contractor of Monarch Institute, but who is involved in a training/assessment related activity.

### Definitions

A complaint is any expression of dissatisfaction with an action, product or service associated with Monarch Institute in the provision of nationally accredited training and assessment.

An appeal is defined as a situation where a student or other interested party disputes a decision made by Monarch Institute. The decision made by Monarch Institute may be an assessment decision or it may be about any other aspect of Monarch Institute's operations.

### Process

Informal Resolutions: Monarch Institute encourages students and staff to informally resolve complaints/appeals as the majority of these situations can be addressed and resolved at this level.

In the event that a complaint/appeal arises Monarch Institute requests that students first speak to their Trainer/Assessor or person/s their complaint and appeal is related to about the issue/s. Monarch Institute promotes and requests that parties involved try to resolve their issues with each other in an informal manner, with mutual respect for each other.

However it is also understood that not all complaints/appeals can be resolved in an informal manner. Monarch Institute endeavours to have all informal complaints/appeals brought to the attention of the CEO and General Manager and any action or changes resulting from the complaint /appeal be included in the continuous improvement process where applicable.

**Where a resolution of a complaint/appeal cannot be resolved informally, the following process applies.**

1. If a person deems they have grounds for a complaint/appeal, or a conflict arises from actions, decisions or omissions by Monarch Institute management or staff, and informal resolution has been unsuccessful, the issue then needs to be brought to the attention of the CEO or delegate of Monarch Institute. The person will be required to complete a Complaints/Appeals Form and this form will be provided to the student within 48 hours of the issue arising;
2. All formal written complaints/appeals lodged will be brought to the attention of the CEO or delegate within 48 hours of being received and logged in the Complaints & Appeals Register by the General Manager. An opportunity will be provided to all complainants/appellants to formally present their case;

3. The complaint/appeal will be investigated within 14 working days. The CEO will make final decisions. The CEO will ensure that as far as possible, the person making the complaint/appeal is satisfied with the outcome. However, Monarch Institute will not be responsible for issues that are clearly and solely the student's responsibility;
4. The person making the complaint/appeal will receive a written statement of the outcomes, including reasons for the decision within 21 working days of lodging their complaint/appeal. If a complaint/appeal is not rectified to the satisfaction of both parties, the CEO will call a meeting of the parties and have a third-party attend in order to mediate the dispute. (Note: Third Party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria [www.justice.vic.gov.au](http://www.justice.vic.gov.au));
5. If a student has a complaint/appeal and wishes to have their complaint/appeal handled exclusively and confidentially by the CEO or by an independent third party if the complaint/appeal is against the CEO of Monarch Institute, the student needs to indicate this on the Complaints/ Appeals Form.  
(Note: A third party mediator will be a person who is employed by the Dispute Settlement Centre of Victoria [www.justice.vic.gov.au](http://www.justice.vic.gov.au)).
6. If a complaint/appeal is still not resolved then the student is advised they can visit <http://www.asqa.gov.au/complaints/making-a-complaint.html> and follow due process outlined by Australian Skills Quality Authority (ASQA) and/or the RTO Funding Body <http://www.education.vic.gov.au/about/contact/Pages/compliancecomplain.aspx>  
It is an ASQA and RTO Funding body requirement that a student must go through the RTO's internal resolution process first before they can contact ASQA or the RTO Funding Body via the link provided above. The student must follow all Monarch Institute's complaint/appeals resolution processes before contacting ASQA or the RTO Funding Body to make a complaint;
7. A person will be provided an opportunity to lodge a formal complaint/appeal within 6 months from the date of occurrence of the complaint/appeal. For example, if the complaint/appeal arose on 1 January 2015 the complainant/appellant will have up to 30 June 2015 to lodge a formal complaint/appeal;
8. A person's enrolment (for students) or contract (for contractors) or agreement (for staff) and any other arrangements Monarch Institute has with the person making the complaint/appeal, will not be suspended, deferred, cancelled or affected in any manner during the complaint/appeal lodgement and resolution process or as a result of them lodging a complaint/appeal with Monarch Institute. The exception is where the person making the complaint/appeal has requested in writing addressed to the CEO that the arrangement with Monarch Institute be suspended, deferred or cancelled;
9. There are no fees or charges for Monarch Institute to manage and resolve a person's complaint/appeal while this is being managed and investigated in house at Monarch Institute. In the event external mediators are required to mediate and charge a fee, then Monarch Institute will pay the relevant fees and the person making the complaint/appeal will not be charged any fees to resolve their complaint/appeal;
10. Monarch Institute at all times will endeavour to resolve any issues students may have. All complaints/appeals whether formal or informal that have been brought to the attention of CEO and/or Monarch Institute management and their outcomes will be progressively recorded in Monarch Institute's Complaints/Appeals Register. Monarch Institute will keep track of all complaints/appeals and their current status and update all stakeholders involved in the lodgement, management and resolution of the complaint/appeal. Information from this register will be used by Monarch Institute to improve the quality of its services and reduce student complaints/appeals;
11. All improvements stemming from complaints/appeals will be recorded in Monarch Institute's Continuous Improvement Register.

## Workplace Health & Safety Students & Staff

Safety in the workplace is critical to the successful operations of Monarch Institute. Monarch Institute recognises its responsibility to provide a safe and healthy environment for all its staff, students and guests.

Monarch Institute is committed to providing effective and ongoing workplace health and safety measures. Monarch is a subscriber to Business Victoria, which provides regular access to new compliance information and up-to-date regulatory requirements and these requirements are continually reviewed and implemented by staff and external consultants.

## Emergency & Evacuation Procedures

Monarch Institute is legally responsible for the safety of all its employees, students and visitors during fires and other emergency evacuations onsite.

In order to minimise risks and effectively deal with any hazard, Monarch Institute:

- has regular inspections of its premises to ensure adequate fire and evacuation safety measures are in place.
- ensures staff are trained to use emergency equipment and are subjected to regular and ongoing fire and evacuation drills.
- ensures staff and students are aware of emergency evacuation procedures.

## Student Safety & Security

All students enrolled in a Monarch Institute course that attend premises for workshops or other training, will be provided with information about safe and secure access to the office and training facilities. At the commencement of workshops, procedures are outlined to ensure students are provided with a safe and secure environment.

To help Monarch Institute create a safe and secure environment students are requested to follow all emergency, safety and security procedures such and instructions relating to training facilities at all times.

## Transition to Training Packages/Expiry of Accredited Courses

Monarch Institute is required to smoothly transition students to the most current version of a Training Package qualification in the event a Training Package qualification on the scope of registration has been updated or superseded. Monarch Institute is also required to help students transition from expired Accredited Courses to the current version of the Training Package qualification that replaces the expired Accredited Course that is on their scope of registration.

This is achieved by regularly checking for updates to Training Packages and Accredited Courses and then creating a transition strategy for students who are currently enrolled in a Training Package qualification or Accredited Course that is being updated or superseded.

Monarch Institute's documented transition strategy ensures at all times that students are not disadvantaged and are not charged a fee to transition to the most current version of a Training Package qualification on their scope of registration. Monarch Institute works with students to ensure a smooth transition occurs on a cohort and individual basis.

Please note, this transition strategy does not apply to students who have successfully completed their qualification and the Training Package qualification was subsequently updated or superseded. This transition strategy only applies to current students.

## **Need Help**

Monarch Institute prides itself on helping prospective and current students with any queries they may have. Students can contact Monarch Institute on 1300 738 955 or email [info@monarch.edu](mailto:info@monarch.edu) or simply check out Monarch Institute's website [www.monarch.edu.au](http://www.monarch.edu.au).

# Monarch Institute

RTO Code - 22530 ABN 69 150 641 866

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To discuss the course that's right for you call us on  
1300 738 955



To find out more information email us at  
[info@monarch.edu.au](mailto:info@monarch.edu.au)



To enrol, visit our website  
[www.monarch.edu.au](http://www.monarch.edu.au)