



Melbourne Education Institute
RTO Number: 45054 CRICOS Number: 03673A
Level 1, 310 King Street, Melbourne, VIC, 3000
Ph. 1800 986 100
Email: admin@mei.edu.au

Student Orientation Handbook

A Guide for International Students





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Important contact information for the MEI team

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CEO's Message

Dear Students,

Melbourne Education Institute is a modern and dynamic educational institute. We offer programs that encourages students to maximise their academic potential and provide training for future employment. We pledge to continuously set the standards of education excellence worldwide.

All courses are delivered within an exciting and multicultural environment by dedicated and experienced staff. The courses offered at Melbourne Education Institute meet national and industry standards. Our students are able to integrate their skills and techniques that have been taught at Melbourne Education Institute for their chosen career pathway. Thus, it elevates the professionalism of all industries. Melbourne Education Institute houses excellent resources and facilities to support learning.

I hope you will enjoy your time at Melbourne Education Institute and wish you every success in your studies.

Your Sincerely,
Wenjing Chu
Chief Executive Officer

Welcome to Melbourne Education Institute.



Introduction to Melbourne

Melbourne is Australia's second largest city with a population over 4.7 million people. It is the capital city of Victoria and is rated as the most liveable city in the world. Melbourne is an exciting place to be an international student. There are a large number of beautiful parks, sunny beaches and a thriving arts culture that is blended with interesting Australian history.

Melbourne Education Institute is located in the Melbourne CBD and many tourist attractions are within walking distance. For example: Flagstaff Gardens, Melbourne Central, Melbourne Aquarium, Crown Casino, Federation Square, National Gallery of Victoria, Old Melbourne Gaol, Yarra River, and Melbourne Museum.

For further information, please visit www.tourismvictoria.com.au.

Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars



to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification, and issue the comparable qualifications for local use.

Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.

International students rate Australia highly

In 2012, the Australian Government, in collaboration with peak education bodies and state/territory government education departments, conducted a survey of current international students to obtain information about their living and learning experience in Australia. The key findings of the survey included:

- 87% of international student respondents are 'satisfied' or 'very satisfied' with their overall experience in Australia.
- 86% of international student respondents are 'satisfied' or 'very satisfied' with their study experience in Australia.
- 88% of international student respondents are 'satisfied' or 'very satisfied' with living in Australia.



Your learning environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

Australia – a research intensive country

Australia has a long and proud tradition of world class research and development that has benefited millions around the world. From the discovery of penicillin in 1945 and the discovery of acquired immunological tolerance in 1960, through to observations which led to the discovery of the accelerating Universe in 2011. Australia has a proud record of contributing to the benefits of the world:

- Through the Backing Australia's Ability initiative, A\$2.9 billion will be invested over the next five years to fund research that will stimulate economic and scientific innovation.
- Australia is investing over A\$140 million will be spent over the next five years to establish Federation Fellowships. The fellowships aim to recruit world-class researchers to Australia, with up to five of the fellowships each year awarded to high-profile non-Australian researchers from overseas.
- There are 35 special Research Centres and Key Centres of Teaching and Research based at Australian universities undertaking high-level research, and providing a diverse range of undergraduate, postgraduate and specialised professional education courses in a variety of fields.
- Australia has established an additional 63 Cooperative Research Centres which foster joint research between universities and private industry.

Life in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same.

Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world. The first migrants were mostly from Britain and Ireland and this Anglo-Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought



people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.

Fundamental freedoms

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

Respect for the equal worth, dignity and freedom of the individual

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

Freedom of speech

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

Freedom of religion and secular government

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not



acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

Support for parliamentary democracy and the rule of law

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

Equality under the law

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.

Equality of men and women

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

Equality of opportunity and a spirit of egalitarianism

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

Peacefulness

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of 'mateship', where people provide help to



others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger.

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

Shared values

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

Australian society today

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

Laws and social customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police



force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

Introduction Melbourne Education Institute

The purpose of this student orientation handbook is to assist you in your transition to studying in Melbourne, Australia. Melbourne Education Institute has campus in Melbourne's central business district; it is located at level 1, 310 King Street, Melbourne VIC 3000.

Local Amenities

Melbourne Education Institute is only 5 minutes away from the Flagstaff train station. We are also surrounded by the tram network of Melbourne. The stop for tram 55 is located at about 5 minutes walking distance from MEI's Campus. *For more information visit <https://ptv.vic.gov.au>*

The Queen Victoria Market is about 10-minute walk from Melbourne Education Institute. Additional retail shopping outlets such as Melbourne Central Shopping Centre and the Emporium are at a distance of about 5-10 minute walk.

Classrooms

All classrooms are air-conditioned and well-furnished with classroom furniture and equipment for effective learning to take place. All classrooms are located on level 1 which can be accessed via the lifts or stairs at 310 King Street, Melbourne VIC 3000.

Student Lounge

Melbourne Education Institute provides a student lounge area. This area is tailored for students who wish to relax, socialise and converse in English. Please also find access to student computers and internet. There are also helpful information brochures and books to help you adjust to living in Melbourne as an international student.

Student Support Services

Being an international student is exciting, but it can also be challenging. We have student support department which can be easily approached to provide help on academic and personal issues. This department provides professional and confidential advice in many areas and can also provide references to external sources of support. Any external referrals are conducted by Melbourne Education Institute at no cost to the student. However, there may be fees and charges for the external help which will be clarified for the student before external services are requested.



Melbourne Education Institute student support is available through Monday- Friday 9:00am-5:30pm

a) Academic Issues

Any student that have concerns with their attendance, academic performance or other school related issues are welcome to talk to student support. Any student that is found to be at risk of not achieving the requirements of their course or not sufficiently meeting student visa conditions will be contacted by student support. All academic progress are monitored by Melbourne Education Institute.

Students are able to gain advice and support in ensuring they maintain appropriate academic levels and general support to ensure they achieve satisfactory results in their studies.

b) Personal Issues

There are a number of personal issues that can have an effect on any student's academic performance. Our student support officers are available to help any student however, if you personally chose to look for external help you can call:

- Study Melbourne Student Centre 1800 056 449 (24 hours)
- Lifeline Australia (Crisis Support and Suicide Prevention) 131114 (24 hours)
- Mensline Australia (Men specific) 1300789978 (24 hours)
- Crisis Accommodation Melbourne 1800825955 (24 hours free call)
- Safe Steps Family Violence Response Centre 1800015188 (24 hours free call)
- Gambling Help 1800858858 (24 hours)

The following support services are free. However, please check with your mobile phone provider about call charges.

c) Accommodation

Melbourne Education Institute does not offer any accommodation services or take any responsibility for accommodation arrangements. However, Melbourne Education Institute can refer students to the appropriate living services to help any students with accommodation difficulties.

All students are encouraged to have accommodation organised prior to arrival in Australia but the Student Support Officer can refer students to appropriate accommodation services.

d) Social Programs

Student support may occasionally organise social events that will allow current students of Melbourne Education Institute to mingle and socialise These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. Melbourne Education Institute is open to all suggestions made by students.

e) Emergency Services

000 is the emergency number for police, ambulance and fire.



f) Medical Referrals

Melbourne Education Institute can recommend medical facilities that are in walking distance from the school. Student support can assist students upon request in finding the most appropriate medical professional

The following lists the most convenient general medical practitioners around Melbourne Education Institute:

- CBD Doctors Melbourne (03) 9077 9912 at 10/53 Queen St Melbourne VIC 3000.
- Collins Street Medical Centre (03) 9654 6088 at 7/267 Collins St Melbourne VIC 3000.
- Melbourne City Medical Centre (03) 9639 9600 at 68 Lonsdale St Melbourne VIC 3000.

g) Legal Services

Melbourne Education Institute is able to provide some advice and guidance on a limited range of situations. Where the Student Support Officer feels it appropriate for you to gain professional legal advice they will refer you to an appropriate legal professional.

Please visit these websites for further legal information:

- Legal Aid Victoria www.legalaid.vic.gov.au/lawyeratcourt.htm
- Study Melbourne Student Centre www.studymelbourne.vic.gov.au
- Consumer Action Law Centre www.consumeraction.org.au
- Tenants Union of Victoria www.tuv.org.au

Course Credit

- Applicants must apply for credit transfers at enrolment time or within 28-days of course commencement.
- Applicants wishing to apply for a credit transfer must submit their application to the student administration in writing.
- Applicants must be accompanied with all relevant statement of attainment or qualification, so the Academic Manager can assess and map the unit/s presented for credit transfer against the unit/s proposed to be delivered by Melbourne Education Institute.
- Applicants must provide Original documents or original duplicates documents from the issuing provider.
- Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.
- Documents will be verified with the issuing RTO if for any reason the Melbourne Education Institute staff member questions the authenticity of the documents.
- Credit Transfer is different from Recognition of Prior Learning.

(For detailed information, please refer to RPL Credit Transfer Policy and Procedure)

Academic Progress

The Administration Manager will monitor student course progress via the Students Records Management System and action, as required, any student whose satisfactory course progress is at risk of falling below the required level. This monitoring will occur every Five (5) weeks.



Notification Letter

The Student Support Officer (SSO) shall issue Notification Letter indicating to the student that they have fallen below 50% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term. The letter shall remind the student that failing to achieve this satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS. The student is to be given the opportunity to be counselled to improve their academic progress. If student fails to improve their academic progress after the completion of the term, an intervention strategy will be instigated.

Official Warning Letter

When a student's projected satisfactory course progress falls below 50% for a successfully completed single term, the SSO shall issue a 'Official Warning Letter'. This letter will indicate that the student now must contact Melbourne Education Institute to organise an appointment with Academic Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following Term.

The intervention strategy is instigated at this stage. At the meeting, the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Student Intervention Policy & Procedure'.

The letter will also remind the student that failing to achieve the required satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS.

In all cases where the student does not respond to written communication within 5 working days of receiving official warning letter, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then the Administration Manager will inform the Compliance Manager and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

Intervention Strategy

The Intervention strategy is developed, agreed and implemented as per the Student Intervention Policy & Procedure.

Notification of Intention to Report Letter

When a student's projected satisfactory course progress falls below 50% for 2 consecutive successfully completed terms, the SSO shall issue a 'Notification of Intention to Report Letter' (Appendix C) letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive completed terms. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to DHA for unsatisfactory satisfactory course progress in their course of study.



The student will also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to DHA via PRISMS.

Where a student decides to go with the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student can provide evidence that course progress records are incorrect, they will also be adjusted accordingly, and appropriate action will be taken to prevent such errors re-occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful, they will be notified in writing of the outcome and informed that the breach of satisfactory course progress requirements will be reported.

All letters, records, and notes on any communications surrounding the student's course progress shall be maintained on the student file. Melbourne Education Institute will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The Internal and External complaints processes have been completed and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- The overseas student has chosen not to access the external complaints and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Procedure - Reporting Breach of Student Academic Progress

Students will have 20 business days from the date the 'Notification of Intention to Report Letter' is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated.

It is the responsibility of the Administration Manager to report the student's breach within 5 business days of the student's appeal period expiring and inform the student of the report.

(For detailed information, please refer to Course Progress Policy and Procedure)

Deferment, Suspension or Cancellation

- Serious illness or injury, supported by the medical certificate states the student's inability to attend classes;



- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- A traumatic experience which could include involvement in, or witnessing of a serious accident;
- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Misbehaviour by the student;
- Student's failure to pay the amount which he/she was required to pay to undertake or continue the course as stated in the written agreement;
- Breach of course progress or attendance requirements, which occur in accordance with National Code Standard 8.

(For detailed information, please refer to *Deferring, Suspending or Cancelling Student's Enrolment Policy and Procedure*)

Refund Policy

Outline of Refund Arrangements (Application Fee is non-refundable under all circumstances)	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Melbourne Education Institute is unable to provide the course for which the original enrolment and payment has been made	Full refund
Withdrawal prior to agreed start date: Notify the Institute more than 60 days prior the course commencement date or within cooling off period	Full refund less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute less than 60 days and greater than 28 days prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Melbourne Education Institute is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund



Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

*****Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser*****

Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Melbourne Education Institute's website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The Student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

Please note:

1. *Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.*
2. *Melbourne Education Institute is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.*
3. *Where the student breaches Melbourne Education Institute Policies and Procedures no refund is payable.*
4. *Students cannot apply for a refund where there is default on payment of Tuition and material fees.*
5. *Payment of a refund application cancels a student's enrolment.*

Full Refunds

Melbourne Education Institute will make a refund of course fees paid in the following circumstances:



1. Visa refused before commencement date

In the event that a student's initial visa is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.

2. Melbourne Education Institute does not commence or ceases delivery of a course

Melbourne Education Institute reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Melbourne Education Institute does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Melbourne Education Institute is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Melbourne Education Institute may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Melbourne Education Institute will not be liable to refund the money owed for the original enrolment.

Tuition Protection Service

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

Partial Refund

1. Student withdraws more than 60 days before course commencement date or within cooling off period

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, all fees paid are refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waiver the Administration fee for withdrawals within the 3-day cooling off period.

2. Student withdraws less than 60 days but more than 28 days before course commencement date

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.

No Fee Refund

3. Student withdraws less 28 days before course commencement date

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.



Melbourne Education Institute will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by Melbourne Education Institute to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with Melbourne Education Institute' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Melbourne Education Institute.

In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended..

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

In an event where visa is cancelled due to any action of student, there is no refund.

Extenuating Circumstances

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary.

Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

Refund Procedure

All applications for refund must be made in writing using 'Refund Form' and must be submitted to Finance Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Melbourne Education Institute will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.



Payment of Refund

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time, and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Melbourne Education Institute will provide the student with a statement detailing the calculation of the refund.

Appealing Refund decisions

All students have the right to appeal a refund decision made by Melbourne Education Institute (Refer Policy and procedure- Complaints and Appeals).

Overseas Student Transfer

Requests to transfer to Melbourne Education Institute from another Training Provider

The following procedure is relevant to any student who applies for a course within Melbourne Education Institute and is currently studying onshore with another registered provider.

For this procedure to be completed the applicant must provide a copy of their passport (along with original passport to certify the copy) to look up PRISMS. Once this information is obtained the following steps are taken:

- i. Administration Manager accesses the student information via documents provided by student along with a copy of his/her passport. The current student visa can be verified by Visa Entitlement Verification Online (VEVO). They are to ascertain if the length of studies completed in their current Principal course of study is greater than 6 months.
- ii. If they have completed more than 6 months of their principal course of study, the application process proceeds as normal as for all students.
- iii. Where a student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
- iv. If no releasing information is found, Melbourne Education Institute will not enrol the student, who have not completed 6 months of their principal course of study.
- v. If student release is found and the student has no outstanding matters of concern, the application proceeds as normal as for all applicants.
- vi. If no satisfactory information is obtained from PRISMS regarding such applicant, the application will not be processed, and the student would be informed that they are unable to transfer at this time.

Melbourne Education Institute will not knowingly enrol an overseas student transferring to Melbourne Education Institute from another education provider, who has not completed at least 6 months of their principal course, except where any of the following applies:

- Releasing education provider, or the course in which the overseas student is enrolled, has



ceased to be registered;

- Releasing education provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider;
- Releasing education provider has agreed to the overseas student's release and recorded the date of effect and reason for release in prisms;
- Any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Note that in the very rare circumstances where the original institution or course has ceased to be registered, or sanctions have been placed on the original institution by the Australian government which do not allow the student to continue with the course, Melbourne Education Institute will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.

Requests to transfer from Melbourne Education Institute to another Training Provider

The following procedure is relevant to those students willing to transfer to another education provider prior to completing six (6) months of their principal course of study at Melbourne Education Institute.

- i. Students must make a written request (must be in person with submission of Cancellation of Enrolment Form) to Administration Manager to transfer to another provider.
- ii. The student is asked to provide a valid 'Letter of Offer' from the new provider authenticating the transfer and the student is able to provide a letter indicating the benefits of transferring from their current course of study.
- iii. Circumstances in which Melbourne Education Institute will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where Melbourne Education Institute has assessed that:
 - Melbourne Education Institute has cancelled/ceased to offer the students program as outlined in the written agreement
 - Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required)
 - Overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy
 - There is sufficient evidence of compassionate or compelling circumstances
 - There is evidence that the overseas student's reasonable expectations about their current course are not being met
 - There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
 - An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student



- Exceptional circumstances (documentation required to support circumstances).

In assessing the application to transfer, the Administration Manager will check the following points:

- Ensure any outstanding fees are paid
 - Ensure the student is fully aware of all issues relating the transferring of providers.
- iv. Once the above points have been addressed by the Administration Manager, student's enrolment at Melbourne Education Institute will be cancelled and student release information will be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allow them to study the intended course.
 - v. The Administration Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
 - vi. Where the transfer is not in the best interest of the student, the request to transfer to another education provider will be refused. Reasons for refusal may include but are not limited to:
 - Outstanding payment
 - New course location or outcome is not suitable to student situation
 - Provider is not a CRICOS registered provider
 - The welfare of the student is compromised
 - vii. This decision of the appropriateness of the transfer will be made by the Administration Manager and shall be given to the student in writing. The above process should not take more than 5 working days once the student has provided the necessary documentation
 - viii. In an event where the student's application of transferring to another provider is refused, the overseas student will be informed in writing about student's right to appeal against the decision.
 - ix. Overseas Student will have access to Melbourne Education Institute's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome was informed to the student.
 - x. Melbourne Education Institute will not finalise the student's refusal status until the appeal finds in favour of the institute, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.
 - xi. All requests, considerations, decisions and documentation to be placed in student's file for 2 years after the overseas student ceases to be an accepted student.
 - xii. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. The refund will only be processed in accordance to the refund policy.

(For detailed information, please refer to Transfer of Students Between Providers Policy and Procedure)

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a reference number that is made up of numbers and letters. It gives students a USI account that is linked to the National Vocational Education (VET) data collection that allows a student to see all their training results from all providers. If you do not



provide Melbourne Education Institute with a valid USI then no certificate will be given upon the completion of your course.

Additional Fees

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows students to obtain credit for learning outcomes they have already achieved from various sources such as life experience, work experience etc. Any RPL assessment requires a student to provide detailed explanation of how the experience was gained and a \$250 per unit assessment fee must be paid.

Credit Card Surcharge

A 2.5% surcharge will be incurred when any fees are paid by Visa/Mastercard credit card and 3.5% when paid by AMEX.

Late Payment

A late payment charge of 18% of all outstanding fees will be charged.

Re-Issue Fees

Any re-issue of certificates, statement of attainments, or records of results will incur a \$150 charge for each document.

Information on any excursion fees (if applicable), will provided to students during the course by their Trainer/Assessor. Excursion fees are based upon shared costs of transport and any an individual's entry/admittance fees. Student are required to arrange their own meals during excursion unless covered by entry/admittance fees. Excursion fees are paid to student administration prior to the date of the excursion.

Failure to pay excursion fees by the due date will result in the student forfeiting their reserved place on the excursion. To avoid reassessment administration fees, we advise that you come to class regularly and submit all assessment on time.

Student Code of Conduct

Students are required to follow all rules and instructions of staff from Melbourne Education Institute. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Where a student is found to have acted in a way that Melbourne Education Institute has deemed to be misconduct, we will implement disciplinary actions immediately. This may take the form of suspension, exclusion or expulsion from Melbourne Education Institute.

Complaints and Appeals

Students have access to the Institute's complaints and appeals process. This allows for a fair and equitable process to be implemented for any grievance or complaint against Melbourne Education Institute in its assessment process, decisions relating to academic or attendance records, and any other concerns which students may have.



Students are able to submit a complaint against Melbourne Education Institute or any person employed by the Institute if they feel a person has acted inappropriately, or the systems and practices of the Institute are not meeting expectations, or the Institute is treating a person unfairly. All complaints are handled with confidence and are reviewed by the Institute's management. Complaints and appeals are at no cost to the student.

A student may also appeal a decision made by Melbourne Education Institute in relation to a complaint or an assessment outcome. Where a student feels they have been treated unfairly or incorrectly judged and assessed on a specified task, project, or assessment requirement they may have the decision reviewed by the Institute by submitting an appeal form. Students must provide supporting evidence or explanations as to why they feel the decision or outcome was unfair or why the decision / outcome should be reviewed.

Students should contact Administration to obtain a copy of the Complaints and Appeals Procedure or to obtain a copy of the Complaints Form. If a student is still not satisfied with the outcome they have the option of appealing to the Overseas Students Ombudsman. The phone number for the Overseas Students Ombudsman is 1300 362 072. Information on the Overseas Students Ombudsman is available at:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

(For detailed information, please refer to Complaints and Appeals Policy and Procedure)