



MONARCH
INSTITUTE



STUDENT INFORMATION HANDBOOK

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Welcome to Monarch Institute

Congratulations on taking the next step in your education and training. We're thrilled to have you here at Monarch Institute.

Our team will do their best to make sure you love your Monarch Institute study experience. You deserve courses that focus on practical application. Our methodology ensures you'll be able to apply what you have learnt as soon as you've finished your course.

Everyone learns in different ways. We get that, and we're here to make sure you feel supported to learn your way. In every course there'll be students from 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, we're here to bridge the gap between people's existing skill sets and applications required for success in their chosen industry.

Throughout your online self-paced course, our team of qualified professionals are always available to support you.

Welcome aboard! We trust this will be a fun and rewarding learning experience for you.

Sincerely

A handwritten signature in cursive script that reads "Nick Chapman".

Nick Chapman
Chief Executive Officer
Monarch Institute

The enrolment process

The steps below outline the enrolment process you'll follow.

Step 1 - Complete an online [application form](#). *Note enrolment is not confirmed until payment has been taken.*

Accredited course applications will then proceed to step 2:

Step 2 - A Monarch Institute Course Consultant will assess your application along with any evidence provided. This includes conducting a pre-training review to help determine whether the course is suitable for you. At this stage, you can request to speak with a trainer if you have further queries about the course materials, assessments or your suitability for the course.

Step 3 – Payment will be taken for your course (refer to the course fee options on our [website](#)) and you'll be emailed details to access the Learning Management System, along with your training plan specifying the dates your assessments are due – put these in your calendar and start planning!

Entry requirements

Some of the qualifications we offer have entry requirements. Where this is the case, we'll clearly highlight these before you complete your enrolment. In the event you don't meet the entry requirements, our Course Consultants will try to formulate a pathway to help you achieve these requirements.

If you're under 18 years of age, you'll need your parent or legal guardian to sign your application form to be able to enrol in the course. We recommend students be 17 years or older to complete one of our courses.

If you're wanting to access state funding, you will need to meet all eligibility requirements. For more information about this, go to the Government funding section (Victorian or Queensland) in this *Student Information Handbook*.

Computer requirements

As you're completing an online course, these are the minimum technology requirements you need to participate in this course:

- A computer with a minimum of 8GB memory and 1.8Ghz processor
- Reliable internet connection
- Microsoft Windows 2000 and above or MAC OC version 10 and above.
- Web cam or smart phone to record your video roleplay

Web based content is available on handheld devices including mobile phones and tablets. If you are unsure about whether your computer is suitable for this course, please contact us and we will discuss options with you.

What's a unique student identifier?

As you're undertaking nationally recognised training delivered by an Australian registered training organisation you're required to supply a Unique Student Identifier (USI) when completing the application form. A USI gives you access to an online USI account which contains all your nationally recognised training records and results from 1 January 2015 onwards.

If you don't already have a USI, you can apply for a USI yourself. You can create a USI account by accessing the USI website at <https://www.usi.gov.au/>

This website will also advise on the documentation and identification you need to create a USI. The process is quite simple. You'll need to:

1. Have a valid form of identification handy – the USI website can provide more details
2. Select Create a USI
3. Accept the Terms and Conditions
4. Provide the details of an acceptable Form of ID
5. Provide contact details
6. Confirm your identity
7. Set a password
8. Check Questions and Answers

What are pre-training reviews?

We'll conduct a pre-training review with you prior to completing your enrolment. We use the information to assist in deciding on the qualification to suit your needs. It also enables us to identify any extra learning support that may be required throughout your study journey. Pre-training reviews include an assessment of language, literacy and numeracy suitability, Recognition of Prior Learning (RPL), Credit Transfer (CT), future outcomes including jobs and study pathways, suitability of qualification(s) for the student, funding eligibility, computer/internet requirements and support services. We document this pre-training review process to provide the most appropriate guidance to you throughout your training.

During the pre-training review any educational support services that may be required will also be determined to maximise your chances of successfully completing the course. Trainers are able to provide necessary assistance to support your development of literacy and numeracy. However, should specialist assistance be required, course coordinators will work with you to identify the most appropriate program or pathway for support.

Based on your individual level, reasonable adjustment may be made to the training delivery strategy to assist with successful completion of all units of competency. If your level of assistance is higher than the trainer feels able to manage, you may be referred to an external specialised service. Fees and charges for these services will not be met by Monarch Institute and will be your responsibility.

Recognition of prior learning (RPL) and credit transfer (CT)

We train and assess 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.

If you have completed other nationally recognised training, or through prior learning and experience have gained the same skills and knowledge stipulated for the units of the course, you may be granted RPL or CT upon evidence for that claim.

When applying for RPL, you'll be provided with instructions covering what you need to do and what evidence is needed for your RPL application.

If you're applying for CT, you can:

- send certified copies of your USI transcript/record of results/testamur, or
- bring the originals to Monarch Institute to sight as evidence of your CT application, or
- supply your USI number and we can look up your training activity for training completed after 01/01/2015

Monarch Institute's Course Consultants will guide you throughout the RPL and/or CT process to ensure all requirements are met. When providing us with transcripts, they must be the originals or certified copies.

Once you have completed and submitted an RPL application or CT documentation, a qualified Monarch Institute Assessor will determine whether RPL or CT will be granted, advising you of the outcome of your application.

Please note: RPL must be applied for before commencement of your course.

For information on fees refer to the Additional fees & charges table in Appendix 1.

Your training plan

Your training plan provides detailed information about your training and assessment. It's based on the enrolment form and the pre-training review conducted prior to your enrolment in the course. We use the training plan to ensure all parties are making informed decisions about the services required and the respective obligations in the delivery of these services.

Your training plan outlines the units of competency you're enrolled in, completion timeframes and other important information you need to know about regarding progressing through your course and completing it.

Any amendments to your training plan document need to be made in consultation with us and need to be addressed on a case by case basis. The end dates for each unit of competency are an indication of how long you have to successfully complete the assessments for each module/unit of competency.

Hint: Mark the due dates specified in your training plan in your calendar, so you don't miss them!

How is training provided?

Online (self-paced) learning

Online (self-paced) learning allows you to start your course when and where it suits you. Online learning is particularly popular with stay-at-home parents, employees, carers or anyone seeking maximum flexibility to fit in with their busy schedule.

Online learning is not for everyone. It requires maturity, discipline, and self-direction. If you have these attributes, we'll support you every step of the way. We provide:

- professional trainers – all our trainers live and work in Australia, are experienced in online training and undertake ongoing professional development about best practice 'online delivery'.
- engaging course materials
- student Facebook communities (facilitated by Monarch)
- study timetables and training plans

We obtain feedback from students throughout the course to assist us with continuously making improvements.

Learning materials

We ensure your online learning materials are engaging and presented in a variety of formats including:

- hardcopy textbooks
- course notes (PDFs and online materials)
- quizzes
- suggested readings
- videos and screencasts
- webinars

These are made available via the LMS (or posted out where applicable) upon receipt of your course fees.

What support is available?

You're well supported throughout your course by your dedicated trainers who are available via various channels including phone, Facebook, email and video classrooms.

Your trainers are available as you need them and more than happy to help clarify any questions related to the subject matter, concepts, practical applications and topics you're learning about. We expect students to have a genuine attempt at understanding the course materials and engage with the content before seeking support from their trainer.

Please remember trainers can't give you the answers to your assessments and can't provide feedback on draft assessment submissions. It's best for you to focus your questions on the learning materials.

[We're committed to these service standards as a minimum.](#)

	Contact via	Availability	Maximum turnaround times (we're usually much faster!)
Training support <ul style="list-style-type: none">• <i>Help with your course materials</i>• <i>Grading your assessments</i>	Email, request a phone call, video conference	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	<ul style="list-style-type: none">• Support requests actioned within 24 hours• Grading of assessments to be completed within 14 business days.
Admin team <i>Providing help with all your administrative queries (e.g. due dates, training plans, extensions)</i>	Phone, email	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours
IT support for technical queries	Phone, email, Zoom video conference	10.00am to 4.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours

	Contact via	Availability	Maximum turnaround times (we're usually much faster!)
Other support <i>Course progression counselling services</i>	Phone, by appointment	9.00am to 5.00pm, Mon – Fri (eastern standard time) *	Support requests actioned within 72 hours

** Some courses offer extended support hours. Please refer to details on the Learning Management System for more information about these times and options.*

Meeting individual learning needs

We care about the needs of our students. If you're finding the course is conflicting with your work and domestic responsibilities, please speak with your trainer. If you're not coping with the academic demands of the program you will be counselled by your Course Coordinator.

We're dedicated to continuously improving our services to meet the needs and expectations of our students. Support from our admin team, trainers and management is there to help to resolve problems that may impede the successful completion of your study program.

This is achieved by:

- Providing flexible learning and assessment options such as self-paced/online study modes of study.
- Encouraging and supporting you in meeting your learning outcomes. In the event you're facing a valid situation hindering you from meeting your learning outcomes, we will work closely with you to help you overcome the situation and get back on track.
- Providing high quality, practical learning resources along with flexible 1:1 support service to enable individual learning needs to be met.

Student support services that we provide include:

- Day-to-day administration support

- Trainer support
- Employment seeking assistance and support
- Online classroom options

You can always request support by contacting your trainers to book an appointment to discuss the course content, any challenges you are facing in the course and any other issues that may be slowing down your course progression.

Our support staff will take reasonable steps to ensure you have access to any specialized support services that we provide. Where these support services are not provided, we will assist to facilitate the provision of the service to you by another person or agency.

External services

We're committed to ensuring wide accessibility to our training. If you require additional support, you will be directed to The Reading Writing Hotline, The Australian Government Language Literacy and Numeracy Program and the Adult Migrant English Program (AMEP).

The Learning Management System (LMS)

You'll be emailed a username and password to the Learning Management System (LMS). Here, you'll be able to access your online learning materials, including your course guide which is **ESSENTIAL READING** and informs you about everything you need to know for your course.

Monarch Institute ensures that learning materials used in online training are interactive and are presented in a variety of formats, including:

- Guided content
- Textbooks and/or PDFs
- Video and screencasts
- Discussion forums and webinars

Hard copy textbooks (if applicable to your course) are posted out once course fees have been received.

Hint: Print out or “save” your Course Guide (located on the LMS) & Training Plan (emailed to you). Keep them handy. They will answer a lot of your questions and specify your due dates.

Your assessments

A minimum of two forms of assessment will be used for each unit of competency you study with us.

These assessments are available on the Learning Management System and may include:

- multiple choice questions
- calculations
- short answer response questions
- case-studies and scenario-based questions
- video responses and role plays
- software simulations
- projects/research questions

Types of assessment questions

Knowledge-based questions:

A knowledge-based question requires you to clearly identify and cover the key subject matter areas raised in the question in full as part of the response.

Skill-based questions:

A skilled based question essentially requires you to consider, “when”, “where” and “with whom”. You may be asked to describe the situation or the task you are faced with. You may be required to demonstrate how you undertook a task or what results you anticipated, or any conclusions reached.

Examples of assessment question types:

- multiple choice questions
- short answer knowledge questions

- Scenario based questions
- Calculations
- Workplace simulations
- Projects/research questions
- case studies

Video response questions (role plays):

Some practical activities are role play activities that must be observed by the Assessor. These activities should be video recorded and uploaded to the Learning Management System (LMS) with the completed practical assessment. These response questions require you to demonstrate skills you would use in the workplace. (Check out: [“How to shoot your video roleplay”](#) to learn more about how to record, submit and upload video files for your audio response question. Need more detailed instructions? Click [here](#))

How are my assessments graded?

Unlike at school or university, we don't provide grades such as “A, B, C, D or E” for your assessments. We grade you “competent” or “not competent” for each unit you complete. The concept is, you have either achieved the required knowledge and skills or you haven't.

Competency based principles

You must successfully complete (be “competent”) in all the Units of Competency specified in your course to be awarded the qualification. A successful outcome is a competent result.

Where there are multiple assessments within a unit, we will grade you “satisfactory” or “not satisfactory” for each assessment.

You will need to achieve a grade of “satisfactory” for ALL your assessments within a unit of competency, to be deemed “competent” in that unit. This is in line with competency-based principles.

What does ‘satisfactory’ mean?

Your answers contain sufficient evidence in response to the question/s with limited serious errors in fact or application. If incorrect information is contained in an answer, it must be fundamentally outweighed by the display of competence. This will be assessed against a marking guide provided to assessors for their determination.

What does 'not satisfactory' mean?

Your answers do not contain sufficient evidence of applied knowledge and skill. These answers may not address the question specifically or are incorrectly applied. Answers that omit to provide a response to any significant issue (where multiple issues must be addressed in a question) may also be deemed not satisfactory. Answers that have faulty reasoning, a poor standard of expression or include plagiarism may also be deemed not satisfactory. For further information regarding Monarch's plagiarism policy, please refer to *Appendix 6 – Student Academic Integrity and Honesty Policy*.

What happens if I am deemed not satisfactory for an assessment?

You will know your assessment is deemed not satisfactory if your grade book in the Learning Management System (LMS) says 'NS' after you have received an email from your assessor advising your assessment has been graded.

Re-assessment

As soon as practicable after you have been informed of the requirement to be re-assessed, you will be given one more opportunity to re-submit the assessment. Before you make your second attempt, you will need to consult with your trainer/ assessor and revise your training.

You will be re-assessed only in the areas assessed as 'not satisfactory'. It is at the assessor/s discretion to re-assess the entire assessment should it be demonstrated an overall understanding of this unit has not been achieved.

Important: It is your responsibility to ensure your assessment resubmission addresses all areas deemed unsatisfactory by your assessor. Please note, if you are still unsuccessful in reaching a satisfactory standard after resubmitting your assessment, you will be required to repeat those units and additional fees will apply.

For information on fees refer to the Additional fees & charges table in Appendix 1.

In the event that you have concerns about the assessment decision then you can refer to *Complaints policy and appeals procedure in Appendix 7.*

Timeframes for assessment feedback

You will be notified of your assessment results within 14 days of submitting however the majority of student results are provided within five to seven business days.

Once the assessment is graded, you will receive an email advising you to login to the LMS and view your gradebook and feedback for the assessment.

Course duration and student progression

Course duration

The amount of time it takes to complete your course is dependent on your education background, work experience, work rate and time availability. You can refer to your course's duration information on our [website](#). If you want to accelerate your progression through the course, use your time management, organizational skills and self-motivation to progress through the learning materials.

It's important you put aside study time each week. Study time is the time for you to do reading or study to reinforce key messages. We recommend you set aside 15- 20 hours a week for study. This can be participation in working through the course materials, watching a webinar, 1:1 support from your trainer, or independent study.

Hint: Use the study timetable provided to you in your *Course Guide* to plan your workload.

Student engagement

We provide an online learning experience that is engaging and easy to follow. We'll monitor your participation and ensure that you continue to progress through your course, sending you reminders about when your assessments are due.

Ongoing feedback will be provided as you study through:

- interaction with your trainers/assessors via email, phone, webinars and video conferencing
- responses to individual queries and tasks you complete.

Your course guide and training plan outline what you need to do to successfully complete the course. As a self-paced, online student you'll need to work your way through the units within the set timeframe (e.g. you may have 6 months to complete each module which contains a number of units packaged together).

Student progression

Once you commence your course, you'll be required to regularly participate in it. We'll contact you if you have not logged into the LMS within 45 days of commencing your course. If you have not logged on within 6 months of commencing the course, we will make every attempt to contact you and if you fail to re-engage, you will be deemed to have withdrawn from the course. *(Refer to the re-enrolment fees in the Additional fees & charges table in Appendix 1)*

Non-progression

We may implement an 'intervention strategy' if you're not making satisfactory course progress. An 'intervention strategy' is a systematic plan of action adopted in an attempt to address and reduce the causes of academic failure. It is developed to provide students with optional assistance to achieve satisfactory course progression.

Our team of trainers and admin support team are available to help you stay motivated, organized and progress through your course. Keep in mind, non-progression (i.e. not completing units/modules by their due dates) may result in a unit being needing to be repeated and incurring further debt when re-enrolling in that unit. *(Refer to the re-enrolment fees in the Additional fees & charges table in Appendix 1)*

Extensions and deferrals

We endeavour to provide you with the opportunity to complete your course within the allocated timeframe according to your training plan. Formal extensions and deferrals are available to supplement the time allowed to complete the course under certain circumstances. These include "compassionate and compelling circumstances" that are generally those beyond your control and which have an impact upon your course progress or wellbeing.

Extensions

Formal extensions are available to supplement the time allowed to complete the course and may be granted in exceptional circumstances such as medical conditions, overseas or interstate travel, work commitments and personal/family issues.

Requests will be approved on a case by case basis. To have an extension applied to your course duration, please email info@monarch.edu.au

Extensions may incur a financial penalty (*refer to the Additional fees & charges table in Appendix 1*).

Please note, extensions must be applied for before the unit end date to which they apply. An extension will only be granted if your course has paid been paid for in full. Where a financial penalty applies to the extension, this must be paid in full within 30 days of the module end date.

You may apply for one 3 month extension on a module of study. Extensions will only be granted once per module and only on three occasions over the duration of a course.

Deferral from your course

You're able to defer from your studies, unless you are a government funded student. In order to formalise a request for deferral, please email info@monarch.edu.au outlining your reason for deferral.

You may only apply for 1 x 6 month deferral during your course. Deferrals are granted on a case by case basis. A deferral cannot be requested on a module if an extension has been granted on that module.

Once approved, we will defer your enrolment in the course and reactivate your enrolment from the new start date in accordance with the date specified in your written request. If you do not recommence on the nominated date, we may cancel your enrolment.

Access to all training and assessment resources will be removed during the deferral period. We recommend you complete all assessment tasks for a unit before deferring, otherwise upon recommencement you could be required to complete additional assessment to confirm retention of your skills and knowledge.

Reactivation course administration fees apply. (*Refer to the Additional fees & charges table in Appendix 1*).

Cancellations and withdrawals

In some instances, your circumstances may change, and this could affect your ability to successfully complete the course/qualification you are undertaking with us. You must advise us in writing if you are unable to successfully complete your course/qualification.

No refund of fees will be provided to you if your enrolment is withdrawn/cancelled/discontinued.

In the event your enrolment is withdrawn, cancelled or discontinued with us for whatever reason, we will document and advise you of the reason(s) for this, along with advising any relevant regulating and funding bodies (as per their requirements).

You can obtain a formal Statement of Attainment at NO additional cost if your enrolment is withdrawn, cancelled or discontinued prior to completing your qualification, provided your fees are paid in full for the units included in your Statement of Attainment.

Please note:

- cancellation of a course may affect eligibility for state funded training subsidies.
- sometimes a student may be required to withdraw from a course/qualification with us if there has been a breach of Monarch Institute's policies and procedures.

In addition, we reserve the right to withdraw your enrolment in the event you do not adhere to the assessment submission deadlines provided to you in your training plan.

Important: Ensure you meet your assessment submission deadlines in your training plan!

Process for cancelling an enrolment

Cancellation of enrolment must be done in writing. Requests must be emailed to info@monarch.edu.au.

Upon receipt of the request for cancellation, we'll action the request from the date of the email. An email confirming the cancellation will be sent you within 14 days of receipt of the request.

Where we cancel an enrolment, you'll be informed via email and your enrolment will be immediately suspended. You have 28 days to appeal against the cancellation. If the complaint procedure is activated, the cancellation will take effect once the complaint procedure has been completed.

For information on refunds following cancellation, please refer to *Appendix 1 - Fees, Charges and Refunds Policy*.

If you wish to recommence studies in a course after cancellation you are required to email info@monarch.edu.au.

NOTE: If your enrolment is cancelled half way through a unit, you will be required to re-enrol in the entire unit and will incur the full cost of the unit.

Re-enrolment

You may re-enrol within 6 months of cancelling, deferring or withdrawing from your course. For information on the fees for this, please refer to *Appendix 1 - Fees, Charges and Refunds Policy*.

For course refunds please refer to *Appendix 1 - Fees, Charges and Refunds Policy*.

Course awards - certificates & statements of attainment

We'll issue a certificate within 30 days of successful completion of all units of competency in a Nationally accredited qualification. A Statement of Attainment will be issued within 30 days of exiting a qualification, completing a short course or completing an individual unit of competency (where applicable).

Certificates and/or Statements of Attainment will be sent to you once all outstanding fees have been paid.

Re-issuing certificates:

If you require your certification to be re-issued, you'll need to:

- make a request in writing to the General Manager specifying the reason for the replacement of your certification, along with all relevant details such as your full name, a certified copy of

identification, name of the qualification and date, or approximate date your certification was issued. This request can be emailed to info@monarch.edu.au.

- Return the original certification to our head office. If you're original certification can't be returned (e.g. it has been destroyed or lost), your written request for re-issuing the certification must be made as a Statutory Declaration.
- Pay the certificate replacement fee (*refer to the Additional fees & charges table in Appendix 1*).

Transition of nationally accredited training

We'll ensure a smooth transition for students to the most current version of a Training Package qualification in the event a Training Package qualification on our scope of registration has been updated or superseded. We'll also 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 our scope of registration.

Where a transition is required, we work with students using our transition strategy to ensure they're not disadvantaged, and a smooth transition occurs on a cohort and individual basis.

Please note, our transition strategies only apply to current students. They do not apply to students who have successfully completed a qualification and their Training Package qualification has subsequently been updated or superseded.

Gaining Access to Your Records

You can access your own records at any time provided you forward a written request to the General Manager which clearly identifies yourself 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 refer to *Appendix 2 - Privacy Policy*.

All requests for gaining access to student records should be emailed to info@monarch.edu.au. These requests will then be actioned by the General Manager.

Government funding

Skills First State Funding (VIC)

The funding of studying for a qualification is an investment in the State's future. If you meet the eligibility criteria upon enrolment, the Victorian government will contribute to assist you to afford to study.

The Skills First Program is an entitlement to government subsidised training in Victoria. There are certain eligibility and exemption requirements which determine eligibility for this funding.

To be eligible, an individual must meet the program requirements as follows:

- a) An individual must be:
 - i) an Australian citizen; or
 - ii) a holder of a permanent visa; or
 - iii) a New Zealand citizen; and be;
- b) under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training; or
- c) over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.
- d) be physically present in the State of Victoria at all times during the course

In addition to meeting the requirements above, an individual is only eligible to:

- a) commence a maximum of two government subsidised courses in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
- b) undertake a maximum of two subsidised courses through the Skills First program at any one time;

- c) commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
- d) commence a maximum of two government subsidised accredited courses with the title “Course in...” in their lifetime.

Pre-enrolment process for Skills First Program

To be able to access the State Government’s subsidy you are required to answer the Pre-Training Questionnaire and to sit the Literacy and Numeracy assessment before you can enrol in training. The information gathered from these will assist us to guide individuals to enrol in the most suitable training for each student’s existing skills and knowledge level.

Once the appropriate course has been determined students will receive a statement of fees outlining any fees and the approximate value the state government will contribute towards tuition costs.

Information on course fees for Skills First

Under the Skills First program registered training organisations may charge students tuition fees to contribute to the cost of their training. These are available on our website and in *the Additional fees & charges table in Appendix 1*.

As part of the State Government’s funding program there is a limit on the number of government supported training hours available to students. If you are deemed not competent in a unit of your course and you are required to re-enrol to repeat the unit, you will be charged full fees for the unit.

Enrolment in a government funded place may impact your access to further government subsidised training.

If you are eligible to receive funding to undertake a qualification, you must meet all required criteria. Students should use the funding wisely by choosing the right course and completing it.

Higher Level Skills Program State Funding (QLD)

The funding of studying for a qualification is an investment in the State’s future. If you meet the eligibility criteria upon enrolment, the Queensland government will contribute to assist you to afford to study.

At Monarch Institute, Queensland students who meet the eligibility criteria may be able to gain higher-level skills required to secure employment or career advancement or transition to university to continue their studies skills. Under the Higher Level Skills program, the Queensland Government provides a subsidy for selected certificate IV level, diploma and advanced diploma qualifications aligned to critical occupations for industry and the economy.

The Higher Level Skills Program is an entitlement to government subsidised training in Queensland. There are certain eligibility and exemption requirements which determine eligibility for this funding.

To be eligible, an individual must meet the program requirements as follows:

- be aged 15 years or over
- no longer be at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

Pre-enrolment process for Higher Level Skills

To be able to access the State Government's subsidy you are required to answer the Pre-Training Questionnaire and to sit the Literacy and Numeracy assessment before you can enrol in training. The information gathered from these will assist us to guide individuals to enrol in the most suitable training for each student's existing skills and knowledge level.

Once the appropriate course has been determined students will receive a statement of fees outlining any fees.

Information on course fees for Higher Level Skills

Under the program, Monarch Institute is required to charge a student contribution fee. These are available on the Monarch [website](#).

For more information on the Higher Level Skills program including the Higher Level Skills Student Fact Sheet visit the website at https://desbt.qld.gov.au/_data/assets/pdf_file/0026/7784/hls-student-factsheet.pdf or contact Monarch Institute.

As part of the State Government's funding program there is a limit on the number of government supported training hours available to students. If you are deemed not competent in a unit of your course and you are required to re-enrol to repeat the unit, you will be charged full fees for the unit.

At the end of your training or should you withdraw or discontinue your training, you will be required to complete a mandatory employment survey within three months of completion or withdrawal. The results of these surveys are reported to the Queensland Government. For more information a fact sheet is available at https://desbt.qld.gov.au/_data/assets/pdf_file/0017/8090/student-survey-factsheet.pdf

Students are only entitled to access government subsidised training for one completed Certificate IV or above qualification. For this reason, it is very important that prior to signing an enrolment form and committing to a course of study which will use up the entitlement, the student takes the time to consider the course they are choosing and to compare training options and costs.

During the enrolment process, in consultation with the Monarch Institute representative, a training plan will be developed that includes detailed information on delivery modes, assessment methodologies and proposed timeframes in which it is expected that you should complete the training.

Student contribution fees for the qualification are invoiced at the unit level prior to commencement of training.

Changing your details – keep us in the loop!

It is your responsibility to ensure you keep your address and contact details up to date at all times to ensure you receive important information and your qualification or statement of attainment.

Need Help?

We pride ourselves on helping prospective and current students with any queries they may have.

Call us on 1300 738 955 or email info@monarch.edu

Alternatively, check out our website www.monarch.edu.au.

Note: This Student Information Handbook is subject to change. The current version of the Student Information Handbook will always be published on our website.

Appendices

Appendix 1 - Fees, Charges and Refunds Policy

Appendix 2 - Privacy Policy

Appendix 3 – Access and Equity Policy

Appendix 4 – Health and Safety Policy

Appendix 5 – Code of Conduct Policy

Appendix 6 – Student Academic Integrity and Honesty Policy

Appendix 7 – Complaints Policy and Appeals Procedure

Appendix 1 - Fees, Charges and Refunds Policy

This policy frames how Monarch Institute applies refunds, fees and charges.

Students seeking to enrol in a course with Monarch Institute are advised of all fees and charges associated with a course, including course fees, administration fees, materials fees and any other charges prior to enrolment.

The information provided to each student will include:

- The total amount of all fees including course fees, administration fees, materials fees and any other charges.
- Payment terms
- Any fees and charges for additional services.
- Monarch Institute refund terms.

It is the responsibility of persons seeking to enrol with Monarch Institute to read and understand the Fees, Charges and Refunds terms.

What course fees cover

Unless otherwise specified, course fees include the cost of all required training and assessment resources. Course fees are available on the website or by calling Monarch Institute.

Any optional textbooks, materials, software or access to platforms that may be recommended (as determined on a course basis) but not required for completion of the course, are not included in course fees and will be an additional cost should the student wish to purchase such materials.

Monarch Institute collects fees upfront for services. When a student withdraws from a course their payment plan will not cease until all fees are recovered.

State funded students will receive a statement of fees prior to course commencement.

Additional fees and charges

Item type	Cost (GST incl)
Formal extension – 3 months*	\$300 per module
<i>Note: fees are payable upon application of extension. A module cannot be extended more than once.</i>	
Recognition of Prior Learning (RPL) application fee	\$275 per module/unit
<i>Note: course cost will be reduced for each unit/module granted RPL.</i>	
Setting up a payment plan to pay course fees	20% added to course fee
<i>Note: Payment plans are not available for government funded students or courses under \$1500.</i>	
Re-issuing of testamur (Certificates or Statements of Attainment) that has been lost or damaged by the student	\$50
<i>Note: these need to be paid for prior to being re- issued.</i>	
If a credit card payment is declined due to insufficient funds	\$25
Provision of progressive statement or letter of completion outside of normal cycles	\$50
<i>Note: these need to be paid for prior to being issued and sent to the student.</i>	
Re-issuing of printed course materials where a student has lost or damaged these materials	Course dependent
<i>Note: these need to be paid for prior to these materials being issued and sent to the student.</i>	
EFT payments made in a foreign currency	\$25
Postage of any materials (including testamurs) outside Australia	Dependent on location and course. (\$30 minimum)
Re-enrolment fees	Cost (GST incl)

Item type	Cost (GST incl)
Re-enrolment fee if deemed not competent for unit or module	Unit or module price (course dependent)
Within 90 days of withdrawal	\$400
Within 6 months of withdrawal	Price of module
Following a deferral	\$600
Accounting student optional fees	Cost (GST incl)
MYOB or Xero additional software request (resources only)	\$200
MYOB or Xero additional software request (resources plus unit delivery)	\$650

** For more information read the Extensions and deferrals section.*

Terms & methods of payment

Monarch Institute accepts the following methods of payment – cheque, debit/credit card, and direct bank transfer.

Students are provided with a Tax Receipt for their course fees and any additional charges they incur. The student management system is updated accordingly, and a copy of the payment transaction report is retained (for debit/credit card payments).

Debit/Credit card payments

Debit / Credit card payments can be made in several ways: The student can complete the relevant details in the enrolment application form, ensuring it is electronically signed and dated.

For payments other than the initial payment, the student can nominate the same or different payment details.

The student can contact the office directly by phone on 1300 738 955 and instruct a Monarch Institute authorised Course Consultant to take payment.

Late payment

Where a student is more than fourteen (14) days overdue with payments, Monarch Institute reserves the right to suspend training services until payment is made to bring fees up to date.

Students who are experiencing difficulty in paying their fees are invited to call our office on 1300 738 955 to make alternative arrangements for payment during their period of difficulty.

For long-term outstanding amounts, Monarch Institute reserves the right to utilise the services of a debt recovery agency to ensure the collection of all fees.

Course refunds

The following table provides the circumstances for refund provisions. Please note that a refund will only apply once all outstanding fees have been recovered.

If a student believes they are entitled to a refund they must lodge a written request for a refund to Monarch Institute within 10 business days of the date of termination of enrolment. Requests for refunds will be processed and written notice of the outcome given to the student within 14 business days. If a refund amount is due, this will be paid within 4 weeks of the notice. Request for Refund forms are available from our [website](#).

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

Chief Executive Officer

Monarch Institute

Level 10

10-16 Queen Street,

Melbourne, VIC, 3000 or via

Email: info@monarch.edu.au

Event	Refund Provision
Fee for Service student withdraws from the course within 7 days from payment of course fees.	75% refund applicable
Government funded student withdraws from the course within 7 days from payment of course fees.	No refund applicable
Monarch Institute is unable to provide the course after payment of course fees.	Apportion of prepaid fees for services yet to be delivered
Recognition of Prior Learning (RPL) fees	No refund

Appendix 2 – Privacy Policy

Monarch Institute may require the collection of personal information from individuals to enable it to provide its products and services or for the purposes of employment. Monarch Institute takes its obligations under the Privacy Act seriously, and as such, will take all reasonable steps in order to comply with the Act and protect the privacy or personal information that it holds.

This Policy supports Monarch Institute’s commitment to the protection and non-disclosure of personal and sensitive information of its students, domestic and offshore and provides staff with a better understanding of the type of personal information that Monarch Institute holds on individuals.

The Privacy Act 1988 is an Act that regulates the transparent handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information to other individuals, Government entities or other organisations either by law or for other purposes. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

Under the privacy act, personal information is defined as:

“Information or an opinion about an identified individual, or an individual who is reasonably identifiable”

- a) whether the information or opinion is true or not; and
- b) whether the information or opinion is recorded in a material form or not

Sensitive information is defined as:

- a) information or an opinion about an individual’s
 - 1. racial or ethnic origin; or
 - 2. political opinions; or
 - 3. membership of a political association; or
 - 4. religious beliefs or affiliations; or
 - 5. philosophical beliefs; or
 - 6. membership of a professional or trade association; or

- 7. membership of a trade union; or
- 8. sexual orientation or practices; or
- 9. criminal record; or
- b) that is also personal information; or
- c) health information about an individual; or
- d) genetic information about an individual that is not otherwise health information; or
- e) biometric information that is to be used for the purpose of automated biometric verification or biometric identification; or
- f) biometric templates.

Use of personal and sensitive information

Personal information about students (including offshore students) studying with Monarch Institute may be shared with the Commonwealth and State Government agencies and designated authorities (The Australian Skills Quality Authority, The National Centre for Vocational Education Research and the various state training authorities), the Australian Council for Private Education and Training as manager of the Tuition Assurance Schemes of which Monarch Institute is a member. This information may be used for the purposes of audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management services.

The National VET Provider Collection Data Requirements Policy specifies the use of data collected by registered training organisations including enabling employers and individuals to make informed choices about training operations, accessing historical records on training undertaken, allowing industry to pinpoint skills being developed in the training sector and enabling governments to develop more targeted policies and better direct public funding to training priorities.

Collection of personal and sensitive information

Personal and sensitive information is collected by Monarch Institute in order for it to carry out its functions as a registered training organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations 2015, the National VET Regulator Act 2011, and the Data Provision Requirements 2012 and may be disclosed to the Commonwealth and tuition assurance scheme operator.

Personal information that is collected includes:

- Name
- Address
- Contact details (telephone and email)
- Postal address
- Date of birth
- Gender
- Emergency contact details
- Employment status including employment details (where necessary)
- Language used
- Reasons for study
- Educational history
- Tax file number
- Other legal requirements
- Images
- Copies of Proof of Identity (drivers licence, passport, Under 18 card etc.)
- Videos
- Voice recordings
- Sensitive information that is collected includes:
 - Ethnicity and origin including language and literacy needs
 - Health and disability
 - Memberships of professional or trade associations

Where possible, this information will be collected directly from the individual. However, Monarch Institute acknowledges that there is no obligation for an individual to provide personal information. However, if an individual chooses not to provide Monarch Institute with personal details, Monarch Institute may not be able to provide the individual with the full range of services.

Personal information will not be disclosed without the individual's consent unless required or authorised by law.

How the information is collected

Personal and sensitive information is generally collected through the completion of Monarch Institute's enrolment process or through the completion of an application for recognition of prior learning or training and assessment activities.

In some cases, this information may also be captured via web cams, voice recordings and scanned images depending on your mode of study.

Data security and storage information

Monarch Institute will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy.

Monarch Institute ensures the personal information we hold on individuals is protected against interference, loss, unauthorised access, use, modification, copying, download or disclosure.

All staff of Monarch Institute are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality requirements specified in Monarch Institute HR Manual.

Where information held by Monarch Institute is no longer required to be held, and the retention is not required by law, then Monarch Institute will destroy such personal information by a secure means.

Disclosure of personal and sensitive information

Personal and sensitive information about students (including offshore students) studying with Monarch Institute may be shared with the Australian Government and designated authorities, including the Independent Tertiary Education Council of Australia (ITECA) where Monarch Institute is a member.

Personal information may be disclosed to the Australian Skills Quality Authority, the National Centre for Vocational Education and Research and various state training authorities in the carrying out its regulatory and statistical functions in the VET sector. This information may be used for the purposes of audit, verification, research, statistical analysis, program evaluation, post completion surveys and internal management services

The following personal information may also be disclosed to Job Network Providers and Disability Services Providers:

- Training information and progress
- Reverse Marketing
- Referral to Employment
- Work Experience
- Employment related further training and licensing
- Post Placement Support
- Confirmation of employment
- Arranging interviews and obtaining feedback from interviews

In accordance with the Privacy Act and the Australian Privacy Principles, Monarch Institute will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure;
- c) Monarch Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
- d) the disclosure is required or authorised by or under law; or

e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Monarch Institute shall include in the record containing that information a note of the disclosure.

Any person or organisation to whom personal information is disclosed as described in this policy will be required to not use or disclose the information for a purpose other than the purpose for which the information was supplied to them.

Disclosure of information overseas

Monarch Institute utilises cloud based computing systems for the housing of personal information collected from its students. As such, in accordance with Australian Privacy Principle 8, before Monarch Institute discloses any personal information about an individual, Monarch Institute will ensure the recipient of the information is subject to a law that is at least substantially similar to the way in which the Australian Privacy Principles protect the information or ensure that the person acts in accordance with the Australian Privacy Principles.

Quality of data stored by Monarch Institute

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual request that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

There is no fee associated with the alteration, amendment or correction of personal or sensitive information held by Monarch Institute.

Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

Updating personal information

It is the individual's responsibility to keep Monarch Institute informed of their contact details. If at any stage while enrolled, personal contact details change, the individual is obliged to inform Monarch Institute. This allows Monarch Institute to send any communication to the individual in an efficient manner.

Compliance with this policy and Australian Privacy Principles

If an individual has any concerns regarding the privacy of personal information, then the individual may lodge a complaint to the General Manager in accordance with the Complaints and Appeals Policy and Procedure.

Storage, access and retention of personal information

Monarch Institute will take all reasonable steps to protect the security of the personal information that it holds. This includes appropriate measures to protect electronic materials and materials generated and stored in hard copy.

Monarch Institute will store securely all records containing personal information and take all reasonable security measures to protect personal information collected from unauthorised access, misuse or disclosure.

Monarch Institute will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is up to date and complete.

Monarch Institute will make available for inspection all personal information that it holds in relation to an individual upon request. There is no charge for an individual to access personal information that Monarch Institute holds about them; however, Monarch Institute may charge a fee to make a copy. Individuals can contact the General Manager by emailing info@monarch.edu.au to access or obtain a copy of their personal information.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Where information held by Monarch Institute is no longer required to be held, and the retention is not required by law, then Monarch Institute will destroy such personal information by a secure means.

[Publication of privacy and personal information policy](#)

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, Monarch Institute will advise students on enrolment about this policy and where it is located.

[Academic record keeping](#)

Monarch Institute maintains comprehensive records of each student's involvement, including participation in training and assessment, academic results, personal details and financial records. To assist in the resolution of any dispute each student is encouraged to maintain their own similar records.

Appendix 3 - Access and Equity Policy

This policy exists to ensure that everyone has the opportunity to successfully gain skills, knowledge and experience through education and training services provided by Monarch Institute on an equitable basis, including people with disabilities, and people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

In particular, Monarch Institute aims to:

- incorporate access and equity principles and practices in key processes that affect the outcomes for students.
- achieve equitable access for all current and potential students to vocational education and training services and programs.
- increase the participation of people who are under-represented in vocational education, training and employment services and programs.
- increase participation in decision-making processes by people from under-represented groups.
- encourage positive outcomes for students by enabling skills to participate successfully in vocational education and training services and programs.
- develop quality support services that enhance students' chances to achieve positive outcomes.
- provide a safe and secure environment for all individuals attending Monarch Institute's premises both prior to and after enrolment.

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.

Equal Opportunity

Monarch Institute is committed to equal employment and education opportunity principles and practices. This commitment will ensure that our environment is free from any form of discrimination in the workplace and a training situation, and that all of our practices are based on merit and equality of access.

The Anti-Discrimination Act 1991, states that it is against the law to discriminate against someone (treat them unfairly compared with others), or harass them because of their:

- sex
- race, colour, nationality, ethnic or ethno-religious background,
- marital status
- physical, intellectual or psychiatric disability, or any organism capable of causing disease,
- homosexuality (male or female, actual or presumed)
- age (but only in relation to compulsory retirement)

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.

Appendix 4 - Health and Safety Policy

Workplace Health & Safety

Monarch Institute will always look out for students' health and safety by following the guidelines set out by the current OH&S or WHS Acts in each state/territory and all other relevant legislation and codes of practice.

When students are on site they are expected to abide by these measures and can help Monarch Institute by:

- protecting their own health and safety and avoid risking the health and safety of others
- not bringing threatening or dangerous items to training
- not misusing anything provided by Monarch Institute
- co-operating with any instructions given to them by Monarch Institute
- not putting themselves or others in danger through the consumption of drugs or alcohol
- reporting any risks they notice
- only smoking in designated areas and never inside a training facility.

Cyber Safety

Monarch Institute provides forums for students and staff to communicate across a variety of digital platforms and believes cyber safety is fundamental to this success.

There are many websites providing advice on how to stay safe. We encourage students and staff to inform themselves of their rights and obligations and we encourage anyone who feels unsafe in one our digital environments to let us know.

<https://www.esafety.gov.au/key-issues/adult-cyber-abuse>

<https://www.education.vic.gov.au/about/programs/bullystoppers/Pages/cyberbullyingcampaign.aspx>

<https://www.staysmartonline.gov.au/protect-yourself>

For all safety concerns please email compliance@monarch.edu.au.

Appendix 5 – Code of Conduct Policy

Monarch Institute is passionate about providing a safe and welcoming educational environment. The behaviour, actions and teachings at Monarch Institute are taken seriously.

The Code of Conduct has been established to ensure both students and staff are provided with a setting where they are free of any behaviour which may cause a negative impact.

All students and staff are expected to follow all Monarch Institute rules and policies, as well as State and Commonwealth laws. Any breach of a Commonwealth or State law by staff or a student which may result in a criminal conviction will be reported to the relevant authorities.

Responsibilities

It is the Student's responsibility to:

- respect the right of others, their differences and diversity
- respect people's right to privacy and confidentiality
- treat people in a fair and non-discriminatory way
- undertake studies in a diligent manner by attending all sessions, complete all requirements to the best of their ability and behave in a co-operative manner with other students and staff
- give requested feedback to other students and staff in a specific and sensitive way
- personally bring any matters requiring attention (such as learning concerns, accidents etc.) to the notice of a staff member as soon as practicable.

Students can expect staff to:

- treat people in a fair, non-discriminatory way and with due regard to their privacy
- be professional in performing their duties
- respect the rights of others, their differences and diversity
- respect people's right to privacy and confidentiality
- be supportive of your education
- give appropriate consultation about your progress
- give clear and specific feedback in assignments and if appropriate in subject sessions

General Misconduct

The following examples indicate the kinds of behaviour which constitute general misconduct, as opposed to academic misconduct (refer to Student Academic Integrity and Honesty Policy in this guide). They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- breaches any State or Commonwealth laws
- breaches any of Monarch Institute's policies
- willfully disobeys or disregards any lawful order or direction by a staff member
- prejudices the good name or reputation of Monarch Institute
- bullies, intimidates, harasses or acts violently towards themselves, other students or staff; including causing other students or staff to fear for their own safety, security or wellbeing, whether face-to-face, by telephone or by the use of technology. This includes prejudice and discrimination because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason
- prejudices the good order and governance of Monarch Institute or interferes with the freedom of other students to pursue their studies, or carry out their functions
- behaves in a disruptive manner; such as swearing or using offensive language
- disobeys or fails to comply with contractual or legal requirements
- misuses the information technology communication infrastructure of Monarch Institute (including viewing or distributing offensive material via the internet, email or other means)
- fails to comply with any penalty imposed for breach of discipline
- acts dishonestly in relation to admission to Monarch Institute
- breaches any confidence of Monarch Institute

Any breach of Commonwealth or State law by a student which may result in a criminal conviction will be reported to the relevant authorities.

Investigation

Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper investigation. Past misconduct is not evidence that a student has behaved in the same manner again. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.

All instances of alleged misconduct will be referred to management for investigation. The student will be notified of the investigation within 5 business days and a meeting is scheduled so the student can be given an opportunity to discuss an allegation of misconduct. The meeting should occur within 14 days of the initial notification.

Where the student is unable to attend the meeting, the discussion may occur via email or teleconference. Where a student chooses not to participate, the General Manager will then determine and take action. The student or staff member may elect to invite a nominee, or any staff member or student nominee, to be present at this meeting, or to participate in the email/teleconference discussion.

If, as a result of the discussion, management concludes that no misconduct was involved, no further action will be taken and no record of the discussion will be placed in the student's file.

If, as a result of the discussion, management concludes that the action of the student was an example of inadvertent misconduct, the student will be counselled by management. A note to that effect will be placed in the student's file.

If, as a result of the discussion, management concludes that the action of the student was deliberate misconduct a penalty is determined, and the student is notified in writing.

Penalties

Penalties imposed will take into account the nature and the extent of the misconduct, the students' stage in the program and the conventions in the field of study. Depending on the severity of misconduct, it may result in cancellation.

The following penalties may be imposed:

- a warning
- suspension from the course for a period not exceeding 6 months
- cancellation of enrolment
- temporary exclusion from study
- the police will be contacted when necessary
- a charge for the cost of damage to facilities and equipment

Notification and appeal

Management will prepare a written statement setting out the findings of the investigation, referring to the evidence or other material on which the findings were based. This statement is to indicate any penalty/ies to be applied. Management will, within 10 business days, provide a copy of the report to the student and a copy of the report will be added to the student record.

Where management, concludes the case involves deliberate misconduct and either:

- the student does not admit to misconduct; or
- the student does not agree to accept the penalty;
- the student has the right of appeal against the decision of the inquiry and may appeal in writing to the General Manager. Appeals must be lodged in writing within 20 days of the date of the student being notified of the consequence. The process will commence within 10 business days from the date of receipt of the student's appeal.

Appeals

Refer to Appendix 7 - Complaints Policy and Appeals Procedures.

Appendix 6 – Student Academic Integrity and Honesty Policy

Monarch Institute upholds the principle that academic integrity relies on the application of honesty in all scholarly endeavour. Students are required to conduct themselves in their academic studies honestly and ethically and expected to carefully acknowledge the work of others in all their academic activities.

This policy describes academic misconduct to students and outlines Monarch Institute’s response to instances of academic misconduct that are detected.

Types of academic misconduct

Academic misconduct involves cheating, collusion, plagiarism, or any other conduct that deliberately or inadvertently claims ownership of an idea or concept without acknowledging the source of the information. This includes any form of activity that negates the academic integrity of the student or another student and/or their work.

Plagiarism occurs when students fail to acknowledge the ideas of others are being used. Specifically, it occurs when:

- other people’s work and/or ideas are paraphrased and presented without a reference.
- other students’ work is copied or partly copied.
- other people’s designs, codes or images are presented as the student’s own work.
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or source.
- learning materials are reproduced without due acknowledgement.

Cheating occurs when a student seeks to obtain an unfair advantage in an assessment or in other written or practical work required to be submitted or completed for assessment.

Collusion (unauthorised collaboration) involves working with others without permission to produce work which is then presented as work completed independently by the student. Collusion is a form of plagiarism. Students should not knowingly allow their work to be copied.

Allegation of academic misconduct

When academic misconduct is suspected by trainers, the Head of Teaching and Learning should be notified. Allegations of academic misconduct must be based on firm evidence.

The trainer will email the student(s) and give them an opportunity to respond to the allegation of academic misconduct. The student(s) should be given particulars of the suspected academic misconduct and given a chance to defend the allegation. The student(s) should be informed of the penalties that may be applied if the allegation of academic misconduct is upheld. The student should be asked to respond within 10 business days from receipt of the written communication.

The Head of Teaching and Learning is required to decide whether the allegation of academic misconduct is upheld or rejected and, if upheld, whether the academic misconduct was likely to have been intentional or unintentional.

There are several factors that might be taken into consideration when deciding whether the alleged academic misconduct was unintentional, such as:

- the student is at the start of their course and has not received a warning.
- the student is from an educational background where different norms apply for the acknowledgement of sources.
- a negligible amount has been plagiarised.
- the student has made an inadequate attempt at referencing.

An indication that alleged academic misconduct was intentional may be:

- that the students in the cohort were given information on how to acknowledge extracts and quotations and the student was present and received written information and knew that the use of material without acknowledgement was unacceptable.
- that the student had received a prior warning about academic misconduct.

Penalties

Once an allegation of academic misconduct has been investigated and found to be upheld a determination will be made within 10 business days of the appropriate penalty. Each finding of academic misconduct will be treated on its merits. To detect repeated infringements of academic misconduct reference to the academic misconduct register will be made before the penalty is determined.

Unintentional academic misconduct

Where the Head of Teaching and Learning determines that academic misconduct was not intentional, they may take one of the following possible actions:

- warn the student and mark the assessment item without penalty; or
- warn the student, request resubmission, and mark the assessment item without penalty.

Warnings and penalties must be communicated in writing to the student and will be kept on the student's file. The student shall also be advised of their right to appeal the finding of academic misconduct and the penalty imposed.

Intentional academic misconduct

Before the Head of Teaching and Learning determines that the finding of academic misconduct was intentional, they must consider the student's response (if any) to the allegation. If the student fails to respond to an allegation of intentional academic misconduct or cannot provide a valid explanation to the Head of Teaching and Learning that the academic misconduct was unintentional, the Head of Teaching and Learning will determine the appropriate penalty for the finding of intentional academic misconduct, which may be one or more of the following:

- the student may be required to undertake additional or alternative assessment.
- a grade of Not Competent may be recorded for the assessment unit.
- the student may be withdrawn from the course.

The most serious penalties may be considered in the case of repeated academic misconduct.

The basis on which the academic misconduct has been determined to be intentional and the penalty that has been determined must be communicated in writing to the student and a copy kept on the student's file. The student shall also be advised of their right to appeal the finding of academic misconduct and the penalty imposed.

Recording incidences of academic misconduct

All proven cases of academic misconduct are entered into WiseNet to allow for verification of repeated infringements.

Appeals

See Complaints & Appeals Procedure.

Appendix 7 – Complaints Policy and Appeals Procedure

Monarch Institute seeks to continuously provide a high quality education and training environment that is safe, fair, and free from discrimination, in which all are encouraged to strive for excellence and fulfil their potential. Monarch Institute is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. All parties to the complaint resolution process will observe the principles of courtesy, mutual respect, confidentiality, and procedural fairness.

The focus for resolution will be on issues rather than individuals. A complainant has the right to withdraw the complaint at any stage.

Where a complainant is a current student, their enrolment must be maintained while the complaints and appeals process is ongoing, unless a request is made in writing by the student to alter the status of their enrolment. Complaints managed by Monarch Institute are not charged, however, if an external mediation service is required this service may be charged.

Monarch Institute staff will always endeavour to resolve any issues brought to their attention. Monarch Institute will keep track of all grievances and their status and update all stakeholders involved in the lodgment, management, and resolution of the issue. All improvements stemming from a complaint or appeal will be recorded in Monarch Institute's Continuous Improvement Register.

Purpose

Essential to a safe, inclusive environment is ensuring that staff and students are encouraged to come forward with their grievances in the knowledge prompt and effective action will be taken to address complaints.

Despite all efforts of Monarch Institute to provide satisfactory services, complaints may occasionally arise that require formal resolution. The following procedures provide the opportunity to have complaints and appeals acknowledged and resolutions reached internally where possible but without limiting the complainant's right to seek external recourse. Further, the Complaints and Appeals process does not remove the right of either party to pursue other legal remedies.

The objective of this policy is to ensure:

- the process is clear and readily available for all and consistently applied
- the process is well documented and communicated to relevant parties within 20 days, including advising the complainant or appellant of the outcome through written notification
- the complainant or appellant is aware of their right to have a support person present at any interview or proceeding
- the process be conducted with fairness in accordance with the principles of natural justice
- the complaint resolution process will be used by Monarch Institute to identify areas for improvement in the quality of services and support it provides to students

Scope

This policy applies to complaints and appeals brought by persons who engage the services provided by Monarch Institute or any third party partners.

Monarch Institute is not compelled to consider:

- anonymous appeals; or
- appeals that appear to be of a frivolous nature, or vexatious or maliciously made; or
- appeals made based on the judgment of a Monarch Institute staff member who made the decision; or
- appeals that fail to meet the lodgment requirements

Definitions

Complaint

For the purposes of this policy, 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.

Academic Appeal

For the purposes of this policy, an appeal is defined as a situation where a student disputes a decision made by Monarch Institute. The decision made by Monarch Institute may be an assessment decision.

Complaint process

Monarch Institute encourages students and staff to informally resolve complaints as most of these situations can be addressed and resolved at this level. Monarch Institute advises complainants to first speak to the person/s their complaint is related to. Monarch Institute promotes and requests that parties involved try to resolve their issues with each other in an informal manner, with mutual respect.

However, it is understood that not all complaints can be resolved in an informal manner. Where a resolution of a complaint cannot be resolved informally, the following process applies.

The issue needs to be brought to the attention of the General Manager or delegate of Monarch Institute. A written complaint detailing the issue arising should be forwarded to the General Manager – info@monarch.edu.au.

All formal written complaints lodged will be actioned within 48 hours of being received. An opportunity will be provided to all complainants to formally present their case.

The complaint will be investigated within 20 business days. The General Manager will ensure that as far as possible, the person making the complaint is satisfied with the outcome.

The person making the complaint will receive a written statement of the outcomes, including reasons for the decision within 20 business days of lodging their complaint.

The formal complaint must be made within two months of the incident occurring.

Academic Appeal

All students have the right to request an academic review. Where a student is dissatisfied with the result of an assessment, the student should discuss this informally in the first instance with their assessor.

If the issue cannot be resolved informally, a student may submit a request for a formal academic review in writing to the General Manager within 20 business days of receiving the reviewed academic

assessment result. The request must outline why the student has requested a formal review of the result.

The General Manager will seek to resolve a formal academic review through the appointment of an independent and impartial educator to conduct an investigation and make a recommendation. The General Manager will make the final decision on all formal academic reviews.

All parties involved in any formal academic reviews will be advised in writing of the outcome and the reasons for the decision within 20 business days from the date the review was lodged. If a student's formal academic review is successful, the academic result will be amended.

External Review

Either party may choose to engage a third party mediator at any stage throughout the process. However, Monarch Institute encourages all grievances, in the first instance, to be brought to their attention to improve practice and experience. Similarly, ASQA and Monarch Institute funding bodies require a student to go through the internal resolution process first before they are contacted.

The Dispute Settlement Centre of Victoria

URL: <https://www.disputes.vic.gov.au/about-us/contact-us>

Phone: 1300 372 888

Queensland Training Ombudsman

Phone: 1800 773 048

Email: info@trainingombudsman.qld.gov.au

Write: PO Box 15090, City East Qld 4002

Australian Skills Quality Authority (ASQA)

URL: <https://asqaconnect.asqa.gov.au/>

Please note: ASQA will receive a complaint but will not investigate an individual's complaint.

Victorian Skills Gateway

<https://skills.vic.gov.au/victorianskillsgateway/Help/Pages/makeacomplaint.aspx>

Appendix 8 - 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.
- Australian Consumer Law
- The disability Act 2006 (Vic)
- Working with Children Act 2005 (Vic)
- Equal Opportunity Act 2010 (Vic)
- Human Rights Charter
- Child Wellbeing and Safety Act 2005 (Vic)
- Information Privacy Act 2009