



MAYFAIR  
COLLEGE



# DOMESTIC STUDENT HANDBOOK

Mayfair College Pty Ltd GPO Box 2866 Brisbane, QLD 4001

Phone: (07) 3733 1436 Fax: (07) 3456 1500

RTO Provider code: 31293

CRICOS Provider code: 03589G

# OUR MISSION

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*'We commit  
through  
excellence in  
hospitality  
service and  
quality in  
vocational  
training'*



MAYFAIR  
COLLEGE

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## DISCLAIMER

Mayfair College Pty Ltd has taken the appropriate measures to ensure the information published in this handbook is current at the time of printing. The management reserves the right to make changes where required and any such changes will be published and circulated through the student body and appropriate mediums.

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Head of College C/O  
Mayfair College Pty Ltd  
GPO Box 2866  
Brisbane QLD 4001

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## COLLEGE CONTACT DETAILS

RTO Provider code: 31293  
CRICOS Provider code: 03589G  
A.B.N: 38114441137  
Head office address: 187 Wellington Rd  
East Brisbane QLD 4169  
Ph; 07 3456 1555  
Email; admin@mayfaircollege.com.au  
Web; www.mayfaircollege.com.au

Campus locations: Level 18, 141 Queen St  
Brisbane QLD 4000  
446 Brunswick St  
Fortitude Valley QLD 4006

187 Wellington Rd  
East Brisbane QLD 4169

College administration: Ph; 07 3733 1436  
Email; admin@mayfaircollege.com.au

# 1.0 INTRODUCTION

# Welcome

I am honoured that you have selected Mayfair College to pursue your studies. Our college provides a professional setting within which you will experience an education of the highest calibre; teaching staff with extensive knowledge and experience, and, support structures to assist in focusing on and achieving your academic goals.

Mayfair College continues to provide an inviting, enjoyable environment where students are encouraged to strive for academic excellence, broaden horizons and explore potential.

I look forward to welcoming you to our campus and assisting you in achieving your goals.

**GODFREY MANTLE**  
Director – Mayfair College



It is with great pleasure that I welcome you to Mayfair College and I look forward to meeting you and being part of your learning experience while studying with Mayfair College.

Mayfair College has a strong commitment to ensure that you have every opportunity to realise your potential and to embrace your success. Achieving your goals is very important to the college. Our trainers and staff have a lot of pride in helping you cultivate your potential so that you can achieve your goals in the most rewarding way.

I am excited to welcome you and I look forward to being there with you when you succeed at each step of the way.

**ANDREW SEATON**  
Head of College – Mayfair College



## ABOUT MAYFAIR COLLEGE

Mayfair College has been a registered training organisation (RTO) since 2005, delivering nationally accredited qualifications, industry recognised short courses and regulatory licensing courses relevant to the hospitality industry.

The college has a clear focus on delivering these courses and qualifications under the guidelines of the VET (Vocational Education & Training) Quality Framework. This includes a clear mandate of ensuring the college remains compliant with the Standards for National Registered Training Organisations, and, making sure that our students are given every possible opportunity to succeed with their training.

Our Training and Assessment Strategies are based around the close interaction with industry groups and stakeholders to ensure all training and education is relevant to the demands of industry and evolutionary to the changes within the industry. The college has been successful at achieving this through a close association with Mantle Group Hospitality. Mantle Group consists of 11 well established restaurants and cafes throughout the Brisbane area. Iconic names such as; 'Jimmy's on the Mall', 'PiG N Whistle' British style pubs, 'The Charming Squire' and 'Mantle & Moon' coffee.

Mayfair College is one of the few Hospitality colleges where the students are directly linked to an industry workplace leader. Vocational Placement with our industry partner (Mantle Group) means that our students get real-world experience in a workplace that can give them such a high level of quality and guidance.

The college teaching staff has a vast number of year's experience; not only with education and training, but also the industry in which they teach. This level of industry currency is reflective of the successful outcomes of the students and the level of skills and knowledge successful students are able to put into practice.

### OUR CAMPUSES

Mayfair College has three (3) campuses; all fully equipped, conveniently positioned in and around the heart of the Brisbane CBD (Central Business District). The main classroom and faculty is located within the iconic 'Queen St Mall'. Our other classrooms are located within 10 mins drive of the main class, located at East Brisbane and Fortitude Valley. The Mantle Group restaurants are also located in around the Brisbane CBD & outer suburbs, and can be easily accessed by public transport: <https://translink.com.au/>

### IMPORTANT CAMPUS INFORMATION AND CONTACTS

Should you wish to make enquiries about your course, change details, notify the college regarding changes to your circumstances, or any other matter, then your first point of contact is with our 'Student Support Officer'. College staff is ready to provide friendly and helpful advice covering aspects of your course or any other issue that may occur. The Student Support Officer can also help or assist with the following:

- Emergency and health services
- Facilities and resources
- Course conditions and processes for complaints and appeals
- Assistance with learning outcomes
- Welfare and guidance
- Academic support services
- Tutorial assistance, and
- Translation services

### MAIN FACULTY CAMPUS AND RECEPTION:

Level 18, 141 Queen St, Brisbane QLD 4000

Ph: 07 3733 1436

Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Office hours: Mon to Fri 8am to 4pm

After hours phone number: 0411 055 280

### STUDENT WELFARE OFFICER:

Miss Jennifer Ward

P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

### HEAD OF COLLEGE:

Mr Andrew Seaton

P: 0411 055 280 | E: [Andrew.seaton@mayfaircollege.com.au](mailto:Andrew.seaton@mayfaircollege.com.au)

### COMMERCIAL COOKERY TRAINERS:

Mr Simon McAllister

P: 07 3733 1436 | E: [simon.mcallister@mayfaircollege.com.au](mailto:simon.mcallister@mayfaircollege.com.au)

Mr Brian McCallum

P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Mr Jonathan Pembroke

P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

### HOSPITALITY TRAINERS:

Miss Kelcy Weber

P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Mr Brian McCallum

P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

### CURRENT COURSES AND QUALIFICATIONS AVAILABLE AT MAYFAIR COLLEGE

The below listed courses and qualifications are available from Mayfair College at the time of publishing. Candidates wishing to commence a course or qualification should check the course information page on the college website to determine availability, requirements, fees and charges, and course calendar, or contact the college direct for further information.

<http://mayfaircollege.com.au>

Short courses:

- RMLV – Responsible Management of Licensed Venues
- RSA – Responsible Service of Alcohol
- SITSS00035 Customer Service Management
- SITSS00036 Customer Service
- SITSS00047 Essential Business skills for a Restaurant Manager
- SITSS00048 Espresso Machine Operation
- SITSS00050 Food Handling
- SITSS00051 Food Safety Supervision

Qualifications:

- SIT30616 Certificate III in Hospitality
- SIT30816 Certificate III in Commercial Cookery
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management

\*The above courses and qualifications are subject to change. Please contact Mayfair College to ensure the course you are wishing to commence is still available.

# 2.0 STUDYING WITH MAYFAIR COLLEGE

Mayfair College has a long standing tradition to ensure; responsible and ethical recruitment of students, a caring respectful and professional attitude towards everyone, and, to provide a happy and relaxed learning environment at all times.

The college has a strict quality assurance program to ensure it complies with all Government and Legislative requirements, including; Competency based training and assessment, and, Access, equity and fairness.

## COMPETENCY BASED TRAINING AND ASSESSMENT

Qualifications are comprised Units of Competency, which have been determined and developed by the relevant industry bodies and are categorised into national Competency Standards for specific industry areas. The standards provide a framework for training and assessment and specify what competencies a trainee or employee at a particular level within a particular industry should have or reasonably expected to have to achieve.

The definition of competency can be relayed as: 'the ability to perform a job to the required level of performance expected in the workplace'

Competency means that students studying at Mayfair College must demonstrate their skills and knowledge. Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that the individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards and training package.

Skills and knowledge can be obtained through:

- Classroom theory and assessments
- Self-paced study through online learning resources
- Vocational placement skills attainment and observation assessment, and
- Previous skills and knowledge accreditation

The college is also committed to ensuring training and assessment



practices and materials address the assessment principles and the resulting evidence meets the rules of evidence. They are:

## ASSESSMENT PRINCIPLES:

**Validity** – Assessment methods and instruments/tools will be valid, that is; they will assess what they claim to assess

**Fairness** – Assessment procedures will be fair, that is; they will not disadvantage particular learners. Assessment procedures will:

- be equitable and culturally appropriate
- involve procedures in which criteria for judging performance are made clear to students
- employ a participatory approach, and
- provide for students to undertake assessments at appropriate times

**Flexibility** – Assessment procedures will be flexible, that is; they should involve a variety of methods that depend on the circumstances surrounding the assessment

**Reliability** – Assessment procedures must be reliable, that is; they must result in consistent interpretation of evidence from the learner and from context to context. Reliability is enhanced by having the assessor's marking guides for all assessments

## RULES OF EVIDENCE:

**Valid** – The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated requirements

**Authentic** – The assessor is assured that the evidence presented for assessment is the learners own work

**Current** – The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent present

**Sufficient** – The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency

Mayfair College ensures that it complies with the relevant training packages as released by the governing body in relation to the requirements for training and assessment. This can be viewed at; <http://training.gov.au>

The nature in which the college determines its competency based training and assessment is as follows:

1. Identifying the immediate needs of the student. This can be through Language, Literacy & Numeracy (LLN) skills assessment prior to commencement of the course
2. Identifying previous knowledge and skills required. A process where the student can show evidence of previous learning and/or attainment of skills acquired
3. Developing a mutually agreed training and assessment strategy to suit the student needs
4. Developing Training Needs Analysis (TNA) to enable effective learning outcomes and Vocational Placement (VP)
5. Progressively and systematically reviewing and monitoring the progress of each student and re-structuring the TNA through Student Assistance Programs (SAP's) if necessary
6. Planning industry relevant assessments and requirements as determined by the relevant training package

## ACCESS, EQUITY AND FAIRNESS

Mayfair College adopts equal opportunity to its learning programs



and to all people from all backgrounds. We also recognise that certain groups within our society are considered to be priority target groups within the context of access and equity and may include:

- Women
- Aboriginal and Torres Strait Islander people
- People from non-English speaking backgrounds
- People with a disability
- People in rural and regionally-isolated communities, and
- People in transition and other dis-advantaged groups

Mayfair College seeks to provide quality learning for all people in our society by ensuring that all our learning programs will:

- Be accessible to everyone
- Be inclusive of all social groups
- Meet particular learner needs
- Meet industry and community needs
- Support learners with diverse and different needs, and
- Acknowledge and embrace diversity, and

Further details regarding our Access and Equity policy can be accessed via: <http://mayfaircollege.com.au>

## STUDENT SELECTION, ENROLMENT & ORIENTATION

Mayfair College has open, fair and transparent procedures, based on

merit, for making decisions about:

- a) the selection, from among potential students, and
- b) the treatment of students

Potential students seeking to enrol in a VET course at Mayfair College, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same decision process. Further details on the rules governing how the college meets legislative requirements, are contained within the policies and procedures manual.

It is obligatory that the college will meet the following legislative requirements at all times, in determining student selection, and, can be found in detail within the policies and procedures manual:

- Access and equity
- Anti-discrimination
- Students with disabilities
- Literacy and Numeracy
- Recognition of prior learning, credit transfer & national recognition
- Informing potential students with accurate information
- Student orientation
- Entry requirements, and
- Courses fees and refund policy

Further detailed information can be accessed via:

<http://mayfaircollege.com.au>



JIMMY'S  
ON THE PEARL  
Sullivan



# 3.0 STUDENT WELFARE AND GUIDANCE SERVICES

## PERSONAL COUNSELLING SERVICES

Mayfair College's welfare and guidance services will offer non-judgmental and confidential support to students. If required, the Student Welfare Officer will aid the student in finding a suitable external counselling service for further assistance.

## STUDENT PRIVACY

At all times, Mayfair College will ensure a student's privacy is respected and maintained. We will abide by the Privacy Legislation and associated privacy principles.

## STUDENT HEALTH AND SAFETY

The college has strict rules regarding the safety of all students; whether it is in the classroom, on vocational placement or on

any approved college excursions or activities. All students will be correctly inducted into all vocational placements; including all WHS legislative requirements.

## LANGUAGE, LITERACY AND NUMERACY (LLN)

Students who feel they require language, literacy or numeracy support, are encouraged to enquire before enrolment into a course with Mayfair College. A formal LLN assessment can be arranged to determine the level of support required for the student.

Further detailed information on student welfare, guidance, counselling services, privacy, health and safety, and LLN can be accessed via: <http://mayfaircollege.com.au>

# 4.0 STUDENT CONDUCT

It has been previously stated that the college has a long standing tradition to ensure; responsible and ethical recruitment of students, a caring respectful and professional attitude towards everyone, and, to provide a happy and relaxed learning environment at all times. To help achieve this, the college expects that all students will show the same philosophy in their own conduct and behaviour.

The code outlines the rights, responsibilities and requirements regarding:

- Drugs & alcohol
- Offensive behaviour and language
- Dangerous items and activities
- Violent behaviour

- Respect, racism and discrimination to others
- Absenteeism
- Plagiarism (cheating)
- Theft, and
- Clothing

Mayfair College has developed a fair and equitable Student Code of Behaviour in order to provide an equal and just system for students to study in a warm and friendly environment. It is in the best interests of all students that you familiarise yourself with the code in its entirety before enrolment.

The full code can be accessed via: <http://mayfaircollege.com.au>

# 5.0 ACADEMIC APPEALS

All students have the right to appeal decisions made regarding their academic progress. This includes decisions made against any assessment, be it a written assessment or practical observation.

It is Mayfair College's intention to process appeals quickly and professionally, and, to reach a resolution in the shortest time possible so that you can return to your learning activities. Before lodging an academic appeal, you should request an appeals meeting with your trainer/assessor. This meeting (along with all appeals) will be confidentially recorded in order to protect the rights of your appeal. In most appeal cases however, the

judgement can be resolved in the first meeting. Your trainer/ assessor may outline different avenues for you in order to re-submit the referred body of work.

If the appeal has not been resolved then you have the right to request the appeal be taken further. In this instance the appeal must be formalised in writing by completing an Academic Appeals Form.

Further information and details on academic appeals can be accessed via: <http://mayfaircollege.com.au>



## 6.0 COMPLAINTS AND APPEALS

Appeals are not just confined to an academic instance. As a student, you might feel that you have been a victim such as; discrimination, harassment, bullying or anything else that you feel is wrong. In these cases you have a right to complain or appeal.

Mayfair College has developed a Complaints and Appeals process

that will enable students a fair and equitable hearing. There are general principles applying to each stage of the process and you are encouraged to view the complete process by accessing the policies and procedures from: <http://mayfaircollege.com.au>

# 7.0 COURSE FEES

All courses that Mayfair College offer, incur fees and charges. These fees and charges are made up of:

- Enrolment fee, and
- Tuition fees

## ENROLMENT FEE

The enrolment fee (\$200.00) is a standard fee that each student must pay when they enrol in one of our Full qualification courses. The enrolment fee and enrolment form does not guarantee acceptance into a course. However, Mayfair College will assess each and every enrolment application individually, without prejudice, and, in line with the college's Access, Equity and Fairness policy.

In most cases the enrolment fee is non-refundable. However, Mayfair College management will exercise fair judgement on a case-by-case basis, pursuant to Mayfair College's 'Refund Policy' which can be accessed via; <http://mayfaircollege.com.au>

*\*Fees are subject to change. Please check the college website for up-to-date fees.*

## COURSE FEES – FULL QUALIFICATION

The tuition fees as posted by the college website are made up of the total fees incurred for that course or courses. Once enrolment has been approved an invoice will be raised for the total amount for the course, however, the invoice will show a breakdown of costs per study term. You are required to pay the first term tuition fees before commencing your first study term. The invoice will clearly show term fees and the due date for each, prior to commencement of each term.

*\*Fees are subject to change. Please check the college website for up-to-date fees.*

## COURSE FEES – SHORT COURSE (NOT SUBJECT TO ENROLMENT FEES)

The tuition fees as posted by the college website are made up of the total fees incurred for that course or courses. Once enrolment has been approved an invoice will be raised for the total amount for that course. You are required to pay the full amount for all short courses before commencing your first study term.

*\*Fees are subject to change. Please check the college website for up-to-date fees.*

Please ensure you check the details of each course before making your decision. The following information must be sought for you

to make an informed decision on your chosen course or courses. Guidance and assistance can also be obtained from the college:

- Course code, title & description
- Career pathway options, employment opportunities & employable skills
- Tuition fees, intake dates & campus locations
- Course duration & structure
- Core & Elective units within the course
- Methods of delivery, assessment methods & special delivery & assessment considerations
- Class scheduling
- Course entry requirements, course uniform requirements, resource & facilities requirements, and
- Course policies and procedures

To view the complete range of courses on offer, please go to: <http://mayfaircollege.com.au>

## PAYMENT PLANS

Mayfair College believes that everyone deserves to have equal opportunity to pursue a career in their chosen field. The college also understands that tuition fees can sometimes be a financial burden.

If you are in a position where you feel the tuition fees could be detrimental to your financial situation, and, you are committed to commencing a course that you like, then please contact college administration to discuss a payment plan option.

*\*Please note; Payment plans for studying at Mayfair College are designed for potential students who are legitimately seeking financial assistance. Payment plans are considered on a case-by-case situation. For full terms and conditions on any offered payment plans contact Mayfair College to discuss your circumstance.*

Government funded/subsidised programs

Students that are eligible to enrol into a Government funded/subsidised training program will need to contact college administration in order to discuss fees applicable for your course or courses; subject to eligibility criteria.

Payment options

The payment options available for any course delivered by Mayfair College are as follows:

- EFT (Electronic funds transfer)/Bank transfer
- Credit card
- Cash

# 8.0 ENROLMENT PROCEDURE

1. Download & completely read and understand this student handbook in its entirety. This includes reading and understanding; your rights as a consumer and as a student, the policies and procedures governing your time as a student, all associated course information and details, student code of behaviour and conduct as well as all the associated terms and conditions
2. Complete the Domestic Student Enrolment Form – ensuring all applicable sections are completed, and, the Student Declaration has been signed and dated. If you have requested 'RPL/Credit Transfer/RCC on your application, then you must also complete a "RPL/CT/RCC Application Form". You must also discuss your RPL/CT/RCC application with college administration. If you are required to complete a Language, Literacy or Numeracy assessment then you must contact college administration to obtain the relevant assessment form.
3. Forward your enrolment form/forms and Domestic Student

Handbook declaration to Mayfair College; either by email, post or in person

4. Upon enrolment approval, an invoice will be raised for the enrolment fee and sent to you so that you can pay the enrolment fee. An invoice/invoices will also be raised for the tuition fees detailing amounts and due dates of term fees applicable to your course
5. Once enrolment and relevant tuition fees have been paid, you will receive confirmation of your student orientation day date, plus, you will also receive receipts for your payments as well as a copy of your 'Student Learner Support Guide'.
6. At your orientation day you will discuss and sign off on your Training Plan, be issued with uniforms & tools (where applicable), class schedules, and, student I. D's. The orientation day is also designed to give you ample opportunity to ask further questions and gain vital information relevant to your course and training.

# 9.0 REFUND POLICY

Mayfair College has developed a fair and reasonable refund policy that is designed to ensure potential students and clients have been well informed of their refund rights. The following refund policies and procedures are summarised, however, you are required to read and understand the policies and procedures in full detail. They can be accessed via: <http://mayfaircollege.com.au>

- All course fees are published on the RTO website
- To ensure continued financial compliance and transparency,

Mayfair College will have its financials certified every twelve (12) months

- All clients are advised of the following refund policy prior to enrolment in any learning program, course or short course
- In the event that Mayfair College cancelling a course, all fees paid in advance will be refunded within 14 days of cancellation
- All refund applications must be submitted in writing

*\*Further Refund policies and procedures are available at the above web page.*

*Please ensure you read and understand them all.*



# 10.0 DEFERRING, SUSPENDING OR CANCELLING ENROLMENT

## DEFERRING OR SUSPENDING

Students can only apply to Mayfair College for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student and which have or will have an impact on course progress or student well-being).

## SUSPENSION OF STUDY REQUESTED BY STUDENT

Once the student has commenced the course, Mayfair College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- Illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- A traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or a psychologists' report)

## DEFERRAL PRIOR TO COMMENCEMENT

Students may request a deferral prior to course commencement. Requests must be in writing and addressed to the Student Support Officer. If the deferral is approved the student will receive a formal letter of the decision.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working/business days from the date of application.

Mayfair College may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons is to be kept with the student file.

If students apply to suspend their studies, the maximum allowable period of suspension is six (6) months, unless, the reasons for lengthier suspensions have been certified by appropriate health professionals.

For the full and complete list, policies and procedures, and details surrounding the above, see: <http://mayfaircollege.com.au>

# 11.0 RECOGNITION OF PRIOR LEARNING (RPL), CREDIT TRANSFER (CT) & RECOGNISED CURRENT COMPETENCY (RCC)

## RPL

All prospective students have the option of submitting any relevant prior learning they wish to be recognised, by completing a 'RPL/CT/RCC Application Form'. This application (together with certified copies of documentation) must be provided with the enrolment form.

Students may apply for RPL at any stage of the course but preferably before commencement on the basis of:

- Work experience
- Other accredited training you have completed, or
- Any informal learning you have completed

All students who lodge a RPL application will be notified in writing of the outcome of their application.

For students wishing to apply for RPL on the basis of 'work experience', they will be required to organise a formal meeting with a Mayfair College trainer/assessor, prior to enrolment into the course, and prior to any enrolment or course fees being paid. The purpose of this meeting is to establish the level of prior experience.

The student may also need to undertake skills and knowledge test or tests, critical evidence and other forms of documentary evidence as required by the trainer assessor in relation to prior skills and knowledge.

All decisions for RPL will be determined through a process of moderation through the trainer/assessor and the college management.

*\*Please note; further applications fees may apply to RPL applications. A quotation of RPL fees will be provided to the student at the time of the formal meeting. Each will be assessed individually. The RPL fees are currently treated as "Fee-for-service" and are charge at an hourly rate of \$50.00 per hour.*

## CT & RCC

Mayfair College recognises qualifications for accredited education and training issued by other Australian registered educational institutions. Along with a 'RPL/CT/RCC Application Form', students will also be required to provide certified copies of transcripts of accredited education and training they have undertaken.

*\*There are no fees associated with Credit Transfer.*

# 12.0 POLICIES AND PROCEDURES

Mayfair College has a commitment to provide educational and training services to students in a professional and governing manner. To be effective in this governance the college must show that it has the capability to ensure all policies and procedures are in place for effective management and sound operating processes.

This includes; meeting the requirements and complying with the

NVR Standards for RTO's, each component of the VET Quality Framework, and any national guidelines or general directions approved by ASQA, Australian Skills Quality Authority.

For full and comprehensive details on our policies and procedures, please go to: <http://mayfaircollege.com.au>

# 13.0 STUDENT DECLARATION

STUDENTS NOTE: YOU ARE REQUIRED TO RETURN A SIGNED COPY OF THIS PAGE TO MAYFAIR COLLEGE WITH YOUR ENROLMENT APPLICATION.

(FROM DOMESTIC STUDENT HANDBOOK MAY16 V1.1)

I \_\_\_\_\_ (student name) have read and understood all of the information contained in this 'Domestic Student Handbook'. I acknowledge that Mayfair College has provided me with the below information, and, Mayfair College has made me aware of all my rights and obligations whilst studying with Mayfair College.

Information provided to me, either directly in this handbook, or through web links and other indirect means is as follows:

PLEASE TICK THE BOXES TO CONFIRM YOU HAVE RECEIVED, READ AND UNDERSTOOD THE RELEVANT INFORMATION

- College contact details including emergency numbers, faculty & staff
- Studying with Mayfair College & the meaning of 'Competency based training'
- Requirements for acceptance into a course; including the minimum level of LLN required, academic qualifications or work experience required, and, whether course credit may be applicable
- Course content, duration, qualification offered, modes of study and assessment methods, tuition fees, and, special delivery & assessment considerations
- Assessment principles & the Rules for evidence
- Access, Equity & fairness
- Student code of behaviour and conduct
- Mayfair College code of practice & conduct
- Mayfair College policies and procedures
- Student welfare and guidance services
- Academic appeals including 'Complaints & Appeals'
- Refund policies, deferring, suspending or cancelling enrolment and/or studies
- My rights concerning Recognition of Prior Learning (RPL), Credit Transfer (CT), and Recognition of Current Competency (RCC)
- Campus locations and a general description of facilities, equipment, learning and library resources available, details of any arrangements with other registered providers, person or business to provide the course of part of the courses

I am aware that it is my responsibility to ensure that I have been well informed of my rights and obligations concerning my enrolment and studying with Mayfair College into a course/courses of my choosing.

I also understand that enrolment into a course with Mayfair College incurs a \$ 200.00 (\$AUD) enrolment fee (full qualifications only, excluding short courses), unless otherwise explicitly arranged with Mayfair College, and, my obligations to pay all outstanding fees and charges. I also understand that Mayfair College will pursue any outstanding fees and charges under Australian Law.

STUDENT NAME (PLEASE PRINT):

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DATE:

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STUDENT SIGNATURE:

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# MAYFAIR COLLEGE

Mayfair College Pty Ltd GPO Box 2866 Brisbane, QLD 4001  
Phone: (07) 3733 1436 Fax: (07) 3456 1500  
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