



Student Enrolment Information Handbook

2018

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General Information

Welcome to Melbourne Institute of Massage Therapy.

Melbourne Institute of Massage Therapy (MIMT) is a Recognised Training Organisation (RTO), delivering Nationally Accredited, specialised industry training for people considering employment within the Massage Industry.

MIMT has the following nationally accredited courses on its Scope of Registration:

- HLT42015 – Certificate IV in Massage Therapy
- HLT52015 - Diploma of Remedial Massage
- 22316VIC - Advanced Diploma of Myotherapy

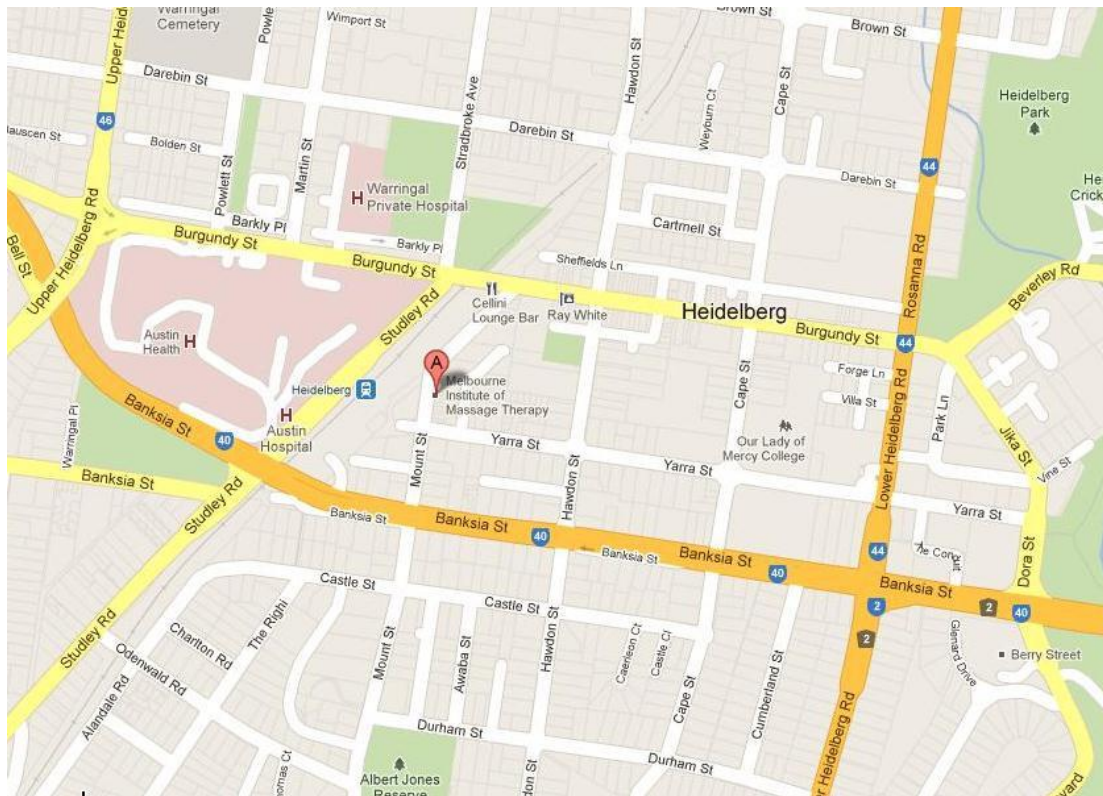
We acknowledge the importance of adult learning principles in the delivery of effective training. We believe that all students should be encouraged to take responsibility for their own learning and to understand that as learners, they have an active role to play in their training/learning and assessment process.

We want to make you feel as comfortable as possible whilst you undertake your training, so we keep our class sizes at a comfortable level to ensure optimum learning environments. We ensure that all our students receive the in-depth learning and unlimited support they deserve.

The purpose of this Student Enrolment Information Handbook is to introduce you to the services available to you at MIMT.

All trainers have relevant and exceptional industry knowledge and experience and are professional, friendly and supportive. Please visit our website (www.mimt.edu.au) to read about Our Trainers under the Institute Profile tab on the Homepage.

Location and Public Transport



MIMT classrooms and administration offices are located at 68, 72 & 84 Mount St, Heidelberg, Victoria, 3084.

Office hours are: 9am – 5.30pm Monday to Thursday and 9am – 4.45pm Friday.

Adjacent to MIMT is the Heidelberg train station on the Hurstbridge line and the Heidelberg Railway Station/Yarra St (Heidelberg) bus stop.

Parking is available in Mount Street, Hawdon Street, Yarra Street and surrounding areas. Please observe parking restrictions at all time. We encourage the use of public transport as we are very close to trains and buses.

Paid all day parking is available at Heidelberg Park at the bottom of Burgundy Street, across Rosanna/Lower Heidelberg Rd. (see top right corner of map above). It is an approximate 10 minute walk from MIMT.

Paid all day parking is also available at the Mercy Hospital on Studley Rd on the opposite side of the Heidelberg train station to MIMT.

Student Attendance and Behavior

Students are required to follow all MIMT rules and instructions from staff representing the organisation, act in a non-discriminatory manner at all times, and respect the rights of other students, staff and visitors.

Attendance at scheduled classes is paramount in ensuring students gain the maximum benefits associated with their training and fulfil the attendance requirements of their course. Students are required to maintain an 80% attendance rate in all subjects and are responsible for notifying their Trainer (or the Student Administration Department) if they are unable to attend a training session for whatever reason.

If you do not maintain an 80% attendance rate, then this will impact your academic progress and you will be required to re-sit that subject and pay additional fees.

Students are also required to adhere to MIMT academic rules and regulations by acknowledging and signing the Student Agreement at orientation. If a student is found to have acted in a way that MIMT deems to be misconduct, then disciplinary action may be implemented in the form of suspension or cancellation of the student's enrolment.

Please note that should a student fail to maintain minimum attendance and assessment requirements or complete their course by the agreed completion date and does not respond to correspondence from MIMT regarding their progress, their enrolment may be subject to automatic withdrawal at the discretion of MIMT Management. Should the student wish to return to studies at a later date, additional fees will apply.

Complaints and Appeals

MIMT continually seeks to enhance the student experience and has an on-going commitment to equity, access and diversity.

Consistent with its aim to provide a high-quality service to every student, MIMT provides policies and procedures that enable students to make complaints and request reviews of academic decisions.

If you are dissatisfied with a service offered or treatment received by MIMT then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal. Please refer to the Complaints and Appeals Policy located on MIMT's website www.mimt.edu.au and under the 'Form' tab for more information on how to lodge a complaint or appeal.

Equity Commitment

MIMT is committed to the principles of access and equity in education and training and generally permit open access to all courses and training programs. The exception is where open access is restricted because of legislation, licensing regulations, government funding policies or because of training package requirements. A pre-training review is carried out prior to enrolment to determine a student's suitability into their desired course.

In many courses student numbers may be limited. Training courses are available to students who meet the specified minimum course entry requirements without discrimination on the grounds of sex, race, colour, nationality, ethnic origin, national origin, marital status, sexual preference, disability, age or any other unlawful grounds of discrimination.

MIMT aims to support all students and providing access to the educational and support services they need to successfully complete the qualification in which they are enrolled.

All MIMT staff and students are expected to adhere to the principles and practices of equity in education and training; they will treat everyone fairly and without discrimination. MIMT has procedures in place to ensure any student concerns are dealt with immediately and appropriately (refer to Complaints and Appeals above).

MIMT acknowledges its legal obligations under State and Federal equal opportunity law, including:

- The Racial Discrimination Act, 1975 (Commonwealth)
- The Sex Discrimination Act, 1975 (Commonwealth)
- Disability Discrimination Act, 1992 (Commonwealth)
- The Equal Opportunity Act, 1995 (Victoria)

If you believe you have been treated unfairly by an MIMT Representative or fellow student, please contact the Campus Manager on (03) 9455 1926.

Workplace Health and Safety

MIMT complies with all relevant Workplace Health and Safety legislation. Trainers will actively take steps to identify hazards that could cause harm to students in the classroom and learning environment. Where possible, the trainers will take action to remove or control these hazards and will report the hazard to the appropriate on site personnel.

Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of their trainer while in attendance at MIMT premises.

Privacy

In accordance with our Privacy Policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the VET Quality Framework, Government Contracts or by law, information about a participant will not be disclosed to a third party without the consent of the participant.

A copy of the Privacy Policy Statement is available on MIMT's website www.mimt.edu.au

Skills First Funding

Skills First funding makes vocational training more accessible to people who do not hold a post-school qualification, or who want to gain a higher level qualification than they already hold.

Am I eligible for a government-subsidised training place?

Generally, you are eligible for a government-subsidised training place if you are:

- an Australian citizen
- an Australian Permanent Resident (holder of a permanent visa)
- a New Zealand citizen

and are **any** of the following:

- under 20 years of age
- 20 years and older and 'upskilling' by seeking to enrol in a course at a higher level than your existing qualification.

If you are enrolled at a school, you will not be able to receive a government-subsidised training place for a course through Skills First unless you are undertaking the course as part of a School-Based Apprenticeship or Traineeship. The Government supports schools in other ways to offer vocational training to their students, so you should discuss all your options with your school.

How many courses am I eligible for?

You are eligible to commence a maximum of two subsidised courses at the same qualification level in your lifetime. This restriction applies whether or not you complete the courses. For example, this means if you have already commenced two courses at the Certificate III level, you may only commence courses at the Certificate IV level (or above).

In addition, eligible students can begin up to two subsidised courses in a year as long as you are not doing any more than two courses at a time.

Please note that your enrolment may impact your access to further Government subsidised training as outlined on the MIMT enrolment form.

VET Student Loans

MIMT is an approved VET Student Loans provider.

VET Student Loans is available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the diploma level and above. VET Student Loans may be used to pay all or part of an eligible student's tuition fees, but cannot be used for additional study costs such as accommodation or text books.

Am I eligible for a VET Student Loan?

To get a VET Student Loan, you must:

1. be an eligible student
2. be studying an **approved course**
3. be studying with an **approved course provider**
4. apply to the government using the approved form, and
5. Communicate your agreement to the Secretary to be able to continue to use the VET Student Loan to pay tuition fees for the course

You must meet ALL of these criteria – further detailed below.

You are:

- an Australian citizen, or
 - a **New Zealand Special Category Visa (SCV)** holder who meets the long-term residency requirements, or
 - a permanent humanitarian visa holder.
- You have not exceeded the **FEE-HELP limit**.
 - You are enrolled with an **approved course provider** in an **approved course** and have enrolled in accordance with the application requirements.
 - You are studying the approved course primarily at a campus in Australia.
 - You have been assessed by your approved course provider as academically suited to undertake the approved course by either:
 - providing your Australian Year 12 Certificate;
OR
 - providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English);
OR
 - displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.
 - In addition, your approved provider must reasonably believe you show competence in completing the course.
 - You meet the Tax File Number (**TFN**) requirements.
 - You have a **Unique Student Identifier (USI)** or are otherwise exempt.

Other important information

- By taking out a VET Student Loan, the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity.
- A student may wish to seek independent financial advice before applying for a loan.
- The maximum amount available under a VET Student Loan for the Diploma of Remedial Massage course is \$10,000. The amount of the loan cannot be greater than the student's remaining FEE-HELP balance. That is, you must have sufficient funds available in your FEE-HELP balance in order to be able to access a VET Student Loan.
- Please note that if you are a full fee paying student (i.e. not eligible for state government subsidized place), the loan is subject to a 20% loan fee. That is, the course cost + 20% loan fee which will result in a debt that is up to 120% of the loan.
- Tuition fees will be equally apportioned across three (3) fee periods of which each fee period will contain at least one census day.
- The meaning of a *Census Day* is a date by which enrolment may be cancelled without incurring tuition fees for the course or a part of the course.
- A student may cancel their enrolment in the course or part of the course as per MIMT's Withdrawal Procedure
- If a student withdraws before the census day for a course or part of the course, the student will not incur a VET Student Loan debt for the course or part of the course and will receive a refund for any tuition fees already paid for the course or part of the course.
- The following information is available to view on MIMT's website:
 - Tuition fees for the course
 - Census days for the course
 - MIMT's Withdrawal Procedure from the course and cancellation of enrolment
 - Other VET Student Loans Procedures that may relate to your enrolment

Go to <http://mimt.edu.au/info/vet-student-loans> where all of the abovementioned documents are available to view

- It is important for Students to inform MIMT as soon as practicable of any change of contact details

Student Engagement and Progression

Students who access a VET Student Loan are required to communicate their agreement to the Department of Education and Training that they intend to continue accessing VET Student Loans to pay for the tuition fees for the course they are undertaking.

Students will receive an email from MIMT providing instructions on how to complete this requirement and students are provided two weeks to complete and submit the form online.

In addition to confirming their engagement in the course, students are also given a survey at each point that must also be completed.

If students do not confirm their engagement in the course with the Department, then this may impact their access to the VET Student loan and subsequently, their place in the course if they are unable to pay the remaining tuition fees required.

How do I apply for a VET Student Loan?

If you are eligible for a VET Student Loan and would like to apply for a loan, please contact the MIMT Course Advisor on 9455 1926 to make a time to discuss this in further detail. Upon enrolling, you will be required to review the 'VET Student Loan information booklet' and complete the VET Student Loan online assistance form.

Please refer to the 'Fair Treatment and Equal Benefits and Opportunity Policy' located on MIMT's website: www.mimt.edu.au for detailed information on the enrolment process. Should you require any assistance, please contact the MIMT office on 9455 1926. If you would like more information about VET Student Loans, please visit <https://www.education.gov.au/vet-student-loans>

Training and Assessment Information

Melbourne Institute of Massage Therapy is responsible for the compliance of training and assessment conducted for all courses on offer.

What is Competency Based Assessment?

Competency Based Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. It confirms that an individual can perform to the standard expected in the workplace as expressed in the relevant endorsed industry/enterprise competency standards (or outcomes of accredited programs if there are no competency standards for an industry). The Competency Based Assessment process will be conducted in an open, transparent and accountable manner emphasising the aspects of equality for all.

Evidence gathering

MIMT's academic staff has selected suitable tasks to ensure methods are best suited for assessing practical skills and others are better for assessing theory or underpinning knowledge.

Typical assessment methods include:

- Observation – trainer/assessor observation of student performing a task or producing a product;
- Workbooks/Assignments – used to provide evidence of understanding in a particular context.
- Simulation/Role-play – simulation of workplace activities to gauge performance;
- Logbooks – provision of a collection of evidence and samples that prove competence against the specified criteria;
- Practical assessment – the student undertakes a task or exercise that demonstrates competency performed against the specified criteria;
- Knowledge based tests – written or oral questioning.

Where appropriate, assessment methods will take into account and have flexibility to incorporate the equity needs of students (e.g. alternative methods of assessment for students with a disability).

Assessment readiness

When commencing study, MIMT will provide an overview of the planned assessments and will negotiate assessment timeframes and requirements to ensure the student's readiness to undertake assessments. Assessments should be submitted or completed by the specified time for a result to be recorded. However, if necessary, extensions of assessment timeframes will be negotiated and/or considered in specific or exceptional circumstances. Late submission fees will apply where assessments are not submitted by their due date and an extension has not been previously organised.

If a student is unsuccessful in passing an assessment they are given the opportunity to attempt a Supplementary Assessment. If the student is unsuccessful in the supplementary assessment it will be recommended that they repeat the subject as the Skills and/or Knowledge has not been learnt (additional fees may apply).

Student Clinic Requirements

In addition to attending your scheduled timetabled classes and completing the assessment requirements, students must complete a certain number of hours of Massage Practice under supervision. This is achieved through participation at MIMT's Student Clinic and External Supervised Events. Student Clinic Shifts will be completed in the evenings and on the weekends and these are in addition to your timetabled classes. Dates to complete these requirements will be provided to students after they commence the course. Students need to make note the following start times apply for student clinic shifts: Weeknights 4.30pm - 5pm and weekends 8.30am.

Access to Student Records

Students wishing to access their own records must complete the 'Access to Records Application' form (available on request) and submit it to the office. Once the application has been received, the Campus

Manager will contact the student to arrange a suitable time for him/her to come into the office to view their file within 5 working days or 10 working days if the file is stored offsite and requires retrieval. Students must produce photo identification when they arrive at the office to confirm their identity.

Student Support Services

Being a student is exciting, but it can also be challenging. All staff can be approached to gain advice on academic and personal issues. Staff at MIMT will offer professional and confidential advice in areas where they can help and will ensure that all efforts are taken to ensure a positive learning experience is achieved.

Whilst all staff employed by MIMT has the responsibility to provide support to all students, MIMT has nominated a 'Student Support Officer' who is available to all students and can be contacted on (03) 9455 - 1926 between the RTO business hours of 9:00 - 5:30. If necessary, an appointment will be arranged with the Student Support Officer and the student to discuss any support required.

A range of internal educational supports services are available and may include:

- Pre-enrolment materials – Student enrolment information handbook and qualification summary sheets
- Applying reasonable adjustment to training and assessment practices e.g. learning materials in alternative formats e.g. large print
- Flexible scheduling for assessment e.g. the student is able to select an assessment time that is most suited to their current circumstance which permits he/she from participating at the required scheduled time
- Learning resources, student have access to MIMT's library
- Recommended reading lists for all subjects
- information and communications technology (ICT) support for MIMT's online delivery
- telephone and email support for students engaged in flexible delivery programs
- Any other services that MIMT considers necessary to support students to achieve competency that is within MIMT's capability to provide

MIMT can provide a referral service to organisations that may assist students with some of their needs. The services that MIMT can refer students to are:

- Referral to external language, literacy and numeracy programs and other training programs e.g. Adult Migrant English Program or Living and Learning Centres in your local area (*additional cost may apply*)
- Referral to offsite counselling services including but not limited to:
- Relationships Australia (Family and Relationship counselling): 1300 364 277
- Lifeline: 13 11 14
- Beyond Blue: 1300 22 46 36

In the case of an emergency the student must contact '000' via telephone to report the emergency to appropriate authorities.

The extent of the support services that we provide will depend on our clients' needs and our capacity to provide these services.

Student Safety

MIMT has a number of processes to provide a safe and secure learning environment to all students. These include hours of operation and access to staff to assist students where required.

When travelling to and from MIMT it is important to ensure your own safety at all times. The following are some tips to follow to ensure your safety and all staff are able to assist you with strategies to improve your safety.

Student Safety Tips

- Don't openly carry valuables, including iPods, mobile phones, laptops, etc.
- Find suitable and safe routes to petrol stations, shops and your local police station. Try to find routes that are well lit and busy.
- Avoid confrontation - it is better and safer to walk away if you are being provoked.
- If you feel you are being followed, cross the street, and if you are still worried, move as quickly as possible to a public area (such as a restaurant) and then telephone for help.
- At night, walk in pairs in well-lit areas and on busier streets, not dark alleyways and side-streets.
- Have your keys ready well before you reach the door of your car or house.
- If travelling by bus or tram at night, try not to wait alone at the bus or tram stops. Arrange for others to meet you at your home stop if you are returning late and have a long way to walk home.
- If you are travelling by train at night, do not sit in an empty carriage. Try to sit near groups of people in a well-lit area.
- Check the time of the last train, bus or tram home to avoid being stranded at night.
- Avoid walking alone after getting off public transport at night. If you can, walk close to a group of people or arrange for someone to meet you.

Academic Misconduct

Students at MIMT are expected to maintain the highest standards of academic conduct. We know that most students conduct themselves with integrity and are disturbed when they observe others cheating. The following information should help you avoid unintentional academic misconduct and clarify the consequences of plagiarism and/or cheating.

Definitions:

Plagiarism:

It is the act of presenting another person's work as your own, and failing to acknowledge that the thought, ideas or writings are of another person.

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;
- phrases and passages are used verbatim without quotation marks and/or without a reference to the author or a web page;

Cheating:

To act dishonestly or unfairly in connection to an assessment conducted by the RTO.

Academic misconduct is considered a serious offence at MIMT. For students who have been deemed to intentionally plagiarise/cheat, it may result in you being required to resubmit your work, being suspended, or permanently removed from the course.

To avoid plagiarism and/or cheating and its penalties, students are advised to note the following:

-
- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the material.
 - You should name sources for any graphs, tables or specific data, which you include in your assignment.
 - You must not copy someone else's work and present it as your own

If the student does not agree with the MIMT's decision, then they are able access the Complaints and Appeals Policy and Procedure.

National Centre for Vocational Education and Research (NCVER)

Please be advised that you may be contacted by the National Centre for Vocational Education and Research (NCVER) for the purpose of completing a survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit purposes.

Relevant Legislation

A range of legislation is applicable regarding your training. The regulations and legislation for training organizations that affects your participation in Vocational Education and Training includes:

| LEGISLATION/ REGULATIONS | PURPOSE | WEBSITE ADDRESS |
|---|---|---|
| Charter of Human Rights and Responsibilities Act 2006 | The main purpose of this Charter is to protect and promote human rights | http://www.austlii.edu.au/au/legis/vic/consol_act/cohrra2006433/ |
| Defamation Act 2005 | The purpose of this Act is to enact in Victoria provisions to promote uniform laws of defamation in Australia | http://www.austlii.edu.au/au/legis/vic/consol_act/da200599/ |
| Disability Discrimination Act 1992 | This Act provides information relating to discrimination against an individual who has a disability across various facets of life e.g. employment | http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/ |
| Education and Training Reform Act 2006 | The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians. | http://www.austlii.edu.au/au/legis/vic/consol_act/eatra2006273/ |
| Equal Opportunity Act 2010 | To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment and victimisation | http://www.austlii.edu.au/au/legis/vic/consol_act/eoa2010250/ |
| Fair Work Act 2009 | An Act relating to workplace relations, and for related purposes | http://www.austlii.edu.au/au/legis/cth/consol_act/fwa2009114/ |
| Freedom of Information Act 1982 | An Act to give to members of the public rights of access to official documents of the Government of the Commonwealth and of its agencies | http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/ |
| Information Privacy Act 2000 | The main purposes of this Act are— (a) to establish a regime for the responsible collection and handling of personal information in the Victorian public sector | http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/a12f6f60fbd56800ca256de500201e54/cd652e34a04da6c2ca257505007ce686!OpenDocument |
| National Vocational Education and Training Regulator Act 2011 | An Act to establish the National Vocational Education and Training Regulator, and for related purposes | http://www.comlaw.gov.au/details/c2011a00012 |
| Occupational Health and Safety Act 2004 | The Occupational Health and Safety Act 2004 (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria. | http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/ |
| Occupational Health and Safety Regulation 2007 | The Occupational Health and Safety Regulations 2007 are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters. | http://www5.austlii.edu.au/au/legis/vic/consol_reg/ohasr2007382/ |

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| Privacy Act 1988 | The Privacy Act 1988 (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. | http://www.comlaw.gov.au/Details/C2014C00076 |
| Racial and Religious Tolerance Act 2001 | The purposes of this Act is to promote racial and religious tolerance by prohibiting certain conduct involving the vilification of persons on the ground of race or religious belief or activity and to provide a means of redress for the victims of racial or religious vilification. | http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/ |
| Racial Discrimination Act 1975 | It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life | http://www.austlii.edu.au/au/legis/cth/consol_act/rda1975202/ |
| Sex Discrimination Act 1984 | An Act relating to discrimination on the ground of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment | http://www.austlii.edu.au/au/legis/cth/consol_act/sda1984209/ |
| Workplace Gender Equality Act 2012 | An Act to require certain employers to promote gender equality in the workplace. | http://www.comlaw.gov.au/Details/C2012C00899/ |

Planning for training

Competency-Based Training and Assessment Process

Competency-based training (CBT) is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a training program. The aim of CBT is to ensure that vocational education and training programs better meet the needs of Australia's industries and enterprises.

Outcomes from CBT reflect workplace duties, working environments and performance requirements. This should include performing higher level duties such as planning, problem solving and managing tasks through to completion. CBT programs are often comprised of Units of Competency that contain specific learning outcomes, which are based on standards set by the particular industry. Delivery of training may occur in a variety of forms (classroom, work based) to ensure an overall understanding of all skills and knowledge is available.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed industry or enterprise competency standards. Assessments through this course will require students to complete a variety of written work, oral questions, practical demonstrations and assignment/portfolio presentations.

Where a student has undertaken an assessment and it has been marked as NYC (Not Yet Competent), they will be allowed to re-sit the test/or have a re-assessment. If they are deemed NYC for a second time they may be requested to re-enrol into that unit/subject. This will include re-training and therefore a fee for that subject will apply.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Competency-based training places emphasis on the workplace application of attained knowledge and skills, not the amount of time spent in training or the amount of knowledge acquired in a formal learning environment.

Australian Qualifications and Statements of Attainments that have been issued by any other Registered Training Organisation (RTO) will be recognised by MIMT. To apply for a Credit Transfer, students must be able to present their original Qualification or Statement of Attainment with National codes and titles that match the current course in which they are enrolled.

Students who wish to apply for credit transfer are required to complete the application form for credit transfer. A copy can be provided to you at reception.

Once MIMT has received the completed credit transfer application the Campus Manager will review all documentation and make a decision within 10 working days.

The Campus Manager will then contact the student in writing notifying them if their request was granted or denied ~ if granted the student will be advised as to what units they have received credit transfer for. There is no cost for students to apply for Credit Transfers.

Recognition of Prior Learning (RPL) is the acknowledgment of skills and knowledge obtained through formal training, work experience and/or life experience. The purpose of this process is to identify and assess previously acquired skills and knowledge against the required competency standards.

Course participants applying for RPL must provide evidence to the satisfaction of MIMT at least 1 week prior to the course commencement date. This evidence must clearly indicate that the applicant is able to demonstrate all the required skills and knowledge. The applicant is required to provide and submit all relevant documentation; it is not MIMT's responsibility to acquire or print out the evidence. The application will be reviewed within 10 business days from the date of submission and a letter advising of the outcome will be posted to the participant. This application will be discussed with you at the time of your enrolment. **Applications submitted after course commencement will not be accepted.**

Payment of the \$150 RPL application fee is payable upon submission the individuals application. Should RPL be granted, then the following costs apply:

- \$100 per unit of competency
- \$70 per subject

Other information and documentation regarding the application procedure for RPL and/or Credit Transfers will be made available to all participants upon request.

Language Literacy and Numeracy

MIMT recognises that reading, writing, listening, speaking and understanding mathematical concepts and processes are integral skills required for work and are therefore an important component of training. As all students are individuals with different life experiences, literacy and numeracy skills vary.

Prior to enrolment, the student will need to complete the pre-training review which includes the language, literacy and numeracy (LLN) exercises which will be used to assess the LLN ability of the student and their suitability to enrol into their desired course.

MIMT has a range of support services can be provided for the student upon request or alternatively, some students may be referred on for specialist help as required.

If you have a Language Literacy or Numeracy concern that is affecting your training program, we encourage you to raise the matter directly with your Trainer or make an appointment to see the Campus Manager.

Training Evaluation

MIMT fully appreciates and acts accordingly to any feedback that you give us. A feedback form will be forwarded to you during the middle and on completion of your training course. Please be assured that feedback forms remain confidential and are only used for the purpose of improving the quality of our service to students.

Course information

Prior to enrolment, we will provide all participants with course information, including content and vocational outcomes.

Please refer to individual Course Outline Brochures for course details, entry requirements, tuition fees, and related information.

Enrolment Process

The enrolment process is completed by following the steps outlined below:

1. Read and understand the information contained in this booklet
2. Select the course of study you wish to undertake and complete the Application Form
3. Make a time to come into the office to complete the enrolment paperwork such as a the pre-training review, enrolment form and provide the appropriate identification

Please Note: The information collected on the Enrolment Form is used for administrative and statistical purposes and will remain confidential. See Privacy statements contained within.

Issuing Qualifications & Statements of Attainment

Melbourne Institute of Massage Therapy is responsible for the issuance of AQF certification and documentation.

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a certificate corresponding to the qualification you have completed within 30 calendar days from completion of your last assessment, providing all agreed fees owed to MIMT have been paid.

If you partially complete the qualification requirements then you will be awarded with a 'Statement of Attainment'; which only outlines the unit of competency/s that you have successfully completed.

If you require a replacement Qualification then you will be required to pay a fee of \$60 or \$15 for replacement statement of attainment and/or academic transcript. You must complete the 'Request for replacement Qualification/Statement of Attainment' form which is available on MIMT's website www.mimt.edu.au

The form must be submitted in person to the MIMT office in Heidelberg. If circumstances prevent you from attending the office then you must sign the request form in front of a Justice of Peace and submit it by post. You will need to provide photo identification either in person at MIMT's office or in front of a Justice of Peace to confirm your identity.

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided that the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Students who choose to attend the graduation ceremony will be presented with a graduation scroll in addition to the standard issuing certification. Students who choose not to attend the graduation ceremony will only receive their certification and not the graduation scroll.

Fees and Charges

For up to date information relating to course dates and fee schedules please refer to our Course Timetable and Course Outline Brochures. For information relating to fees, please refer to the Statement of Fees located on MIMT's website - <https://mimt.edu.au/info/feescharges>
Additional fees may apply throughout your course as applicable which are outlined below.

Payment terms

Payment arrangements will be discussed with each student at enrolment. Please note that failure to pay your fees by the due date may result in you not being able to attend classes until your account is brought up to date.

Other Fees

| OTHER FEES | |
|---|--|
| - Written test reschedule fee: \$80 | - Re-enrolment fee: \$359 |
| - Manual Reprint Fee: \$20 | - Testamur reprint: \$60 |
| - Practical assessment reschedule fee: \$80 | - Record of results or Statement of Attainment reprint: \$15 |
| - Subject re-sit: \$POA | - RPL application fee: \$150 |
| - Late assessment fee: \$80 | - RPL cost granted per unit of competency: \$100 |
| - Certificate mail out (registered): \$10 | - RPL cost granted per subject: \$70 |
| - Course transfer fee: \$359 | |
| - Course extension fee: \$150 per month | |

Reschedule fees (Test & Practical) – Students who cancel their assessment without providing adequate notice will be required to pay a reschedule fee. Subsequently if you are required to re-sit after two unsuccessful attempts, the reschedule fee will also apply.

Late assessment fee – if you submit your assessment pass the due date without obtaining an extension, a late assessment fee will apply.

Course transfer fee – should you wish to transfer from one course to another, a transfer fee will apply.

Course extension fee – failure to complete your course by the agreed end date as outlined in your training plan will result in a fee being applied for each month of extension up to a maximum of 3 months. For example, a 3 month extension will cost \$450.

Re-enrolment fee – If you have withdrawn from a course and wish to return to study at a later date, a re-enrolment fee will apply.

Manual reprint – Should you require a re-print of your course notes, fees apply. Please note is per each subject that you require course notes for.

Subject re-sit – If you do not maintain 80% attendance for each of your timetabled classes, then you will be required to re-sit the subject at a later date. You may also be required to re-sit a subject at managements discretion should you not successfully pass the subject after your second attempt at the assessments. Fees will apply.

Certificate reprint – should you misplace your certification documentation and require new documents to be issued, charges do apply.

Certificate mail out – If you would like your certificate sent by registered mail, a fee of \$10 applies. MIMT will not be held responsible for any certification document that goes missing in regular post. If this was to occur, re-issuing fees will apply.

Refunds

Depending on the circumstance, you may be eligible for a refund as per one of the following schedules below.

If you wish to apply for a refund, you must complete the 'Student Deferral/Withdrawal' form which is available from reception or on MIMT's website – www.mimt.edu.au

REFUND POLICY

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| Purpose | This procedure has been developed to ensure that MIMT provides refunds to all eligible individuals |
| Reference/s | <ul style="list-style-type: none"> ➤ ASQA – Standards for Registered Training Organisations (RTOs) 2015 Each learner is properly informed and protected ~ Clause 5.3 ➤ VET Student Loans Rules 2016: Part 7, Subdivision E – Withdrawal from Courses and Cancellation of Enrolment |
| Responsibility for implementation | The Campus Manager is responsible for ensuring that this process is followed and that individuals are provided a refund if eligible |
| When | Informing students of this policy prior to enrolment and when a Withdrawal Application is received. |
| Policy/ Process | <p>Where MIMT collects fees from the individual student, either directly or through a third party, MIMT directs the student to this information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:</p> <ul style="list-style-type: none"> • all relevant fee information including: <ul style="list-style-type: none"> ○ fees that must be paid to MIMT, and ○ payment terms and conditions including deposits and refunds • the student's rights as a consumer, including but not limited to any statutory cooling-off period. • the student's right to obtain a refund for services not provided by MIMT in the event the: <ul style="list-style-type: none"> ○ arrangement is terminated early, or ○ MIMT fails to provide the agreed services. |
| Cooling Off Period | A cooling off period of two (2) business day applies from submission of the reservation form to the MIMT |
| General Refund Policy | <p>Refunds are granted according to each individual's enrolment e.g. full fee paying, government funded and so forth.</p> <p>All withdrawals must be provided to MIMT in writing. Please refer to the Withdrawals and Course Cancellation Process located on MIMT's website.</p> <p>A full refund of any reservation and/or tuition fees paid (less a \$50 cancellation fee) will be provided if the student cancels from the course with 30 days or more notice prior to the course commencement.</p> |

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| | <p>A partial refund will be provided if written notice has been received:</p> <ul style="list-style-type: none"> • Less than 30 days' notice prior to the course commencement (less the \$495 reservation fee which is non-refundable at this point of time) – for any tuition fees that have been paid • Withdrawal notice is received <u>within</u> 2 weeks (full-time) or <u>within</u> 4 weeks (part-time) after the scheduled commencement date of the course (less the \$495 reservation fee and tuition fees for any incomplete subjects or units of competency that you have withdrawn from) <p>No refund applies if notice of withdrawal is received 2 weeks (full-time) or 4 weeks (part-time) <u>after</u> the scheduled commencement date of the course</p> <p>If MIMT is unable to provide services for which the student has prepaid, then:</p> <ul style="list-style-type: none"> • The student will be placed in an equivalent course such that <ul style="list-style-type: none"> ○ The new location is geographically close to where the student had been enrolled, and ○ The student receives the full services for which they have prepaid at no additional costs to the student or, • If an equivalent course cannot be found, the student is paid a refund of any prepaid fees for services yet to be delivered <p>In the event that MIMT closes or ceases to deliver any training product that the student is enrolled in, MIMT will assist in the transfer of a student's course of study to an equivalent course of study so that the student is not disadvantaged.</p> |
| <p>VET Student Loans Refund Policy</p> | <p>This section applies to students who are, or would be, entitled to a VET Student Loan. Please refer to the Withdrawals and Course Cancellation Process located on MIMT's website.</p> <p>A full refund of any reservation and/or tuition fees paid (less a \$50 cancellation fee) will be provided if the student cancels from the course with 30 days or more notice prior to the course commencement.</p> <p>In the instance a student <u>withdraws on or before the census date</u> for a unit of study, 100% of the tuition fees will be refunded to the student and the student will not incur a VET Student Loan debt (less the \$495 reservation fee which is non-refundable)</p> <p>In the instance a student <u>withdraws after the census date</u> for a unit of study, no refund of the reservation and tuition fees is applicable and the student will incur a debt under their VET Student Loan.</p> |
| <p>Transferring between course intakes</p> | <p>If the individual has provided 30 days or more notice prior to the course commencement that they wish to transfer to another course intake, funds that have been paid will be held in credit until the student returns. (This is only valid for a period of 12 months. If the student wishes to return after 12 months, then standard fees will apply).</p> <p>If the Individual has provided less than 30 days' notice prior to the course commencement date that they wish to transfer, a re-enrolment fee of \$359 is payable prior to the next intake</p> |

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| Course Cancellation | <p>Should MIMT cancel or no longer be able to provide the agreed services of the course at any time during the period of the student's enrolment, the tuition fee will be adjusted to the fee payable for units/subjects commenced prior to the course being withdrawn and a partial refund will be provided where applicable.</p> |
| Definition of ASTAS for Students | <p>ACPET offers tuition assurance protection to students in the event that a student is unable to complete a course as a result of the insolvency of a Registered Training Organisation (RTO).</p> <p>Tuition Assurance relates to that portion of a student's tuition fees that were paid in advance of that tuition.</p> <p>The Scheme offers two choices. When an RTO ceases to trade, students can request to continue their study in a comparable course with an alternative provider, or to discontinue with their studies and obtain a refund for the fees prepaid but unutilised. The ASTAS is underpinned by an Insurance Policy and all refunds are carried out in accordance with this policy.</p> <p>The Insurance Policy does not provide for the full refund of all fees as at the date of payment of those fees. Rather, the policy operates based on the effluxion of time, from the commencement of your enrolment to your expected completion date.</p> <p>The policy will pay out the proportion of your course fees, calculated from the date of your provider's insolvency. That is, the proportion of unutilised fees left as at the date of insolvency.</p> <p>This effectively means that if you paid 100% of your course fees in advance and are half way through the time agreed for your course, you would receive 50% of your fees, subject to the other terms and conditions in the policy.</p> |
| Reservation | <p>MIMT reserves the right to amend or change any of its courses, prices, terms, conditions and policies; accept, reject or defer any application or student.</p> <p>MIMT reserves the right to adjust timetables or re-schedule courses.</p> <p>Please note where a student breaches MIMT policies and procedures, no refund is payable.</p> |
| Processing and Payment of Refunds | <p>Withdrawals applications will be processed and applicable refunds paid within 20 working days on receipt of the withdrawal form.</p> |
| Related Policies | <ul style="list-style-type: none"> • Withdrawals and Cancellation Process • VET Student Loans Re-Crediting and Review Process |
| Related documents | <ul style="list-style-type: none"> • Student Enrolment Information Handbook • Course Outline Brochures • Website information & publications • Course Price Guide • Course Information Manuals • Withdrawal Form |

Please note that fees and charges are subject to change at any time and it is recommended potential students contact the College to ensure the most up to date information is obtained.

Unique Student Identifier (USI)

As of January 1st 2015 the Department of Industry will be implementing, that all students currently undertaking a VET training program, the requirement of a USI [Unique Student Identifier] number. This will be a compulsory requirement for the issuing of Qualifications and or Statement of Attainments. Students must provide a USI before to commencing their course. If a student has not provided their USI then attendance at class is prohibited until advised otherwise.

Please note this number is different to your MIMT Student Number that you will also be given.

The following information has been taken directly from the website www.usi.gov.au for your information only.

About the Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

Benefits of the USI initiative

Currently, it is not possible for students to obtain a complete record of their VET enrolments and achievements from a single online source.

This is inconvenient not only for students and employers, but can also make it more difficult for training organisations to assess pre-requisites, credit transfer and Recognition of Prior Learning (RPL). Incomplete data about access to and use of the VET sector also inhibits the development of evidence-based VET programs.

There will be significant benefits for training organisations resulting from the introduction of the USI. For example, the USI initiative will enable students to provide training providers with access to an online authenticated record of student attainment. This will assist with the recording of enrolment details and will help to streamline the assessment of course prerequisites, credit transfer and the assessment of eligibility for funding assistance.

In the longer term, training organisations will benefit from longitudinal data on course completions which will inform the development of future VET sector policy initiatives.

The USI initiative will serve as a building block for a range of VET reforms by providing accurate and comprehensive information about students' training achievements and movements within the VET system. Students, training organisations, employers, and governments will all benefit from the USI in some way.

The USI is a component of the VET Reform Agenda and will assist the continued development of transparency in the VET sector. It will help build a consistent, national system for the storage of training information and will assist in quality assurance and future growth.

For governments, the de-identified unit record level information which will be available following the introduction of the USI, will give a much clearer picture of how many students are in the VET system and for what length of time, and the pathways students are taking through the system. The initiative will also assist governments with the management of their student entitlement programs.

With an estimated three million enrolments in the VET system each year, collecting and analysing information is essential to ensuring that the VET system can respond to students' preferences and to the skills needs of industry and the economy. The new initiative will provide an important foundation for understanding and improving VET performance and for better meeting students' needs.

Legislation

The USI Initiative is underpinned by the:

[Student Identifiers Act 2014](#),

[Standards for NVR Registered Training Organisations \(RTO\) 2014](#)

[Student Identifiers Regulation 2014](#)

Consultation

The design of the USI initiative reflects a number of extensive consultation processes with VET students, VET providers (large and small, public/private and enterprise), peak bodies, industry skills councils and government policy-makers at the Commonwealth and State/Territory levels. There was also a public consultation process for the legislation early in 2013.

The legislation states that a training organisation must not issue a Statement of Attainment or a Qualification unless the student has been assigned a USI. These provisions are to be mirrored in the Standards for NVR Registered Training Organisations made under the NVR Act as well as the Australian Quality Training Framework (AQTF).

The USI history

In April 2012, the Council of Australian Governments (COAG) agreed to the implementation of a specially designed tool called the USI to provide students with the ability to obtain a complete record of their VET enrolments and achievements from a single source.

The USI initiative has been developed jointly by the Australian and State and Territory governments in consultation with stakeholders. It is supported through Commonwealth legislation, including the [Student Identifiers Bill 2014](#), the [Student Identifiers Act 2014](#), and through a national Information Communication Technology (ICT) system.

USI Application

Please note that MIMT is able to apply for this on your behalf and this will be discussed in further during your enrolment. Should you choose to apply for your own USI number, you will need to supply this to MIMT within 2 weeks from your enrolment date.