



Melbourne Education Institute

CRICOS: 03673A
RTO: 45054

1800 986 100
admin@mei.edu.au
www.mei.edu.au

Level 1,
310 King Street
Melbourne, Victoria
Australia



“
Knowledge is
power. Information
is liberating.
Education is
the premise of
progress, in every
society, in every
family.”

- Kofi Annan

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Why Choose Us

Welcome to Melbourne Education Institute (MEI) a centre for education that is focused on personal excellence for all students.

MEI has a proud tradition of being a supportive and caring community that delivers outstanding educational training and opportunities for all students. By choosing MEI for your educational needs we believe you have invested in the 'Smart Choice'.

At MEI we strive constantly to create a relational environment in which a commitment to personal excellence flourishes. We offer students the opportunity to accelerate, be challenged and to find a pathway that will ensure success. We develop and foster leadership and personal growth to complement the academic, artistic, technical and sporting opportunities that we provides.

Our engaging curriculum and dedicated staff have created a teaching and learning environment where each student will not only be supported to achieve the highest levels of success of which they are capable, but will also be encouraged to be responsible, thoughtful, honest, respectful and confident.

Our school community consists of highly supportive families who value education. Quality teaching, high expectations and a commitment to continuous improvement provide the impetus for maximizing

student achievement.

Our motto is 'Education is Life' and we strive to help student achieve 'success embedded in a culture of care' through the implementation of our recipe for success.

We aim to prepare our students to live in and contribute to a sustainable global economy.

We are committed to educating students, academically, socially, emotionally and physically in order to help them make a positive contribution to society. We hope students from MEI will be adaptable problem solvers and capable of dealing with the demands of their lives today and in the future.

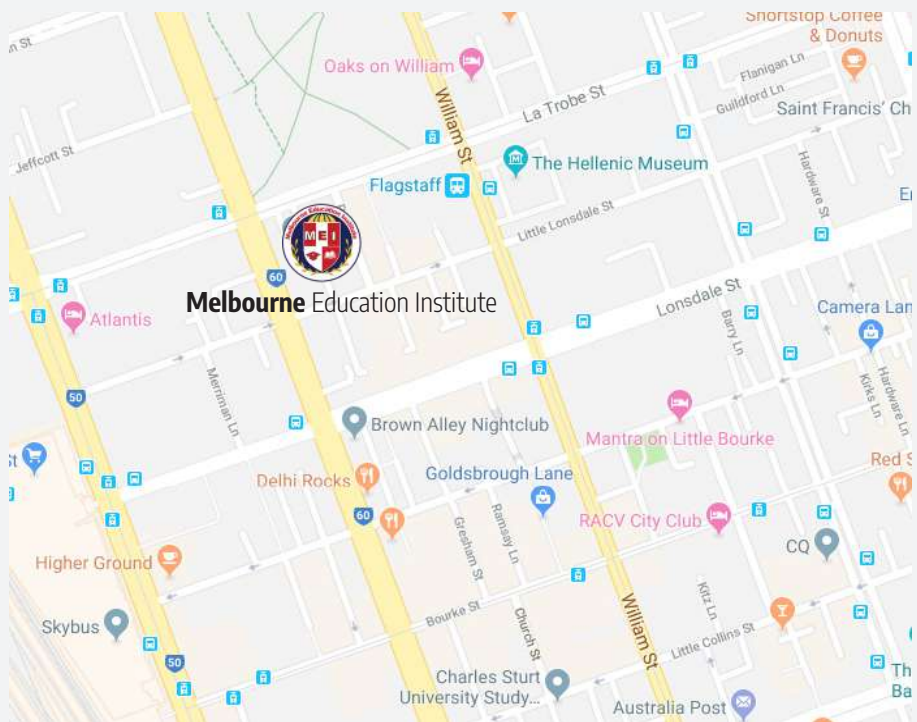
Consistent with MEI's philosophy of educating tolerant global citizens, and our commitment to diversity, MEI has a well-established international student program. We have a reputation for the support and care we provide these students and their families.



Our Location

Melbourne Education Institute

Level 1, 310 King Street
Melbourne, Victoria 3000



MEI is located at the central of Melbourne CBD, close to public transportation (walking distance to Southern Cross Station, Flagstaff Station, tram and bus stops) and local parks (Flagstaff Garden). Allowing students to have leisure life while studying.

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Our engaging curriculum and dedicated staff have created a teaching and learning environment where each student will not only be supported to achieve the highest levels of success of which they are capable, but will also be encouraged to be responsible, thoughtful, honest, respectful and confident.”



Life in Melbourne

Living in Melbourne

Located on the Yarra River, near Port Philip Bay, Melbourne is the second biggest city in Australia with about 4 million inhabitants. The city's architecture is very modern and enriched by beautiful tree-lined avenues, parks, elegant shops and lots of cafes and restaurants. Melbourne is a cosmopolitan city, as well as a great financial centre, so international visitors find great opportunities to work and enjoy the unrivaled quality of life.

Studying in Melbourne

Melbourne is the best student city in Australia and the third best student city in the world, according to the prestigious QS Best Student Cities 2018. Key features such as Victoria's high standard and quality of living, vibrant multicultural society and social inclusion attracted 200,000 international students to Victoria in 2017.

Often called Australia's cultural capital, Melbourne is home to the attractions that make the Australian lifestyle so appealing. Melbourne's rank as the 10th best city in the world for 'employer activity' makes it an even more attractive destination.



Student Support

Orientation

A comprehensive orientation is delivered to international students during the week prior to the beginning of the semester. Attendance at the program is compulsory for all international students commencing their formal course at MEI. The program covers aspects of living and studying in Australia. It is an important time to prepare for your studies, meet other new students and familiarize yourself with the Campus. You will receive important information about your academic studies, support services, staying healthy, and making the most of student life.

Sessions at orientation include:

1. Familiar with Australian course requirement
2. Lifestyle
3. Student health insurance
4. Public transportation
5. Enrollment
6. Study skill
7. Safety
8. Support services at MEI
9. Local environment



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By choosing MEI for your educational needs we believe you have invested in the 'Smart Choice'."



Accommodation

Students have various accommodation options. MEI will not guarantee securing suitable accommodation for all international students but will provide useful links and brief introduction for student to choose.

For homestay accommodation students need to contact the homestay agency and will be required to pay a placement fee. Homestay will offer a private room in a host family, students are provided with furnished bedroom and meal. For more details please refer to Australian Homestay Network homestaynetwork.org and Le Student 8 lestudent8.com

Student can also rent a room in private house or share an apartment/house with other students. This is normally done through a real estate agency. Rental costs vary depending on the type of property you are looking for. For more details please refer to Real Estate www.realestate.com.au and Student House Australia www.sha.com.au





Our Courses

BSB40520 Certificate IV in Leadership and Management

CRICOS Course Code: 103999B

Course Description

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts. As well as assuming responsibility for their own performance, individuals at this level provide leadership, guidance and support to others. They also have some responsibility for organising and monitoring the output of their team. They apply solutions to a defined range of predictable and unpredictable problems, and analyse and evaluate information from a variety of sources.

Target Market

This course is designed for international students who will be involved in training in a full-time capacity within the classroom to gain the skills and knowledge required for leadership, management, marketing, WHS, risk and other related leadership and management area.

Qualification

On successful completion of this course, students will receive a BSB40520 Certificate IV in Leadership and Management and a Record of results. A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Duration

This course is delivered over 52 weeks including holidays on a full-time basis. This includes 40 weeks of term time (four 10-week terms) and 12 holiday weeks. During term time students attend scheduled face to face classes for 20 hours per week. Face to face classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 10 hours per week. Total course hours: Face to face classes – 40 weeks x 20 hours per week = 800 hours. Independent study and assessment outside of class time – 40 weeks x 10 hours per week = 400 hours. Total course hours: 800 + 400 = 1200 hours.

Course Start Date

15th of each month

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work.

During independent study time, students will be provided with text books to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Text books include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students will also be directed to undertake research tasks and access reference materials. Students will be supported by their trainers outside of class contact time.

Students may be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Training Pathway

On successful completion of this course students may progress onto courses in the following areas: BSB50420 Diploma of Leadership and Management or other courses at diploma level.

Employment Pathway

Successful completion of this qualification may provide career opportunities in roles where the incumbent is responsible for supervising team members and the team's output. The role may be in a wide variety of industries and are not limited to:

- Frontline Sales Manager
- Freight Administrative Supervisor
- Team Leader
- Production Supervisor
- Leading Hand
- Distribution Centre Supervisor
- Warehouse Team Leader
- Sales Team Manager
- Line Manager
- Coordinator (Business Operations)

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. The RTO has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 or equivalent or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
OR
- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: all the students commencing this course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review (wherever applicable) on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Course Structure

In order to achieve the BSB40520 Certificate IV in Leadership and Management students must satisfactorily complete the following units of competency:

Core Units

BSBLDR411 Demonstrate leadership in the workplace
BSBOPS402 Coordinate business operational plans
BSBXC401 Apply communication strategies in the workplace
BSBXTW401 Lead and facilitate a team
BSBLDR413 Lead effective workplace relationships

Elective units

Group A
BSBLDR412 Communicate effectively as a workplace leader
BSBOPS403 Apply business risk management processes
BSBPEF402 Develop personal work priorities
BSBWHS411 Implement and monitor WHS policies, procedures and programs

Group B
BSBWRT411 Write complex documents

Common units with BSB50420 Diploma of Leadership and Management

BSBSUS511 Develop workplace policies and procedures for sustainability
BSBTWK503 Manage meetings

Further Information

Contact the Training Manager at admin@mei.edu.au or 1800 986 100 or refer to www.mei.edu.au for further information.





Our Courses

BSB50420 Diploma of Leadership and Management

CRICOS Course Code: 104361K

Course Description

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They may plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Target Market

This course is designed for international students who will be involved in training in a full-time capacity within the classroom to gain the skills and knowledge required for leadership, management, marketing, WHS, risk and other related leadership and management area.

Qualification

On successful completion of this course, students will receive a BSB50420 Diploma of Leadership and Management and a Record of results. A Statement of attainment will be provided to students to indicate the units they have successfully completed if they do not successfully complete all units in the course.

Duration

This course is delivered over 52 weeks including holidays on a full-time basis. This includes 40 weeks of term time (four 10-week terms) and 12 holiday weeks. During term time students attend scheduled face to face classes for 20 hours per week. Face to face classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 10 hours per week. Total course hours: Face to face classes – 40 weeks x 20 hours per week = 800 hours. Independent study and assessment outside of class time – 40 weeks x 10 hours per week = 400 hours. Total course hours: 800 + 400 = 1200 hours.

Course Start Date

15th of each month

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work.

During independent study time, students will be provided with text books to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Text books include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students will also be directed to undertake research tasks and access reference materials. Students will be supported by their trainers outside of class contact time.

Students may be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Training Pathway

Students who successfully complete this course may progress onto other business, leadership and/ or management or other AQF courses at Advanced Diploma level in a wide variety of specialisations.

Employment Pathway

Successful completion of this qualification may provide career opportunities in roles where the incumbent is responsible for supervising team members and the team's output. The role may be in a wide variety of industries and are not limited to.

- Office Manager/Business Manager
- Legal Practice Manager
- Information Services Manager
- Operations Manager
- Business Development Manager
- Warehouse Manager
- Public Sector Manager
- Production Manager
- Transport Manager
- Distribution Centre Manager

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. The RTO has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 or equivalent or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
OR
- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: all the students commencing this course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review (wherever applicable) on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Course Structure

In order to achieve the BSB50420 Diploma of Leadership and Management students must satisfactorily complete the following units of competency:

Core Units

BSBCMM511 Communicate with influence
BSBCRT511 Develop critical thinking in others
BSBLDR523 Lead and manage effective workplace relationships
BSBOPS502 Manage business operational plans
BSBPEF502 Develop and use emotional intelligence
BSBTWK502 Manage team effectiveness

Elective units

BSBFIN501 Manage budgets and financial plans
BSBHRM524 Coordinate workforce plan implementation
BSBOPS504 Manage business risk
BSBSUS511 Develop workplace policies and procedures for sustainability
BSBTWK503 Manage meetings
BSBOPS505 - Manage organisational customer service

Further Information

Contact the Training Manager at admin@mei.edu.au or 1800 986 100 or refer to www.mei.edu.au for further information.



Our Courses

BSB60420 Advanced Diploma of Leadership and Management

CRICOS Course Code: 104599K

Course Description

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

Target Market

Typically, the target group for the BSB60420 Advanced Diploma of Leadership and Management are those who may be: 1) Seeking to pursue a career in management and executive positions in organization. 2) Seeking to progress in their career in the business, leadership and management. 3) Seeking a pathway into Graduate Certificate or Graduate Diploma or higher education qualifications.

Course Start Date

15th of each month

Duration

This course is delivered over 78 weeks including holidays on a full-time basis. This includes 60 weeks of term time (four 15-week terms) and 18 holiday weeks. During term time, students are required to attend scheduled classes (face to face and simulated work environment) for 20 hours per week. Classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 75 hours per unit. Total course hours: Face to face classes – 60 weeks x 20 hours per week = 1200 hours. Independent study and assessment outside of class time – 10 units x 75 hours per unit = 750 hours. Total course hours: 1040 + 900 = 1950 hours.

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work.

During independent study time, students will be provided with text books to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Text books include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students will also be directed to undertake research tasks and access reference materials. Students will be supported by their trainers outside of class contact time.

Students may be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Training Pathway

After achieving this qualification, student can articulate into a pathway to progress into Vocational Graduate Certificate qualifications or other higher education sector qualifications.

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. The RTO has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Qualification

On successful completion of this course, students will receive a BSB60420 Advanced Diploma of Leadership and Management and a Record of results. If student cannot complete all the units of competency as specified in this qualification, a Statement of Attainment will be provided to students to indicate the units they have successfully completed.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 or equivalent or higher.
 - Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- OR
- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: all the students commencing this course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review (wherever applicable) on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Course Structure

In order to achieve the BSB60420 Advanced Diploma of Leadership and Management students must satisfactorily complete the following units of competency:

Core Units

BSBCRT611 Apply critical thinking for complex problem solving
BSBLDR601 Lead and manage organisational change
BSBLDR602 Provide leadership across the organisation
BSBOPS601 Develop and implement business plans
BSBSTR601 Manage innovation and continuous improvement
BSBPEF502 Develop and use emotional intelligence
BSBTWK502 Manage team effectiveness

Elective units

BSBHRM614 Contribute to strategic workforce planning
BSBSTR602 - Develop organisational strategies
BSBPEF501 - Manage personal and professional development

Imported Units

BSBMKG623 - Develop marketing plans
BSBWHS605 - Develop, implement and maintain WHS management systems

Further Information

Contact the Training Manager at admin@mei.edu.au or 1800 986 100 or refer to www.mei.edu.au for further information.





Our Courses

BSB40420 Certificate IV in Human Resource Management

CRICOS Course Code:108702F

Course Description

This qualification is suitable for individuals working or seeking to work in a range of human resources management positions. Job roles could include human resources assistants, human resources coordinators, human resources administrators and payroll officers. Workplace responsibilities would be determined at a workplace level. Some smaller business may require employees to work across all aspects of human resources. In larger companies, individuals may just have responsibility for a singular aspect of human resources such as remuneration.

Target Market

Typically, the target group for the BSB41015 Certificate IV in Human Resources are those who may be:

- 1) Seeking to pursue a career in human resources management.
- 2) Seeking to progress in their career in the human resources, industrial law, employee relation, etc.
- 3) Seeking a pathway into Diploma or higher qualifications in Human Resources.

Course Start Date

15th of each month

Duration

This course is delivered over 52 weeks including holidays on a full-time basis. This includes 44 weeks of term time (four 11-week terms) and 8 holiday weeks. During term time, students are required to attend scheduled classes (face to face and simulated work environment) for 20 hours per week. Classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 10 hours per week. Total course hours: Face to face classes – 44 weeks x 20 hours per week = 880 hours. Independent study and assessment outside of class time – 44 weeks x 10 hours per week = 440 hours. Total course hours: 880 + 440 = 1320 hours.

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work.

During independent study time, students will be provided with text books to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Text books include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students will also be directed to undertake research tasks and access reference materials. Students will be supported by their trainers outside of class contact time.

Students may be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Training Pathway

After achieving this qualification, student can articulate into a pathway to progress into BSB50618 Diploma of Human Resources Management or other higher education sector qualifications.

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. The RTO has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Qualification

On successful completion of this course, students will receive a BSB41015 Certificate IV in Human Resources and a Record of results. If student cannot complete all the units of competency as specified in this qualification, a Statement of Attainment will be provided to students to indicate the units they have successfully completed.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
 - Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 or equivalent or higher.
 - Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
- OR
- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: all the students commencing this course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review (wherever applicable) on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Course Structure

In order to achieve the BSB41015 Certificate IV in Human Resources students must satisfactorily complete the following units of competency:

Core Units

- BSBHRM403 Support performance-management processes
- BSBHRM404 Review human resources functions
- BSBHRM405 Support the recruitment, selection and induction of staff
- BSBLDR402 Lead effective workplace relationships
- BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
- BSBWRK411 Support employee and industrial relations procedures

Elective units

- BSBRES411 Analyse and present research information
- BSBMGT407 Apply digital solutions to work processes
- BSBFIA412 Report on financial activity
- BSBCMM401 Make a presentation

Further Information

Contact the Training Manager at admin@mei.edu.au or 1800 986 100 or refer to www.mei.edu.au for further information.

Our Courses

BSB50320 Diploma of Human Resource Management

CRICOS Course Code:108703E

Course Description

This qualification reflects the role of individuals working in a variety of roles within the human resources sector who have a sound theoretical knowledge base in human resources management and demonstrate a range of managerial skills to ensure that human resources functions are effectively conducted in an organisation or business area. Typically, they would have responsibility for the work of other staff.

Target Market

Typically, the target group for the BSB50618 Diploma of Human Resources Management are those who may be:

- 1) Seeking to pursue a career in human resources management and executive positions in organisation.
- 2) Seeking to progress in their career in the human resources, industrial law, employee relation, etc.
- 3) Seeking a pathway into higher education qualifications.

Course Start Date

15th of each month

Duration

This course is delivered over 52 weeks including holidays on a full-time basis. This includes 44 weeks of term time (four 11-week terms) and 8 holiday weeks. During term time, students are required to attend scheduled classes (face to face and simulated work environment) for 20 hours per week. Classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 10 hours per week. Total course hours: Face to face classes – 44 weeks x 20 hours per week = 880 hours. Independent study and assessment outside of class time – 44 weeks x 10 hours per week = 440 hours. Total course hours: 880 + 440 = 1320 hours.

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The following techniques are employed during face to face delivery depending on the subject matter: trainer presentations and demonstrations, power point presentations, individual tasks, case studies, research, role plays, practical demonstrations and group work.

During independent study time, students will be provided with text books to develop knowledge and understanding. This includes a mixture of theoretical information and tasks. Text books include sufficient information for the students to learn the topic, undertake practice activities and complete tasks. Students will also be directed to undertake research tasks and access reference materials. Students will be supported by their trainers outside of class contact time.

Students may be provided opportunities for formative assessment during delivery. Trainers provide feedback to students on areas for improvements to facilitate the development of appropriate knowledge and skills and prepare them for summative assessment.

Training Pathway

After achieving this qualification, student can articulate into a pathway to progress into Advanced Diploma of Management (Human Resources) or other higher education sector qualifications.

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. The RTO has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Qualification

On successful completion of this course, students will receive a BSB50618 Diploma of Human Resources Management and a Record of results. If student cannot complete all the units of competency as specified in this qualification, a Statement of Attainment will be provided to students to indicate the units they have successfully completed.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at the college.
- Students applying for this course will need to provide evidence of satisfactory completion of Australian Year 11 or equivalent or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.
OR
- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: all the students commencing this course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review (wherever applicable) on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Course Structure

In order to achieve the BSB50618 Diploma of Human Resources Management students must satisfactorily complete the following units of competency:

Core Units

BSBHRM501 Manage human resources services
BSBHRM506 Manage recruitment selection and induction processes
BSBHRM512 Develop and manage performance-management processes
BSBHRM513 Manage workplace planning
BSBWHS401 Implement and monitor WHS policies, procedures and programs to meet legislative requirements
BSBWRK520 Manage employee relations

Elective units

BSBFIM501 Manage budgets and financial plans
BSBPMG522 Undertake project work
BSBRISK501 Manage risk

Further Information

Contact the Training Manager at admin@mei.edu.au or 1800 986 100 or refer to www.mei.edu.au for further information.



Our Courses

BSB80120 Graduate Diploma of Management (Learning)

CRICOS Code 108740M

Course Description

This qualification reflects the role of individuals who apply highly specialised knowledge and skills in the field of organisational learning and capability development. Individuals in these roles generate and evaluate complex ideas. They also initiate, design and execute major learning and development functions within an organisation. Typically, they would have full responsibility and accountability for the personal output and work of others. This qualification may apply to leaders and managers in an organisation where learning is used to build organisational capability. The job roles that relate to this qualification may also include RTO Manager and RTO Director.

Target Market

This specific training and Assessment Strategy is targeted towards learners who seek a higher level qualification than Diploma or Advanced Diploma but who do not need or desire to undertake a full Bachelor Degree. The qualification will provide skills and knowledge in business innovation, management of change, people development and organisational learning.

Location

Training and assessment will take place at Level 1, 310 King Street, Melbourne VIC Australia 3000.

Duration

This course is delivered over 52 weeks including holidays on a full-time basis. This includes 44 weeks of term time (four 11-week terms) and 8 holiday weeks. During term time, students are required to attend scheduled classes (face to face and simulated work environment) for 20 hours per week. Classes are normally scheduled for 2.5 days per week. Students will be required to undertake additional independent study/ homework for approximately 10 hours per week. Total course hours: Face to face classes – 44 weeks x 20 hours per week = 880 hours. Independent study and assessment outside of class time – 44 weeks x 10 hours per week = 440 hours. Total course hours: 880 + 440 = 1320 hours.

Course Delivery

A mixed delivery mode is implemented including face to face training and training in simulated work environment. Training will take place at the Melbourne Education Institute facility at Level 1, 310 King Street, Melbourne VIC Australia 3000.

The learner is required to achieve competency in 8 units in order to complete the course. The learner will undergo:

- An introduction process explaining the units of competency and the training and assessment program.
- A review of the available units of competency that will be selected.
- An induction into the training program
- A review and sign off of the training plan

The format for delivery/assessment will be designed around a programme involving a combination of classroom based theory sessions, classroom based tutorials that will link the theory with the real business world, formative assessment tasks undertaken in the classroom under the direction of trainers and projects undertaken under the direction of trainers. Simulated workplaces or studies of real workplaces will be used to study projects and assessment tasks

Training Pathway

After achieving this qualification, the student can articulate a pathway to Master of Business or equivalent or Bachelor of Business or equivalent

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

MEI will offer Recognition of Prior Learning (RPL) and Credit Transfer (CT) to all students through the enrolment process and will provide an application kit for RPL applicants. MEI has documented policies and procedures for these processes and students are provided details of how to apply for RPL or Credit Transfer through the enrolment process.

Fee information

Please contact Melbourne Education Institute at 1800 986 100 for further details and ongoing specials (if applicable) on pricing. Please refer to Fee and Refund Policy for further details on fees and refunds arrangements.

Qualification

On successful completion of this course, students will receive a BSB80120 Graduate Diploma of Management (Learning) and a Record of results. If student cannot complete all the units of competency as specified in this qualification, a Statement of Attainment will be provided to students to indicate the units they have successfully completed.



Entry Requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be 21 years of age on commencement of the course
- A minimum IELTS score of 6.0 with no band less than 5.5 or equivalent

Course Structure

In order to achieve the BSB80120 Graduate Diploma of Management (Learning) students must satisfactorily complete the following units of competency:

Unit of Competency Code / Title	Core / Elective	Face-to-face Delivery Hours	Directed Reading, Research & Assessment	Total hrs	Number of wks
BSBHRM613 Contribute to the development of learning and development strategies	Core	200	50	250	10
BSBLDR811 Lead strategic transformation	Core	200	50	250	10
TAELED803 Implement improved learning practice	Core	200	50	250	10
BSBHRM611 Contribute to organisational performance development	Elective	200	50	250	10
BSBINS603 Initiate and lead applied research	Elective	200	50	250	10
BSBLDR812 Develop and cultivate collaborative partnerships and relationships	Elective	200	50	250	10
BSBCRT611 Apply critical thinking for complex problem solving	Elective	200	50	250	10
BSBSTR801 Lead innovative thinking and practice	Elective	200	50	250	10
TOTAL HOURS		1600	400	2000	80
NOTE: Whilst the delivery time is aligned with AQF recommendations, it allows time for students to reflect on knowledge and skills and apply/practice knowledge and skills prior to being assessed. The volume of learning will vary according to learner needs.					



Our Courses

General English I

Proficiency Level – Elementary
CRICOS Course Code: 0100064

Course Purpose

The purpose of the General English (GE) program is to meet the basic communication needs of the learners. It aims at developing basic English language skills, in order for the learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

General English I is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.

Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement	Prepares the candidate for
No minimum entry requirements.	<ul style="list-style-type: none">• Prepare yourself casual contexts• Communicate at workplace.• Prepare for General English II

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

General English II

Proficiency Level – Pre-Intermediate

CRICOS Course Code: 0100065

Course Purpose

The purpose of the General English (GE) program is to meet the basic communication needs of the learners. It aims at developing basic English language skills, in order for the learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-toface) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

General English II is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.

Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Communicate at casual contexts.● Prepare for General English III
CEFR	A1-A2	
IELTS	3.5	
PTE ACADEMIC	24	
TOEFL	25	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

General English III

Proficiency Level – Intermediate

CRICOS Course Code: 0100066

Course Purpose

The purpose of the General English (GE) program is to meet the basic communication needs of the learners. It aims at developing basic English language skills, in order for the learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-toface) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

General English III is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.

Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Communicate with others.● Prepare for General English IV
CEFR	B1	
IELTS	4	
PTE ACADEMIC	27	
TOEFL	31	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

General English IV

Proficiency Level – Upper-Intermediate

CRICOS Course Code: 0100067

Course Purpose

The purpose of the General English (GE) program is to meet the basic communication needs of the learners. It aims at developing basic English language skills, in order for the learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

General English IV is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.

Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Communicate in complex levels.● Prepare for General English V
CEFR	B1-B2	
IELTS	4.5	
PTE ACADEMIC	30	
TOEFL	32	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

General English V

Proficiency Level – Advanced

CRICOS Course Code: 0100068

Course Purpose

The purpose of the General English (GE) program is to meet the basic communication needs of the learners. It aims at developing basic English language skills, in order for the learners to gain social skills that are necessary to meet communication and cultural needs while travelling and participating in community contexts in Australia and other English-speaking countries.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

General English V is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.

Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">• My workplace• Prepare for EAP I
CEFR	B2	
IELTS	5	
PTE ACADEMIC	36	
TOEFL	44	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

English for Academic Purposes I

Proficiency Level – Intermediate

CRICOS Course Code: 0100069

Course Purpose

The purpose of the English for an Academic Purpose (EAP) Program is to meet the academic skills required for the learners to gain an entry into vocational programs (VET) at Melbourne Education Institute or other education providers, TAFE and Universities in Australia or in tertiary education qualification.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

English for Academic Purposes I is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.
 - Must have successfully completed Australian year 12 or equivalent
- Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Communicate at workplace● English for Academic Purpose II (EAP II)
CEFR	B1	
IELTS	4.5	
PTE ACADEMIC	30	
TOEFL	32	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

English for Academic Purposes II

Proficiency Level – Upper – Intermediate

CRICOS Course Code: 0100070

Course Purpose

The purpose of the English for an Academic Purpose (EAP) Program is to meet the academic skills required for the learners to gain an entry into vocational programs (VET) at Melbourne Education Institute or other education providers, TAFE and Universities in Australia or in tertiary education qualification.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

The English for Academic Purposes II course is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.
 - Must have successfully completed Australian year 12 or equivalent
- Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Advanced Diploma● Diploma● Certificate IV● Certificate III● Other VET Courses● EAP III
CEFR	B1-B2	
IELTS	5	
PTE ACADEMIC	36	
TOEFL	40	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.

Our Courses

English for Academic Purposes III

Proficiency Level – Advanced

CRICOS Course Code: 0100071

Course Purpose

The purpose of the English for an Academic Purpose (EAP) Program is to meet the academic skills required for the learners to gain an entry into vocational programs (VET) at Melbourne Education Institute or other education providers, TAFE and Universities in Australia or in tertiary education qualification.

Duration

Total Course Duration: 12 Weeks (Including break)
Duration of the course: 10 Weeks (without break)
Break: 2 Weeks (usually week 11 and 12, except during Christmas closure)
Contact hours per week: 20 hours
Total hours per week: 20 hours classroom-based (face-to-face) and 5 hours of unsupervised self-study per week.
Entry Point: First day of every Week (Every Monday)

Entry Requirements

The English for Academic Purposes III course is a class-based course with self-learning time, classes will be held at the premises of the Melbourne Education Institute at Level 1, 310 King Street, Melbourne VIC 3000, Australia. It is a mandatory requirement for all ELICOS students to maintain a satisfactory attendance requirement of 80% or over at times.

- Students must be over 18 years of age at the time of enrolment.
 - Must have successfully completed Australian year 12 or equivalent
- Prior to enrolment, students may wish to evidence of prior English knowledge and skills by taking up an assessment to determine which level is the most appropriate for the student. This approach will also allow the staff to identify any special needs. Student willing to take the complete General English ELICOS course (all 5 levels), do not require previous knowledge of the English language. However, for those who do have previous experience, they can submit the results of previous examinations (IELTS or equivalent) to demonstrate their aptitude for the upcoming course, these may also be used for academic purposes. For most of the levels there is the need to meet minimum English level requirements as listed in the table below.

Minimum entry requirement		Prepares the candidate for
Proficiency scores equivalent to:		<ul style="list-style-type: none">● Bachelor's Degree● Master's Degree
CEFR	B2	
IELTS	5.5	
PTE ACADEMIC	42	
TOEFL	46	

Fee information

Applicants must agree to the terms and conditions of enrolment, including the fees and payment arrangement as provided within the Letter of Offer and Enrolment Acceptance Agreement.

A late payment penalty will apply if any mandatory fees are not paid by the due date. All students who do not pay their mandatory tuition fees by the due date will incur a late payment fee based on the late payment. Students may consult or express relevant conditions if they need more time to settle pending fees.

Failure to pay tuition costs is a breach of the student's agreement and may be subject to their enrolment being cancelled. The Melbourne Education Institute offers students to arrange payments by level and facilitates instalments for students.

Length	Tuition fees		Compulsory fees (Non-tuition fees)		Max. Course Fee	No. of study period
	Tuition Fee (per week)	Total tuition fees	Materials Fee	Admin. Fee		
12 weeks	\$320/week	\$3,840	\$250	\$200	\$4,290	1

Please note Melbourne Education Institute reserves the right to adjust fees annually. This change will not change arrangements made with students but may affect new enrolments. Students can verify the costs in the Letter of Offer or the administrative staff for any related concern.

Extra costs: The student may be incurred when requesting extra services as Photocopying service, credit card payment surcharges, penalties for delayed payments, bank surcharges, re-issue of certificates or statement of attainment, also in special cases like when a student is unsuccessful in a level, extra costs may incur.



How To Apply

Our motto is **‘Education is Life’** and we strive to help student achieve **‘success embedded in a culture of care’** through the implementation of our **recipe for success.**



Prepare

Prepare all the documents you need to apply, for example:

- Academic records
 - Passport
 - Proof of English language proficiency ADD meet LLN requirements
- Start organising the documents you will need for your visa application

Accept your offer

Congratulations!
You can now accept your offer. Allow three working days for MEI to send your ECoE (Electronic Confirmation of Enrolment)

Organise Travel

Once you receive your visa, you can organise your travel to Melbourne. Make sure you arrive in plenty of time to arrange accommodation.

Research

Find your perfect program at MEI.

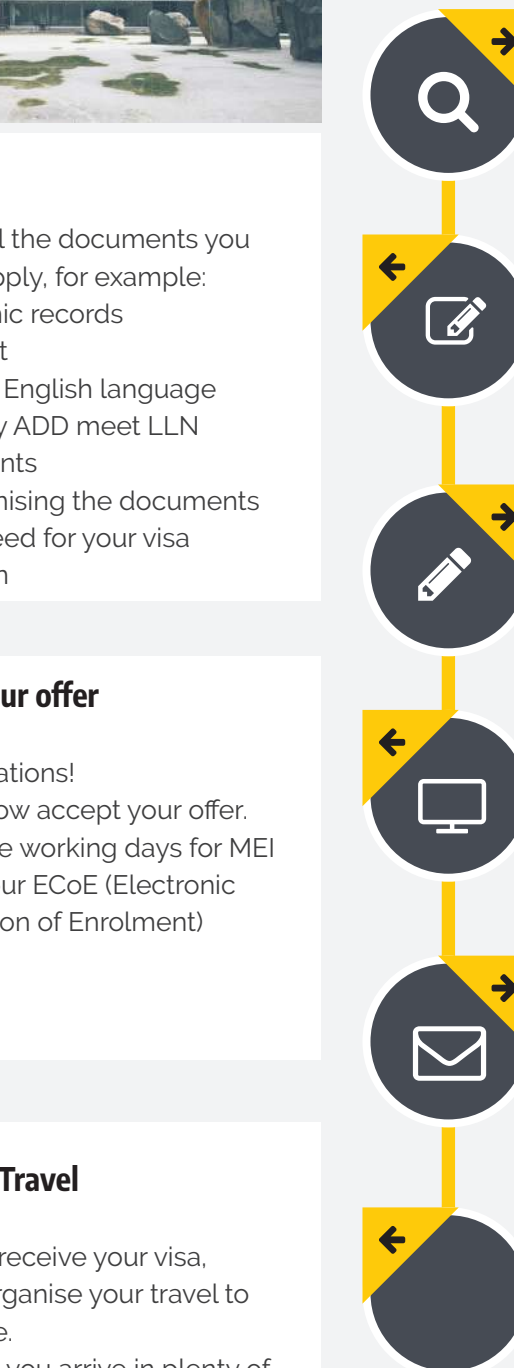
- Check the entry requirements
- Explore your pathway options

Apply

Submit your application to MEI. We will contact you if we need more information. Successful applicants will receive their offer via email.

Visa Application

Once you receive your ECoE, you can apply for your visa. (The Department of Immigration and Border Protection may request more information.)





College Policy

Transfer of Students between Providers Policy and Procedure

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. his 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.



Student Support Services Policy and Procedure

Student Support Services

The following support services are to be available and accessible for all students studying with Melbourne Education Institute. The Institute will provide students with contact details to refer any matters that require further follow up with relevant professionals. Any referrals are conducted by the Institute at no cost to the student, but fees and charges may apply where an external service is used by the student and this should be clarified by the student prior to using such services outside of the Institute.

Study and Life in Australia

All students go through an Orientation Program during at Melbourne Education Institute before the commencement of their course. The Orientation program involves familiarisation with the campus, facilities and living and studying in Melbourne. Contents of Orientation program include:

- Orientation to Life in Melbourne and Australia and a tour of Melbourne Education Institute
- Details of the course, timetable, staff members contact details
- Welfare and Academic issues
- Information on other support available e.g. Legal, emergency and health services available
- Visa requirements and their work conditions
- Overview on ATO requirements and their employment right

English Language and Study Assistance Programs

Identifying LLN Support Prior to Enrolment or Commencement:

LLN Test would be administered prior to enrolment into qualifications within Melbourne Education Institute's scope of registration. Test would be administered by qualified LLN Trainer and Assessor. The main aim of the test is to identify particular skills of the student such as literacy, numeracy and English language, in order to meet the requirement of qualification they wish to enrol in. If a gap is identified, learners would be recommended to undertake foundation skills courses or other strategies would be adopted to make support available, prior to enrolment in that qualification.

Student Support during training:

Melbourne Education Institute will facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas student cohorts, including having and implementing documented processes for supporting and maintaining contact with overseas students.

During training, the Trainer/Assessor may identify the need for additional learner support and discusses options with the Training Manager. The Trainer/Assessor will create a short report in conjunction with the Administration Manager and Training Manager.

When support needs arise, the Training Manager and the relevant Trainers/Assessors include in the Special Needs Report Action Plan a range of support needs for each individual learner identified. Support needs may include, but are not limited to:

- Modification of Training and Assessment resources.
- Modification of the classroom configuration to improve mobility.
- Referral to ELICOS or other language courses.
- Referral to an external agency (e.g. Department of Home Affairs)
- Creation of an Individual Training Plan

Facilities and resources

At orientation students are given a guided tour of the campus and all Melbourne Education Institute's facilities and during that process they will become aware of all the resources available to them.

Policies and Procedures

All students will be given a brief about relevant policies and procedures, not limited to Melbourne Education Institute's course progress policy and procedure, Fee and Refund policy and procedure and Complaints and Appeal policy and procedure. Student will be able to access these policies by requesting student support officer or by contacting Administration Manager.

Work Rights

At Orientation, all students will be given an overview on their student visa conditions, including work limitations, ATO legislations, Tax File Number, Fair Work Ombudsman, etc.

Academic issues

Students may have concerns with their academic performance or other related issues that are placing them at risk of not achieving the requirements of their course. 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.

Students' course progress is monitored; and guidance and support provided where non-satisfactory results are identified. A student is able to access the student support officer to discuss any academic or other related issues to studying at the Institute at any time. The student support officer will be able to provide advice and guidance, or referral, where required.

Personal / Social issues

There are many issues that may affect a student's social or personal life and Students have access to the Support officer through normal Institute hours to gain advice and guidance on personal issues, accommodation issues, or family/friend issues. Where the Student Support Officer feels further support should be gained, a referral to an appropriate support service will be organised.

Accommodation

While Melbourne Education Institute does not offer accommodation services or take any responsibility for accommodation arrangements the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their accommodation arrangements. 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.

Medical Issues

Student Support Officers will have a list of medical professionals within access from the Institute location and any student with medical concerns should inform the student support officer who will assist them in finding an appropriate medical professional. Local medical services can be gained from the student support officer. For any critical incident, Melbourne Education Institute have a documented critical Incident policy and procedure for managing critical incidents that could affect the overseas student's ability to undertake or complete a course. Critical incidents are not limited to, but could include:

- Missing students;
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster; and
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

For more details, please refer to Critical Incident – Policy and Procedure.

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.

Social Programs

Apart from the Student Orientation Program the Student Support Officer will occasionally organise social events that allow all students enrolled with the Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events. They will be organised as demand requires and any suggestions can be forwarded to the Student Support Officer.

Student Support Services Referral List

The Student Support Officer can provide links to external sources of support where staff at Melbourne Education Institute are not qualified, or it is in the student's best interests to seek professional advice. All preferred/ suitable external links will be listed on the Student Support Services Referral List, which is also maintained by the Student Support Officer.



RPL/Credit Transfer Policy and Procedure

Requirements

- a) Credit Transfer information must be included in information given to students prior to enrolment
- b) All staff must be provided with information about the Credit Transfer application process and assist students in completing applications.
- c) Applicants must apply for credit transfers at enrolment time or within 28-days of course commencement and unit commencement.
- d) Applicants wishing to apply for a credit transfer must apply using the credit transfer form.
- e) Applicants must present his/her statement of attainment or qualification, so the Training/Compliance Manager can assess and map the unit/s presented for credit transfer against the unit/s proposed to be delivered by Melbourne Education Institute.
- f) Applicants must provide Original documents or original duplicates documents from the issuing provider.
- g) Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework.
- h) Documents will be verified with the issuing RTO if for any reason the Melbourne Education Institute staff member questions the authenticity of the documents.
- i) Credit Transfer is different from Recognition of Prior Learning.

Procedure

There is no cost to apply for National Recognition. Students may apply for National Recognition prior to or at the time of enrolment by completing a credit transfer request form and providing certified copies of authentic statements of attainment and qualifications issued by other RTOs.

- The Training/Compliance Manager checks documentation to ensure that:
- The qualifications and units are nationally recognised.
- The qualifications were issued by a training provider that is an RTO, registered on www.training.gov.au
- The documents are certified as true copies (or witness the original document and take a copy), and
- The documentation is authentic. This may include contacting the issuing RTO to verify the authenticity of the documentation provided.

Where national unit of competency codes are stated as attained on a record of result (transcript of successfully completed units of competency) and the same unit of competency is included within the student's enrolment, National Recognition will be granted where units are identical.

The Training/Compliance Manager approves the request for credit transfer. This may require the need to check www.training.gov.au to determine if previous versions of the unit of competency are deemed equivalent. (e.g. BSBCUS402 – 'Address customer needs' is superseded and is equivalent to BSBCUS402B)

If credit transfer is being sought for a unit of competence that has a different title or code, then it is necessary to establish the equivalence between the unit held and the unit being sought. If the units are not equivalent, then the applicant should will be referred for Recognition of Prior Learning (RPL).

The Administration Manager notifies the student of the outcome of the National Recognition assessment by advising them in writing of the units attained through National Recognition.

Where the student receiving a Credit-Transfer is an international student holding a student visa the notification letter also includes:

- 1.The relevant government agencies are informed via PRISMS.
- 2.The details of the credit outcomes and subsequent change of enrolment
- 3.If their course duration has been reduced that it may result in a change of their student visa.

The student must notify Student Administration that they accept the outcome of the decision within 20 days of the date of the letter.

Once the student has accepted the credit transfer outcome, the Administration Manager records the outcome of the national recognition process on the individual's electronic file within the Student Management System by entering "CT" against the units of competency granted and places the signed credit transfer form on the student file.

If the applicant is not satisfied, they can choose to appeal the decision within 20 working days and in accordance with the Policy and Procedure - Complaints and Appeals.

Fee and Refund Policy and Procedure

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).

Summary of Refunds

Outline of Default 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 refund-able
Withdrawal prior to agreed start date: Notify the Institute less than 28 days prior the course	No refund

commencement date	
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

Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)

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*****

Complaints and Appeals Policy and Procedure

Procedure - Complaints

An informal complaint can be made at any time by bringing it to the attention of the person that you are aggrieved with, your Trainer/Assessor or the Training Manager, and discussing possible options for resolution. Any person may submit a formal complaint to Melbourne Education Institute with the reasonable expectation that complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

A complainant wishing to submit a formal complaint must provide as many details as possible, including:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which lead to the complaint
- Attachments (if applicable)

The complaint is submitted to Student Administration who logs the details in the Complaints and Appeals Register and forwards the documentation to the CEO. It is the CEO's responsibility to respond to the complaint. The CEO may wish to consult the following personnel regarding the events leading to the complaint:

- Complaints regarding enrolments and training plans - Administration Manager.
- Complaints regarding training, training resources and assessment outcomes - Training Manager.
- Complaints containing suggestions for improvement to Melbourne Education Institute policies and procedures - Compliance Manager.

The CEO may wish to meet with the complainant to obtain further information. The complainant may be assisted or accompanied by a support person at this meeting.

The CEO shall make a decision on the complaint and convey the decision to the complainant and all associated persons in writing within five working days of the receipt of the formal complaints and all necessary supporting documents. Within the notification of the outcome of the formal complaint the complainant shall also be notified that they have the right of appeal.

The CEO shall ensure that Melbourne Education Institute will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant, Melbourne Education Institute must immediately implement any decision and/or corrective and preventative action that is required and advise the complainant of the outcome.

The Complaints and Appeals Register is updated with the details of the decision and outcomes /further action by CEO or delegate. All documentation is placed on the complainants file.

Procedure - Appeals
General Appeals

All complainants have the right to appeal a decision made by Melbourne Education Institute. This includes students who do not agree with an assessment decision. To commence the appeal process, the appellant is to provide in writing, a summary of the grounds of appeal within 5 days of the complaint outcome or assessment decision.

The appellant must clearly identify the reason(s) the appellant feels the decision is unfair needs to be reconsidered. The candidate may seek the assistance of the Administration Manager in selecting words that clearly articulate their reasons for appeal. The completed form is submitted via Student Administration. The process for appeals will begin within five working days of the appeal being lodged. The CEO shall ensure that Melbourne Education Institute acts on any substantiated appeal.

The CEO organises a meeting with all parties involved regarding the appeal and attempt to seek resolution where appropriate. The appellant may be assisted or accompanied by a support person at this meeting.

Assessment Appeals

Where a student wishes to appeal against any assessment, they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the candidate to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why specific outcome was granted.

If this is still not satisfactory to the student, they can formally lodge an appeal in writing within 5 days of discussing the assessment with their Assessor to the CEO. Students must provide details of the assessment, the grounds the appeal is based upon and course of action that the student wishes to have Melbourne Education Institute take regarding the assessment, being either:

- 1.Melbourne Education Institute changes the assessment result to "competent" (pass),
- 2.Melbourne Education Institute re-assesses the assessment via an alternate internal or external Assessor,
- 3.Allow the student to re-submit one or more parts of an assessment within an agreed timeframe, OR
- 4.Allow the student to re-submit the assessment within an agreed timeframe.

The appeal is lodged with Student Administration who updates the Complaints and Appeals Register. The CEO notifies the Training Manager to provide details from the Assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating:

- 1.The assessment decision stands
- 2.The Training Manager is directed to appoint an alternate Assessor to re-assesses the assessment,
- 3.The Assessor is directed to allow the student to re-submit one or more parts of an assessment within an agreed timeframe, OR
- 4.The CEO appoints a 'third party' to re-assess the assessment.



The appellant shall be notified in writing of the outcome of the decision, including the option of using the external appeals process if they are not satisfied with the outcome.

Student Administration updates the 'complaints and appeals register'. The appellant is required to notify Melbourne Education Institute, within 5 working days of receiving the appeal outcome in writing, if they wish to proceed with an external appeals process.

External Appeals

The purpose of the external appeals process is to consider whether Melbourne Education Institute has provided a fair and equitable process and adhered to its complaint and appeals policy procedure, not to change the decision already made in regard to initial complaint or appeal.

For example, if an appellant appeal against his or her assessment outcomes and appeals the decision, the external appeals process (if accessed) will consider the way in which the internal appeal was conducted; it would not make a determination change the assessment outcome.

The student can appeal externally to ASQA or to the Overseas Student Ombudsman who investigates complaints about the actions and decisions of private registered education providers in connection with overseas students.

Organisation:	Overseas Student Ombudsman (http://www.ombudsman.gov.au/)
Contact point:	Online Complaint Form: https://forms.business.gov.au/smartforms/servlet/SmartForm.html?form-Code=oco-complaint-form Call: 1300 362 072 (within Australia) Outside Australia call +61 2 6276 0111. Enquiries 9 am to 5 pm Monday to Friday (AEDT) Postal: GPO Box 442 Canberra ACT 2601. Melbourne Office: Level 6, 34 Queen Street, Melbourne VIC 3000
ASQA Contact	https://www.asqa.gov.au/complaints

- Following the receipt of the outcome of the external appeal Melbourne Education Institute must immediately:
- 1.Implement the decision
 - 2.Convey the outcome to the appellant
 - 3.Update the complaints and appeals register
 - 4.Place a copy of the documentation on the appellant's file, and
 - 5.Initiate any improvement actions arising from the complaint

In the event that Melbourne Education Institute considers that more than 60 calendar days are required to process and finalise the complaint or appeal, the CEO informs the complainant or appellant in writing within 5 working days of receiving the complaint or appeal, including reasons why more than 60 calendar days are required; and instructs the Administration Manager to regularly update the complainant or appellant on the progress of the matter.

Where Melbourne Education Institute is informed that the international student has accessed external appeals processes Melbourne Education Institute will maintain a student's enrolment until the external appeal process is finalised.

Melbourne Education Institute will comply with the findings of Overseas Student Ombudsman or ASQA. The decision of this independent mediator is final and any further action the student wishes to take is outside Melbourne Education Institute's policies and procedures. The student shall be referred to the appropriate government agencies and this information can be gained from the CEO.





Admissions Policy and Procedure

Entry requirements

Melbourne Education Institute (MEI) has admission requirements as follows:

- Students must be at least 18 years of age at the time of their course commencement at MEI.
- Students applying for Diploma level courses will need to provide evidence of satisfactory completion of Australian Year 12 or equivalent or Diploma or higher. For Certificate IV level courses, it is Australian Year 11 or equivalent or higher.
- Either a minimum IELTS test score of 5.5 or equivalent for direct entry into a VET course or IELTS score of 4.5 or equivalent with an ELICOS (20 weeks) or IELTS score of 5.0 or equivalent with an ELICOS (10 weeks) to be taken before the main VET course. ELICOS must be at least at General English Upper Intermediate or English for Academic Purposes Upper Intermediate level.

OR

- Evidence that, within two years of their application date, they have successfully completed at least 2 years of qualification in Australia leading to AQF level 6 Advanced Diploma qualification or higher.

Please note: All the students commencing any VET course are required to complete an LLN test (other than those who have successfully completed Bachelor or higher qualification in Australia) and a pre-training review on the orientation day to assist MEI to identify student's skills, experience and knowledge and needs for additional support during their study with Melbourne Education Institute.

Enrolment Acceptance Agreement for overseas students

Each overseas student who has successfully met the Melbourne Education Institute entry requirements will be offered a place in the course that the student has applied for where the capacity of the course is available. An Enrolment Acceptance Agreement between Melbourne Education Institute and the student will be issued. The Enrolment Acceptance Agreement sets out the services that Melbourne Education Institute will provide and the student's obligations upon accepting the Enrolment Acceptance Agreement. This agreement will:

- Be signed by the student prior to, or concurrently with, making the payment of the tuition fee
- Outline the course(s) in which the student is to be enrolled, the expected course start and end date, the location(s) of the delivery of the course, any work-based training required as part of the course (if applicable), the course qualification, award and other potential outcomes of the course
- Specify the prerequisites (if any) for entry to the course, including the academic and English language proficiency level
- Indicate the enrolment fee, tuition fee and material fees for the periods to which the fees relate, payment options, late payment charge and refund policy.
- Include an outline of the Melbourne Education Institute internal and external complaints and appeals processes

- Include any conditions imposed on the student's enrolment
- Provide details of any non-tuition fees that may incur in the circumstances of late payment of tuition fees or any other circumstances where additional fees may apply.
- Set out the circumstance in which personal information about the student may be disclosed by Melbourne Education Institute to the Australian Commonwealth including the TPS, or state or territory agencies, in accordance with the Privacy Act 1988
- Provide a statement that states 'This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies'
- Advise the overseas student of their responsibility to notify Melbourne Education Institute of a change of address while enrolled in their course(s), to provide emergency contact details and to inform the Institute within 7 days of changes to these
- Advise students that in the event of a course not being delivered by Melbourne Education Institute, Melbourne Education Institute will refund the tuition fees paid or under the Tuition Protection Service (TPS) will arrange a refund or transfer as per the TPS Framework.
- Include a statement that clearly advises the student to retain a copy of the Enrolment Acceptance Agreement and any receipts of payment of fees.

Procedure

Steps of Assessing an Application

- 1) On receipt of an application, the Admissions Department will ensure the application documents are complete for assessment. This would include:
 - An application form with all the required fields completed
 - Certified copies of the academic qualifications and transcript (in English)
 - Verified copies of English results (where appropriate)/Melbourne Education Institute English placement test result
 - A certified copy of the passport (main page and visa page where appropriate).
- 2) Each application is to be assessed to ensure that the applicant's qualifications and English language proficiency meet the requirements of the course being applied for. The requirements are described in this Procedure. The Administration Manager completes an admissions checklist to ensure the requirements are met.
- 3) The Admissions Department checks the student visa status on VEVO.
- 4) Applicants that meet the entry requirements will be offered a place in the course being applied for. An Offer Letter and Enrolment Acceptance Agreement will be issued by Melbourne Education Institute and sent to the applicant and/or their education agent.



5) Along with Offer Letter and Enrolment Acceptance Agreement, a link of current student prospectus is also emailed to the student/education agent so that intended student has correct and up-to-date information of the course/s in accordance with Standard 2 of National Code 2018 and Standard 5.2 of SRT0 2015.

6) The Administration Manager issues a CoE on PRISMS. When a concurrent CoE is identified on PRISMS where a release letter is required from the student's principle course provider, the Administration Manager will contact the student or their education agent seeking for the release from other provider before an MEI CoE can be issued.

7) Upon the receipt of the release information on PRISMS, the Administration Manager will issue the CoE. The table below sets the academic criteria that applicants must meet.

The following Australian academic qualifications can be accepted as meeting the English language requirements if the applicant does not have a valid English test results.

Senior Secondary School (Year 12)	Successful completion of Year 12 with the EAL/ESL score no less than 20 in units 3/4
Australian University Foundation Program	Successful completion of one term with Pass in the English subject
Certificate 3, Certificate 4 or Diploma course or higher	Successful completion of one term

Assessing Recognition of Prior Learning (RPL)/Credit Transfer

If an applicant is applying for RPL (for domestic applications only), the applicant is required to make an appointment with the Training Manager/Compliance Manager to discuss their eligibility and the process. The Training/Compliance Manager will notify the admissions team, with the RPL outcome for the course and then a revised offer is to be made, if required.

If an applicant is applying for a credit transfer (for domestic and overseas applications), the applicant is required to complete the Credit Transfer Form detailing all the units they have successfully completed. The applicant must also provide the certified copies of their qualifications and academic transcripts. Applications for RPL and Credit Transfer are governed by the RPL/Credit Transfer Policy and Procedure.

In the case of accepted RPL or Credit Transfer, Melbourne Education Institute will inform the student in writing of the outcome of the application and advise the student of reduced course duration and issue a revised CoE.

Admission Student Files

Within 10 business days of receiving the signed agreement from an overseas student, the admissions team will enter the following enrolment details into PRISMS:

- student's full name
- Gender
- Date of birth
- Country of birth
- Nationality
- Passport number

- Student's Australian contact details
- Student's overseas contact details
- Education agent details
- Start and end date of the course
- Course name, course code and the location of delivery
- Amount of tuition and non-tuition fees received by Melbourne Education Institute
- Total amount of tuition fees in accordance with the International Student Enrolment written agreement
- OSHC details (if arranged by Melbourne Education Institute)
- Onshore or offshore applicant
- f the student has undertaken an English language test, the name of the test and the results the applicant received
 - Australian visa number (where appropriate)
 - Any conditions for the course commencement

Once entered into PRISMS, a copy of the Confirmation of Enrolment (CoE) is sent to the student and their education agent.

Enrolment variations
Pre-commencement deferral, withdrawal and change of course

When a student applies for a deferral, withdrawal or change of course after they receive the CoE and before the course commencement, the student must:

- 1) Complete the Student Deferral/Suspension/Cancellation/Leave Request Form. If it is a change of course application, then the International Student Application Form must also be completed for the new course being applied for.
- 2) The application will be assessed by the Admissions Department according to the admissions criteria. The outcome will be communicated to the student and education agent.
- 3) When the student meets the admissions criteria, a revised Letter of Offer and Enrolment Acceptance Agreement will be sent to the student and their education agent.
- 4) Upon the receipt of the student signed International Student Enrolment Written Agreement, the change of course will be reported on PRISMS and the new CoE will be issued to the student and their education agent.
- 5) Deferral and withdrawal applications will be assessed by the Admissions Manager and the RTO Manager in accordance with the Deferring, Suspending or Cancelling the Overseas Students' Enrolment Policy and Procedure.



Post-commencement withdrawal, deferral and change of course

- 1) All student-initiated applications for deferral/cancellation/suspension must be in writing using the Student Deferral/Suspension/Cancellation/Leave Request Form. Supporting documents must be submitted with the application as appropriate.
- 2) The completed form must be submitted in writing to student administration.
- 3) The application will be assessed according to the Deferral, Suspension or Cancellation Policy and Procedure and will be reported in PRISMS according to ESOS Act.
- 4) The enrolment variation will be communicated to the student via email with the attachment of a new CoE/canceled CoE.
- 5) The Melbourne Education Institute Admissions Department will document the whole process of the enrolment variation in the individual student files.
- 7) If the application is rejected, the student will be communicated via email of the outcome and be advised that they have the rights and access to appeal in accordance with the Complaints and Appeals Policy and Procedure.

ESOS

- 1)Education Services for Overseas Students
<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>
The Education Services for Overseas Student Act 2000 (ESOS Act) informs of the legal requirements and rules for regulation that all education and training institutions, that accepts international students, must follow. The ESOS Act also provides the Tuition Protection Service.
- 2)Tuition Protection Service
<https://tps.gov.au/StaticContent/Get/StudentInformation> The Tuition Protection Service (TPS) protects students in the event that the provider is unable to deliver the course of study as agreed to previously. The TPS ensures that international students are able to receive a refund for the educational services no longer being provided, or are able to complete their study in another course, or even with another provider.
- 3)Unique Student Identifier
The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Melbourne Education Institute needs your USI number before issuing any qualification. If you are a new student, you can create your USI or Melbourne Education Institute can apply for your USI on your behalf. For further details please visit: <https://www.usi.gov.au/students>.
- 4)Living Costs in Australia
Knowing the average living costs in Australia is an important part of your financial preparation and there are some of the costs associated with living and studying, in Australia.
For more information, please see this link:
<http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs>

Deferral, Suspension or Cancellation Policy and Procedure

Procedure - Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. Melbourne Education Institute may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury supported by the medical certificate states the student's inability to attend classes;
- Bereavement of close family members such as spouse, 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:
 - 1. Involvement in, or witnessing of a serious accident;
 - 2. 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);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: These are only some of the examples of what may be considered compassionate or compelling circumstances.

The Administration Manager will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Melbourne Education Institute will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

A student applying to defer/suspend his/her enrolment must do so by submitting a written application to the Student Administration. This application to defer must include in detail the 'compassionate or compelling circumstances' to support the temporary deferral/suspension of their studies.

The Administration Manager will:

- 1. Review all applications for deferral or suspension and determine if the application for deferral or suspension is to be granted or rejected within 3 working days.
- 2. Ensure the student is informed in writing of the outcome of their application for deferral or suspension. The students must also be informed that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.
- 3. In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.



4. Maintain all documentation related to deferral or suspension application on the students file.
5. Notify DHA via PRISMS of the decision regarding granting deferment or suspending an international student enrolment (It is mandatory to notify DHA if the deferment/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
6. Inform the student in writing to seek advice from DHA on the potential impact on his/her student visa. It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. The student can also use the COE to inform DHA of the revised end date of the course where their Visa requires extension.

Requests for deferment/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

Procedure - Student Initiated Cancellation

A student may cancel their enrolment where they have decided to discontinue studying with Melbourne Education Institute. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period.

Students wishing to cancel their enrolment must submit the application in writing to the Student Administration. The Administration Manager will then:

1. Maintain all application documentation for the cancellation of enrolment on the students file
- 2 .Notify DHA via PRISMS of the decision to cancel the enrolment as a result of the student's request.
3. Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

Procedure - Provider Initiated Deferral

The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to Policy and Procedure - Fees, Charges and Refund.

Procedure - Provider Initiated Suspension or Cancellation

Melbourne Education Institute may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Misbehaviour by student
- Breach of student code of conduct or ethical behaviour
- The student's failure to pay an amount he or she was required to pay to Melbourne Education Institute to undertake or continue the course as stated in the written agreement
- Breach of course progress requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where Melbourne Education Institute decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.
- That the student will have 20 working days to appeal through Melbourne Education Institute Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that Melbourne Education Institute is obliged to inform DHA via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DHA in relation to the status of their student visa.

The Administration Manager will:

- 1.Maintain all application documentation for the suspension or cancellation of enrolment on the students file.
- 2.Notify DHA via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
- 3.Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

Complaints and Appeals

If the applicant chooses to enact the complaints and appeals process:

- 1.This must be lodged within 20 working days from the date of issue.
- 2.If the student opts for appeals process, the suspension or cancellation of the student's enrolment will not take effect until the process is completed, unless there are extenuating circumstances relating the student's welfare.
- 3.Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.
- 4.If the appeal is not upheld or the student withdraws from the appeal process, then the Institute must report the student to DHA via PRISMS.



Melbourne Education Institute

CRICOS: 03673A
RTO: 45054

Contact Us

1800 986 100
admin@mei.edu.au
www.mei.edu.au

Level 1,
310 King Street
Melbourne, Victoria
Australia

Looking Forward To A Brighter Future

Disclaimer: Melbourne Education Institute reserves the right to discontinue, change or remove any courses or units, fees, admission requirements or other details without notice. Please check all the details at the time of enrolment.