



**MAYFAIR
COLLEGE**

POLICIES & PROCEDURES MANUAL

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

CONTENTS

1.0	Governance	Page 3	18.2	Refund policy	Page 14
2.0	Interactions with ASQA (Australian Skills Quality Authority)	Page 3	18.3	Refund policy – domestic students	Page 15
3.0	Training and assessment strategies	Page 4	18.4	Refund policy – international students	Page 15
4.0	Facilities, resources and equipment	Page 4	19.0	Insurance	Page 15
5.0	Industry engagement	Page 5	20.0	Marketing – Accuracy and integrity	Page 15
6.0	Support for learners	Page 5	21.0	Policies and Procedures for International Students	Page 16
6.1	Access and Equity	Page 5	21.1	National Code Standard 1 – Marketing Information & Practices	Page 16
6.2	Student Selection	Page 6	21.2	National Code Standard 2 – Student Engagement before Enrolment	Page 16
6.3	Student Welfare and Guidance Services	Page 6	21.3	National Code Standard 3 – Formalisation of Enrolment	Page 18
6.4	Students with Disabilities	Page 6	21.4	National Code Standard 4 – Education Agents	Page 22
6.5	Literacy and Numeracy	Page 6	21.5	National Code Standard 5 – Younger Overseas Students	Page 22
7.0	Assessments	Page 7	21.6	National Code Standard 6 – Student Support Services	Page 23
7.1	Recognition of Prior Learning (RPL)	Page 7	21.7	National Code Standard 7 – Transfer between Registered Providers	Page 25
7.2	Validation and moderation	Page 8	21.8	National Code Standard 8 – Complaints and Appeals	Page 26
8.0	Qualified trainers and assessors	Page 8	21.9	National Code Standard 9 – Completion within Duration of Study	Page 28
9.0	Training product transitions	Page 8	21.10	National Code Standard 10 – Monitoring Course Progress	Page 30
10.0	Continuous Improvement	Page 9	21.11	National Code Standard 11 – Monitoring Attendance	Page 32
11.0	Document control	Page 11	21.12	National Code Standard 12 – Course Credit	Page 34
12.0	Credit transfer and national recognition	Page 11	21.13	National Code Standard 13 – Deferring, Suspending or Cancelling Enrolment	Page 35
13.0	Certification & Issuing of Qualifications & Statements of Attainment	Page 11	21.14	National Code Standard 14 – Staff Capability, Educational Resources & Premises	Page 37
14.0	Inform clients with accurate information	Page 12	21.15	National Code Standard 15 – Change to Registered Providers Ownership or Management	Page 38
15.0	Managing complaints and appeals	Page 12			
16.0	Records management	Page 13			
17.0	Compliance with Legislation	Page 14			
17.1	Privacy	Page 14			
17.2	Copyright	Page 14			
18.0	Financial Management	Page 14			
18.1	Course fees	Page 14			

DOCUMENT VERSION CONTROL

Document title:	Mayfair College Policies & Procedures Manual
Version:	1.5
Date released:	07.06.2017
Date of review:	07.06.2018
Authorised by:	A.Seaton

1.0 GOVERNANCE

POLICY

This Policy has been written to demonstrate Mayfair College's commitment to sound governance. Mayfair College's Director will ensure that the college continues to comply with the NVR Standards for RTOs, each component of the VET Quality Framework and any national guidelines or general directions approved by ASQA. As a provider of services to international students, compliance with the Education Services for Overseas Students (ESOS) Act and the associated National Code 2007, will be established and monitored.

The Chief Executive Officer and Senior Management Staff have signed the declaration form and in doing so, have demonstrated that the organisation meets the requirements of the Fit and proper person requirements. Mayfair College acknowledges that these requirements apply to all of the operations within its scope of registration. Scope currently held by this organisation is, but not limited to:

AQF QUALIFICATIONS

- SIT20316 Certificate II in Hospitality
- SIT30616 Certificate III in Hospitality
- SIT30816 Certificate III in Commercial Cookery
- SIT40416 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management

AQF SKILL SETS

- SITSS00034 Business Management
- SITSS00036 Customer Service
- SITSS00048 Espresso Machine Operation
- SITSS00047 Essential Business Skills for a Restaurant Manager
- SITSS00051 Food Safety Supervision

All decisions regarding the business are made by the Director, Head of College and relevant staff as required. As an example, the expertise of trainers and assessors is acknowledged and their opinions sought on issues that relate to training and/or assessment while business decisions are made in consultation with accountant/solicitor or relevant stakeholder.

PROCEDURE

To demonstrate our commitment to the ongoing success of this business, Mayfair College regularly undertakes appropriate business planning to support the continued financial viability of the proposed future operations.

This is facilitated through the Management Committee; College Director and Head of College.

2.0 INTERACTIONS WITH ASQA (AUSTRALIAN SKILLS QUALITY AUTHORITY)

POLICY

This Policy has been developed to demonstrate Mayfair College's commitment to open and honest communication with the Australian Skills Quality Authority (ASQA) – the registering body.

PROCEDURE

It is a condition of registration under the National Vocational Education and Training Regulator Act 2011 that a registered training organisation (RTO) must notify ASQA about any:

- material changes that occur to its management or operations, or
- events that would significantly affect its ability to comply with the VET Quality Framework.

By definition:

A material change includes changes to an RTO's:

- chief executive officer/principal executive officer/executive officer/high managerial agent
- financial administration status
- legal name or type of legal entity
- ownership, directorship and/or control (including sale of RTO business).

An event that may significantly affect the RTO's ability to comply with the VET Quality Framework would include events such as:

- information arising that may impact on the 'Fit and Proper Person' status of an influential representative of the RTO
- significant change to a fundamental funding/revenue source of the RTO (e.g. Government funding contract allocation)
- significant change to the RTO's business strategy driven by a change to Government policy
- commencing delivery to apprentices or trainees employed under a training contract, or

The following monitoring activities may provide information which may then be required to be supplied to the regulator as considered a change of material event.

- (i) The organisation has developed Business and Financial Plans which are monitored and reviewed every six months. Trends are noted and appropriate evasive action is taken if deemed necessary.
- (ii) An internal audit is conducted at least every twelve months. Significant findings may require action to be taken.
- (iii) Students are provided with the "Learner Questionnaire" at the conclusion of every course the results of which are analysed and opportunities for improvement identified and addressed through the organisation's continuous improvement system. Where relevant, industry representatives are also requested to complete an industry survey.

Mayfair College's Chief Executive will cooperate with ASQA by:

- Regularly reviewing its systems to ensure smooth external audit process
- Reporting significant changes to ASQA.
- Abiding by all conditions regarding the management of student fees
- In the event that Mayfair College should cease to operate, all student records will be provided to ASQA.
- All financial records are stored in house at our head office.
- Student records are entered and maintained in house at our sole delivery premises/head office.
- Mayfair College has reviewed data collection to ensure it is AVETMISS compliant. Our records management policy outlines, in full, the management of records.
- Upon request from ASQA, Mayfair College will provide a statement attesting to its financial viability. To this end, financial records will be audited every twelve months by a Chartered Accountant.
- Mayfair College will participate openly and in a spirit of co-operation with all personnel involved in the conduct of external audits regardless of whether the audit should generate from a complaint, an application (for example an application to extend scope) or any other source by providing any information required for this purpose

3.0 TRAINING AND ASSESSMENT STRATEGIES

POLICY

Mayfair College will ensure that strategies for training and assessment meet the requirements of the relevant Training Package, skill set or accredited course and are developed and reviewed in consultation with workplace personnel. The documents will clearly articulate the amount of training involved in the respective program and how that amount of training relates to the overall volume of learning.

PROCEDURE

Before a course is delivered for the first time, or modified following delivery, a training and assessment strategy will be developed or amended in consultation with workplace personnel within the Mantle Group.

To ensure all staff is using the most current version of training and assessment resources, all documents will be version controlled and stored in accordance with the organisation's Document Control Policy.

At the commencement of a training course, the relevant training and assessment strategy will be accessed or developed as the case may be in consultation with industry. The developer will document results of industry consultation which is often an informal and internal process, given all trainers/assessors still work in industry. In the first instance, the TAS will be checked against the requirements of the current training package to ensure that accurate and up-to-date information about delivery and assessment is available to all concerned.

To ensure consistency, the Training and Assessment Strategy template must be used at all times when a new strategy is to be developed. The document must include an overview of:

- Learning and teaching resources and facilities associated with the program.
- specific entry requirements, where these are noted in the Training Package, Skill Set or accredited course
- assessment guidelines and qualification packaging rules (core and electives)
- required trainer and assessor competencies
- assessment evidence requirements specified in the units of competency or modules
- the amount of training
- mode of delivery
- duration of the program and an outline of the schedule

As evidence of review of training and assessment strategies copies of the following documentation will be stored with the relevant training and assessment strategy:

- revised training and assessment strategies and training programs
- data on consultations with trainers and assessors, learners, enterprise clients, industry employees and, where relevant, licensing bodies; and the actions taken in response to such consultations
- records of staff meetings about training and assessment strategies and training programs, and the agreed actions.

Once the training and assessment strategy has been approved, course schedules and session plans will be developed demonstrating how, when and where training will be conducted.

4.0 FACILITIES, RESOURCES AND EQUIPMENT

POLICY

This policy has been written to demonstrate that Mayfair College will ensure that staff, facilities, equipment and training and assessment materials to be used by the organisation are consistent with the requirements of the Training Package, Skill Set or accredited course and the organisation's own training and assessment strategies.

Mayfair College will ensure facilities, equipment and resources required for respective training programs is available as outlined in the training and assessment strategy. Should Mayfair College not be in a position to purchase or otherwise acquire any of these items, agreements for hire will be taken out with respective suppliers, such arrangements to be noted in the respective Training and Assessment strategy.

PROCEDURE

To ensure all staff is using the most current version of training and assessment resources, all documents will be version controlled and stored in accordance with the organisation's Document Control Policy. All previous versions will be stored in an "Archives" Folder and only the current version will be accessible to training and assessment staff. Furthermore, Mayfair College will ensure that trainers and assessors and learners have access to the required resources, facilities and equipment as outlined in the relevant training package.

Should trainers/assessors wish to use their own personal training and assessment resources (such as training prop, videos etc.), these must be agreed and approved by Mayfair College prior to use.

Any commercial training and/or assessment resources purchased by Mayfair College will be reviewed by Mayfair College's Head of College to ensure they are quality assured, contextualised (as required) and reviewed against the requirements of the Training Package/Skill Set/accredited course.

To ensure staff skills and knowledge are consistent with the requirements of the relevant Training Package or accredited course and this organisation's training and assessment strategy, the Head of College (or their appointed representative) will, every six months, conduct systematic monitoring of training methods of each trainer. Any opportunities for improvement identified through this activity will be discussed with individual staff member during performance reviews.

Where Mayfair College operates across jurisdictions or offshore, Mayfair College will ensure all resources used in these contexts are consistent across Mayfair College operations. Where resources need to be modified to suit local contexts, these changes will be reviewed by Mayfair College's Head of College to ensure they are quality assured.

All classroom and office assets are recorded in the asset register section of the financial management software.

Textbooks, workbooks, logbooks and equipment will be supplied by the college where appropriate within the requirements of the training package. Students will be given a list of any supplementary books that will be required prior to the course commencing. Workplace uniforms will be provided to all students; however, students are also required to wear appropriate PPE as required within the designated workplace training facility.

5.0 INDUSTRY ENGAGEMENT

POLICY

This policy is to ensure that Mayfair College regularly engages with industry stakeholders to ensure that it is responsive to industry needs regarding training and assessment.

PROCEDURE

All trainers and assessors are current in the hospitality / catering industries. Their input to course content is regular and invaluable to the students.

As an employer of many staff, information regarding current industry practice abounds and will be incorporated into training and assessment.

6.0 SUPPORT FOR LEARNERS

POLICY

This policy has been written to demonstrate the fact that Mayfair College has a strategy in place detailing how it will establish and meet the ongoing needs of clients.

Mayfair College shall, within its commercial, health and safety and social boundaries; endeavour to provide access and equal opportunity to its training programs to all people from all backgrounds.

PROCEDURE

At the time of enrolment every student will be provided with the opportunity to indicate any learning, disability or special needs they may have. Staff will also be observing for any indications that further support may be required.

Once it has been established that further support may be of assistance to the applicant, an interview will be arranged at which time support services will be identified.

Mayfair College will endeavour to provide the most up-to-date, accurate information on issues faced by overseas students including matters such as orientation, academic progress, further study opportunities, accommodation requirements and other issues that may arise. Support given to students will be prompt and confidential.

Students having trouble meeting the academic, attendance and/or progress requirements will be counselled and given the opportunity to improve before any official sanction is imposed.

Students will be issued with details of the support services available prior to enrolment and again at orientation.

6.1 ACCESS AND EQUITY

POLICY

Mayfair College will, within commercial, health & safety and social boundaries, endeavour to provide access and equal opportunity to its learning programs 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 but are not limited to:

- Women
- Aboriginal and Torres Strait Islander people
- People from non-English speaking backgrounds
- People with a disability
- People in rural and regionally-isolated communities
- People in transition and other disadvantaged groups i.e.:
 - o people re-entering the workforce
 - o sole parents
 - o people with literacy issues
 - o long term unemployed
 - o people who have been institutionalised

PROCEDURE

Mayfair College will seek 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
- Acknowledge and embrace diversity
- Endeavour to reflect the diversity of backgrounds and experiences found in the broader community within the learner population
- Attempt to attract persons who may have been excluded or unsuccessful in past studies

Mayfair College reserves the right to deny enrolment and entry into any program to any individual who consciously misrepresents their entry status to employers, business, financial aid or government bodies of any sorts.

Whilst Commonwealth legislation has overriding power where there is a conflict with State legislation, for day to day consideration of a Queensland based company, we apply State based legislative requirements as a priority. All decisions are made in accordance with the requirements of the following legislative and standards guidelines:

[The Anti-Discrimination Act 1991 \(Qld\)](#)

Staff are aware of the requirements of access and equity principles and have accessed the following 'know your rights' brochures from the Australian Human Rights Commission.

- [Know your rights: Aboriginal and Torres Strait Islanders](#)
- [Know your rights: Age discrimination](#)
- [Know your rights: Disability discrimination](#)
- [Know your rights: Racial discrimination and vilification](#)
- [Know your rights: Sex discrimination and sexual harassment](#)
- [Know your rights: About us](#)
- [Complaints Process Brochures](#)

6.2 STUDENT SELECTION

POLICY

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.

PROCEDURE

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 process.

International students must meet English language and all study visa/immigration requirements.

Mayfair College students are invited to discuss any personal problems they are having that may be affecting their capacity to study with the Student Services officer. Where appropriate, the SSO will refer students to welfare and/or guidance agencies that provide the appropriate services.

Our staff will support students to the best of their abilities and make reasonable adjustments where necessary. Any adjustment made must not diminish the assessment requirements of the program and must be recorded on the student file. Examples include:

- Using assistive or adaptive technology for student with vision or hearing impairment or who may require physical support (or classrooms are all accessible)
- Conducting and assessment, which may be usually written, orally if the student has poor hearing or writing skills anxiety
- Offering and conducting one on one tutorials as required
- Loaning extra materials to the student as required
- Assisting with study skills
- Rest breaks for people with physical needs
- Additional time to complete assessments

Should it become clear that the level of support our staff can offer a student is beyond their capacity, the student may be referred to an external expert service, such as:

- Workplace English Language and Literacy Program
- Skills for Education and Employment Program, or
- Adult Migrant English Program

Access to these programs is via Commonwealth Government departments including the Department of Human Services and the Department of Immigration and Border Protection.

6.3 STUDENT WELFARE AND GUIDANCE SERVICES

Support services offered by Mayfair College are:

- Personal guidance - confidential guidance to help resolve personal problems affecting your progress at college
- Vocational guidance - vocational guidance to assist you to clarify your goals and to make the best choice of subjects/modules to achieve those goals; and
- Educational guidance - for students experiencing difficulty in attaining their goals our trainers also can help with problems in this area.

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

6.4 STUDENTS WITH DISABILITIES

Mayfair College offers confidential support to students with disabilities. The College aims to minimise any disadvantage of students with disabilities by providing special services and assistance that will help the student with their studies. Trainers will assist in identifying any disabilities or difficulties that may affect a student's learning process. If necessary, the trainers will adjust their training delivery style accordingly. Assistance may include:

- development of a learning support plan;
- coordination of learning support;
- options for course delivery and assessment arrangements;
- referral to other agencies;
- flexible attendance and delivery modes, including distance and online

6.5 LITERACY AND NUMERACY

Students will need satisfactory literacy and numeracy skills to complete the course. Students, who feel they require literacy or numeracy support, are encouraged to inquire at enrolment. A formal Language, Literacy and Numeracy assessment may be given to identify Language, Literacy and Numeracy difficulties depending on the qualification. Mayfair College do not have professional language, literacy and numeracy staff at the college to assist students who may require additional support so external support may be required. Should external assistance be required, a student's enrolment may need to be suspended pending the achievement of a satisfactory level. Alternately, the student may be able to study their support class on the days they are not required at the college. The cost of any external courses will be met by the student. Mayfair College is happy to assist in arranging the required support.

PROCEDURE

The point of contact for all inquiries relating to a course, any matters of administration, transfers, accommodation and all support services, is the Student Support Officer who heads up the Student Services Team.

Students requiring support and counselling services should in the first instance contact the student services team.

Student Services must respond to the request within 24 hours of the request being made. If an appointment is required, Student Services must arrange a time to meet with the student.

It is Student Services' responsibility to arrange this appointment as soon as possible and in no instance should the appointment be later than 3 working days after the inquiry. Details of times and requirements of the support session are to be entered into the student database. The student is to be sent an email outlining the appointment details. Student Services is to prepare any materials that may be required for the session.

Student Services meet with the student, document outcomes, take any required actions on outcomes and update the database with details of the appointment and the outcomes.

A follow-up appointment is to be made if required.

If required, Student Services is to aid the student in finding a suitable external counselling service for further assistance. Only counsellors registered with the National peak association for counsellors, Australian Counselling Association (ACA) should be recommended. Use the following link to locate suitably qualified counsellors.

<http://www.theaca.net.au/find-registered-counsellor.php>

7.0 ASSESSMENTS

POLICY

This policy has been written to demonstrate Mayfair College's commitment to ensuring that assessment practices and materials meet the requirements of the Training Package or accredited course and that all assessment events address the assessments principles and the resulting evidence meets the rules of evidence.

PROCEDURE

Assessments conducted by Mayfair College will observe the following directives as required by the Competency Standards for Assessment as outlined in the TAE10 training package.

- Competency Based Assessment – Assessment must take place within a competency based assessment system within established procedures as defined in the respective unit/s of competency;
- Validity – Assessment methods and instruments/tools will be valid, that is, they will assess what they claim to assess;
- 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 assessor's marking guides for all assessments;
- 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.
- Recognition of Prior Learning – Individuals seeking RPL will be able to access an RPL process.
- Cost Effectiveness – Assessment conducted by or on behalf of Mayfair College will be completed in a cost effective manner. Our facilitators/assessors are responsible for determining issues with respect to cost effectiveness such as the timing and frequency of assessment. Decisions made in this regard are to be made clear to students before they commence their training programs; and
- Comparability – The review of assessment systems and procedures (validation) and the outcomes of assessment (moderation) must be undertaken at regular periods in order to ensure that they are functioning appropriately. The review process is essential in maintaining validity and comparability of assessment. A validation plan is in place to ensure that at least 50% of all training products on scope are validated in the first three years of each 5-year cycle and that a statistically valid sample of assessment results (moderation) is reviewed.
- Variety – Assessments will be developed to ensure a variety of methods are used in collecting evidence.
 - Moderation – is a process of bringing assessment judgments and standards into alignment. It is a process that ensures the same standards are applied to all assessment results within the same Unit(s) of Competency. It is an active process in the sense that adjustments to assessor judgments are made to overcome differences in the difficulty of the tool and/or the severity of judgments.
 - Validation – Validation is a quality review process. It involves checking that the assessment tool produced valid,

reliable, sufficient, current and authentic evidence to enable reasonable judgements to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

ASSESSMENT PROCEDURE

Student learning is gradual and cumulative, with qualitative changes taking place throughout the process. Teaching staff engage in both formative and summative assessment. The academic staff responsible for a unit of study should exercise their professional judgment in using a variety of assessment methods that are relevant, valid, fair and appropriate to the aims and objectives of the unit of study. As the majority of the assessment is performance based, the criteria by which the assessment outcomes is judged, is critical as it represents a collective professional judgement of the assessors.

Feedback will be provided to students throughout the program through verbal discussion and coaching support. On completion of assessment items, a written report providing clients with feedback about their assessment outcome will be provided to clients.

Assessment outcomes will be recorded on an Assessment Report with the results entered in the student management system, an AVETMISS compliant database.

7.1 RECOGNITION OF PRIOR LEARNING (RPL)

All prospective students have the option of submitting any relevant prior learning (RPL) they wish to be recognised by completing an RPL Application. 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
- Any informal learning you have completed

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

RPL ON THE BASIS OF WORK EXPERIENCE

If a student is seeking RPL based on work experience, they will need to provide Mayfair College with a detailed resume and duty statement and may need to undertake a skills and knowledge test. For further information on critical evidence, applicants are encouraged to consult with the Head of College for their course. The skills and knowledge test could be a written exam, an assignment and or an interview or another method of assessment that the College deems appropriate for the relevant academic units of study.

CREDIT ON THE BASIS OF OTHER ACCREDITED EDUCATION AND TRAINING COMPLETED

Mayfair College recognises qualifications for accredited education training issued by other Australian registered educational institutions. With an application for RPL, an applicant will have to supply certified copies of transcripts of accredited education and training they have undertaken.

At the time of enrolment, or at the pre enrolment interview, the

client will be offered the opportunity of applying for Recognition of Prior Learning (RPL) or Credit Transfer. If applicant is applying for Credit Transfer, they will be provided with the Application for Credit Transfer Form and requested to provide certified copies of their certificate/s.

The applicant must attend an interview (may be an online interview) to discuss their application. At the interview, following discussions, the applicant will be given a RPL kit (self-assessment) to complete and at this stage a quotation for RPL services. These fees are currently treated as a fee for service fee and are charged at an hourly rate.

7.2 VALIDATION AND MODERATION

Pending course expiry and transition arrangements, twice each year, Mayfair College will conduct a validation of a selection of its assessment tools. These sessions will occur in December and June. At this time, at least half of the assessment tools from one qualification from Mayfair College's scope will be validated. Assessors will be invited to participate in the validation process but the lead validator cannot be involved in moderation of any assessments they have been directly involved in assessing (cannot moderate one's own judgement). The results of these sessions will be documented on the Assessment Validation Tool.

Twice yearly, as the assessment instruments are validated, 50% of students' completed work will be subject to moderation.

Validation must be carried out by a person, or persons who collectively hold:

- Relevant vocational competencies and currency
- Current knowledge and skills in vocational teaching and learning and
- TAE40110 (or its successor) or the Assessor Skill Set (or its successor)

As stated, the judgements made by students during the assessment process, cannot be moderated by an assessor directly involved in the particular assessment process.

Documentation from consultation with enterprises or industry as documented on the relevant Training and Assessment Strategy will be used to provide information about assessment requirements relevant to workplaces. Any regulatory or licensing authority requirements that relate to specific units or the qualifications will be identified from relevant Training Package or accredited course and addressed accordingly.

8.0 QUALIFIED TRAINERS AND ASSESSORS

POLICY

This policy has been written to demonstrate Mayfair College's commitment to ensuring training and assessment are conducted by suitably qualified trainers and assessors.

PROCEDURE

Trainers engaged by Mayfair College must hold TAE40110 Certificate IV in Training and Assessment.

In addition, Trainers and assessors must have a minimum of three years industry experience. Furthermore, they must continue to maintain industry currency by engaging in activities that will enable them to maintain currency. Mayfair College will assist them by collaboratively developing a professional development plan as part of the appraisal process. Activities to support their continued development in both industry and training will be identified, and documented during the appraisal process.

A trainer with the required vocational experience, but who does

not hold the required training qualification may, until such times as they acquire the qualification, work under the direct supervision of a person who does hold the qualification and sign the organisation's supervision agreement providing they hold the either the Enterprise Trainer – presenting skills set or the mentoring skills set or the Enterprise Trainer and Assessor Skills Set. The person working under this supervision must report regularly to their supervisor to ensure training and assessment continues to be conducted in accordance with the organisation's requirements. Whilst it is not necessary for the supervising person to be present during all training delivery, the trainer/assessor appointed to conduct supervision will provide regular guidance, support and direction. Until such time as the qualification is acquired, the appointed supervisor will be the person who is accountable for the training/assessment.

Although unlikely, if Mayfair College engaged a person to conduct assessment only services, the person would be required to hold either a TAE40110 (or its successor), a diploma or higher level qualification in adult education or the TAE Assessor Skill set.

At the time of appointment, all aspects of the induction form will be completed – including the record of training and industry currency form. A follow-up interview will be conducted no less than five weeks after appointment. At this appointment, appointee will have opportunity to ask questions relating to their allocated tasks etc.

In addition, staff training and assessing must be able to demonstrate vocational competency at least to the level being delivered and assessed. All staff engaging in training and/or assessing will submit record of training and industry currency at the beginning of each calendar year.

To ensure continued staff support and development, Mayfair College will conduct staff performance appraisals every twelve months. At this time, trainers will identify professional development needs for the ensuing twelve months using Mayfair College's Staff Performance Appraisal Survey and activities in which they have participated which demonstrate industry currency. Mayfair College will support the trainer in their ongoing professional development and industry currency activity in a manner mutually agreed upon, and information will be documented as part of the appraisal process.

Staff will also be provided with the opportunity to upgrade their industry knowledge through methods identified between the trainer and Mayfair College.

9.0 TRAINING PRODUCT TRANSITIONS

POLICY

This policy is designed to ensure that Mayfair College only delivers programs that it currently holds on scope, that students graduate with the most current training product and that any transitions from superseded programs do not disadvantage any student's academic progress or their financial commitment to education.

PROCEDURE

To ensure currency of training products where included in our scope of registration. Mayfair College subscribes to www.training.gov.au and be alerted to updates to training package qualifications and the expiry date of accredited courses.

Upon notification of release of updated training package or expiry of accredited course, Mayfair College will immediately put in place transition strategies to ensure qualifications issued remain consistent with the relevant training product and the AQF.

All staff understand that the organisation cannot deliver and/or assess revised Training Packages or accredited courses until the organisation has gained approval from ASQA, confirmed by the inclusion of the revised Training Package or accredited course on Mayfair College's scope of registration on the National database, www.training.gov.au.

When we become aware of an impending transition (12 months'

grace period after expiry), the education team, under the guidance of the Head of College, will compare the superseded units with the new units and consider credit arrangements. If units are equivalent, and the student can transfer courses without disadvantage, the student will be transitioned to the new training product.

If the student would suffer disadvantage by transition, the program will be examined to determine if scheduling can be altered to accelerate the learning process so graduation can take place before the 12-month transition period from the date the old product becomes superseded. The VISA conditions for international students, also needs significant consideration throughout this process.

At all times, steps will be taken so the student is not disadvantaged financially or academically.

10.0 CONTINUOUS IMPROVEMENT

POLICY

This policy has been written to demonstrate that Mayfair College has a defined continuous improvement strategy that allows for the collection and analysis of data from a wide range of sources. The strategy includes implementation of continuous improvement activities for training and assessment, business practices, people and products.

Opportunities to improve systems, processes and people within RTOs come from a range of activities and sources. Some activities are planned (proactive) and some come to notice without any planning (reactive).

Whether proactive or reactive, improvements come from within the organisation or from external sources. We can refer to these opportunities as improvement triggers.

The table below shows a range of triggers or activities that an RTO might participate in or become aware of and then suggests the typical method by which it may come. These activities don't automatically result in an improvement but they are events they MAY lead to an improvement once the analysis of the information is completed and considered.

TRIGGER/ ACTIVITY:	METHOD:
Academic Appeal	An academic appeal is initiated when a student is dissatisfied with the outcome of an assessment. There are a number of reasons why this may occur including lack of effort or attention from the student, poor assessment instructions, poorly designed assessment tools or instruments, inaccurate questions asked in the assessment etc. When an appeal is considered, the outcome may lead to changes to assessment processes or content which are considered improvements.
Appraisal of staff	There are usually two reasons for conducting a staff appraisal. One is to look at how the staff member has performed in the reporting period and the other is to help set objectives or Key Performance Criteria for the upcoming reporting period which is then used as performance benchmarks in the subsequent reporting period. In the first instance, providing feedback on the performance of the staff member may provide an opportunity to put in place performance targets (or similar) which is a form of improvement of that staff member's ability / performance.
Assessment Validation	Validation is a process which involves assessors discussing and reaching agreement about assessment processes and outcomes enabling them to develop a shared understanding of the training package, including the units of competency, assessment guidelines, nature of evidence, how that evidence is collected and the basis upon which assessment decisions are made. The practice of moderating has two possible outcomes, either the validation that the assessment processes and tools are addressing the industry/student needs or they need improving.
Complaints from staff	Usually out of the blue, staff complaints often lead to an opportunity to address the complaint and rectify the situation which caused the complaint. This is clearly an opportunity to improve.
Complaints from students	For a range of reasons, student may raise complaints about a range of issues including trainers, processes, the materials they are learning with or the assessments they are asked to complete. Generally speaking, if there is a pattern or trend in complaints being received, there's an opportunity to look at the root cause and consider an improvement.
Complaints from Industry	Whilst all complaints are potentially damaging and must be addressed, one coming from the industry is one which can affect the business in a wider sense. This is due to the grapevine that exists within communities, areas and industries. It is imperative that the complaint is addressed and any identified deficiency rectified and improvements made to prevent a reoccurrence.
Environmental Factors	Not about 'greening Australia' necessarily although this could be considered. The VET environment is in a constant state of change and to keep abreast of the changes will put the RTO in a strong position to react and realign aspects of the business if need be. If realigning business operations to suit the external environment requires aspects to be improved, then they should be recorded as improvement actions. 'Green' policies such as recycling, using recycled products, electricity saving (turning off computers and printers for example) etc. are improvements in any business not only from an environmental factor but also a cost factor.
External Audit	Whilst often seen as a 'test' of business sustainability, having an independent set of eyes cast over operations, systems, processes and documents provides the ideal opportunity to consider improvements if suggested improvements are raised. As the process of an audit unfolds, there are often obvious improvements that weren't identified prior to the review by the external party.
Facilities	Spending money on new or renovating existing premises, putting in new fittings, computers, DVD and learning resources, library resources, student or staff facilities etc. improves the access to resources by staff and students. They are all forms of improvement.

TRIGGER/ ACTIVITY:	METHOD:
Focus Group	Funding becomes available from time to time for a range of reasons. Funds may be available for infrastructure upgrades, not for profit organisations may receive funds for special projects, money becomes available for the design and development of new e-learning resources, innovative products, Priority Placements, skills shortage areas, User Choice etc. When extra income is available it generally means extra projects are commenced, more staff employed, changes to systems are required to accommodate these and other associated influencing factors. Often these activities generate improvements in a range of areas.
Feedback from Industry	The VET sector is primarily concerned with skills creation for occupational outcomes so getting feedback from industry (which includes employers) is critical to the ongoing business of an RTO. Collecting the right type of feedback is as important as collecting it when it comes to seeking potential improvements. The RTO standards require (at minimum) that industry has input into the training and assessment strategies developed by the RTO. It depends on the nature of the RTOs business, as to whether the 'employer' and 'industry' can be used synonymously and as one of the three quality indicators is now concerned with employer feedback, improvements are the obvious target.
Feedback from Staff	It maybe stating the obvious, but people who work within a system are usually the best ones to offer suggestions for improvement of the system. Feedback may be reactive but is usually more valuable when you actively seek it. Once again, the timing, frequency and the type of information sought will impact on the value given to the information received. Asking everyone at the end of a staff meeting under 'general business' at 4.15pm on a Friday afternoon will probably not result in valuable feedback. A systematic approach of regular targeted questions of an evaluative nature may prove positive.
Feedback from Students	One of the three quality indicators which has a clear link to improvement opportunities is the collection, analysis and use of data collected through student feedback. The quality indicators tools are obviously a proactive process designed to seek comments and feedback about a range of issues. A pattern or trend of negative feedback forms the basis of the improvement process.
Internal Audit or Review	The reason for conducting an internal review or an audit is to validate the operational effectiveness of existing practices or to identify opportunities for improvement. Internal audits should be focussed on particular areas using a risk approach e.g. Reviewing assessment practices and tools should be conducted far more frequently than a set of standard policies, records management should be more closely scrutinised in RTOs which have User Choice contracts etc. A schedule of internal reviews over a given period assists in the planning which in turn increases the likelihood of a more focussed approach to improvement identification.
Legislative or Regulatory changes	All businesses are subject to a range of State/Territory laws or ordinances and training organisations are not exempt. Changes to applicable legislation or regulation (including associated codes of practices, advisory standards etc.) may have an impact on the RTOs learning and assessment resources, policies and practices. RTOs should keep an awareness of this external factor and be ready to implement improvements that may result from these changes.
Staff Meeting Outcomes	A very common practice in RTOs, and in fact all companies, is to have staff meetings. Most (one would hope) have an agenda which can be pre-set and often there's a small window of opportunity to speak about suggested improvements or activities which may provide the opportunity to identify and improvement. RTOs should be aware that this is often the only forum in which staff are likely to 'bring to the table' their ideas. Staff meetings should reflect a progressive organisational view of meritocracy or the idea that all points of view are equally valued.
Peer Review	A peer review is typically amongst trainers where one may 'sit in' on a training session or an assessment event and offer professional feedback of the conduct of the session or event. This provides a good opportunity to identify possible improvements (which ultimately impact on the student).
Professional Development Activity	When someone undertakes professional development, one would hope that they learn something and that it improves their level or knowledge and / or skill. Professional Development of staff is clearly an opportunity for improvement of people. Without people, systems and processes are of no use and a RTO would have no business. Developing the skills of people can reap enormous benefits.
Technology	Embracing changes in technology may provide opportunities to improve aspects of a business. New web based applications, databases and websites improve business marketing ability, communication and relationship management for example. VOIP improves communication with a range of clients and is often used in delivery of training programs. Mobile applications provide trainers/assessor or field staff with greater access to calendars and documents and allow for more instant communication. When the benefits of the use of technology is measured, improvement results.
Training Package Change	Training packages are subject to regular reviews and these reviews are published www.training.gov.au and through regular RTO focussed e-newsletters. Accredited courses also undergo amendments from time to time. RTOs must be aware of these external influences on their business and be prepared to modify learning and assessment resources, strategies and systems accordingly. More often than not, these changes are improvements.
Validation with Industry	The 'industry' will vary depending on the size of the RTO, its position within the broader VET community and the nature of the industry that it serves. Industry feedback may be from employers, unions, companies, other RTOs, skills councils or government regulators to name a few. One of the quality indicators is related to employer feedback and in some cases, this will be industry specific based on stakeholder input. Industry feedback may affect training and assessment strategies, content delivered and assessed, delivery and assessment methodologies, workplace arrangements, vocational placement etc.

11.0 DOCUMENT CONTROL

POLICY

The Document Control policy ensures continuity and consistency with the use of documents and forms within Mayfair College and clients or third parties where applicable in a contracted manner.

PROCEDURE

All documents and forms within the college will be designed using the Controlled Document Templates. This will ensure consistency throughout the design, approval and implementation process. Once a document/form has been approved by the RTO Manager it will be placed on the Document Control Register as the current version, ensuring version control (as outlined by the standard footers within the document/forms template) is adhered to.

All previous versions will be transferred to the Archives folder within the designated folder/file structure. The register will be checked for version continuity by the RTO Manager on a yearly validation schedule.

12.0 CREDIT TRANSFER AND NATIONAL RECOGNITION

POLICY

To maintain the integrity of Australia's national training system, the principle of National Recognition and its resulting process of credit transfer, is upheld by Mayfair College.

PROCEDURE

A student who presents, upon application, any AQF certification document, which can be authenticated, which lists a unit or units of competency whose code and title match that of any unit or units in which they seek to enrol, will be provided credit at no cost. If the unit presented has been superseded and the replacement unit is deemed to be equivalent, then credit will also be granted.

Application can be made on a RPL/CT/RCC Application Form application form.

13.0 CERTIFICATION & ISSUING OF QUALIFICATIONS & STATEMENTS OF ATTAINMENT

POLICY

Mayfair College will ensure all testamurs are issued in accordance with AQF requirements.

PROCEDURE

All Qualifications, Statements of Attainment and Records of Results will:

- Identify Mayfair College by its national provider number from the National Training Information Service

- Include the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

All records of attainment of units of competency and qualifications will be retained for a period of 30 years. Details explained in Records Management System. All records are stored in this student data base. Mayfair College will continue to ensure that data collection remains AVETMISS compliant.

Certificates will be signed by the Director, unless unavailable in which case their appointed representative (Head of College) will sign.

Graduates who complete a program of learning that leads to the award of an AQF qualification or accredited course will receive a testamur and a record of results. The testamur will be in the form of a qualification and the record of results will list the units comprising that qualification/course. The testamur will identify the qualification as an AQF qualification by including the words 'The qualification is recognised within the Australian Qualifications Framework'. The testamur will contain the following information:

1. Mayfair College – RTO number - a registered training organisation
2. graduate who is entitled to receive the AQF qualification
3. awarded AQF qualification by its full title
4. date of issue/award/conferral
5. signature of person authorised to issue the documentation, and
6. authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal
7. corporate identifier in the form of the Mayfair College embossing imprint

The issuance of a statement of attainment recognises that students do not always study a whole AQF qualification. They may choose to complete only a unit or units of competence or study from an accredited qualification or an accredited short course.

The information on a statement of attainment will include:

1. Mayfair College- RTO number - a registered training organisation
2. graduate who is entitled to receive the statement of attainment
3. awarded units of competency and their respective full names and codes
4. the words 'a statement of attainment is issued by a registered training organisation when an individual has completed one or more accredited units'
5. date of issue/award/conferral
6. signature of person authorised to issue the documentation, and
7. authenticity of the document, in a form to reduce fraud such as the issuing organisation's seal
8. corporate identifier in the form of the Mayfair College embossing imprint

USING LOGOS:

The NRT logo may only be used in association with Training Package qualifications/Skill Sets or courses accredited by a course accrediting body.

The Australian Qualifications Framework (AQF) logo is a distinguishable mark of quality for identifying and promoting AQF qualifications as specified in the AQF. The AQF logo can only be used in association with AQF qualifications requirements.

Mayfair College complies with the unique student identifier system and will cooperate with ASQA or the USI office when requested to do so.

Should a student lose or misplace their qualification, a replacement fee of \$20.00 will be charged.

14.0 INFORM CLIENTS WITH ACCURATE INFORMATION

POLICY

This policy has been written to demonstrate that Mayfair College has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

PROCEDURE

Mayfair College will ensure that, on application, clients will be provided with accurate and sufficient information to enable them to make an informed choice about their enrolment and/or entering into an agreement.

At the time of registering interest, clients will receive information outlining the details of all costs associated with the course, the methods of training and assessment they will undertake and information in relation to the testamur they will receive upon successful completion/partial completion of requirements.

The following steps and triggers, shows the process in which the college will achieve this policy:

1. Enquiry from interested client
 - Course marketing material
 - Student handbook
 - Enrolment application form
 - RPL/CT Application
2. Application acceptance
 - Letter of offer/Acceptance/Contract
 - Course training plan
 - Work-placement agreement
 - Tuition fees and non-tuition fees invoice
3. Student commences course
 - Induction process
 - Work-placement diary

Course marketing material includes information on the following:

- Course codes and title (International or Domestic)
- Course description
- Career pathway options
- Possible employment opportunities
- Employable skills
- Details regarding; tuition fees, intake dates, campus locations, course duration, course structure, methods of delivery, assessment methods, delivery & assessment considerations, class scheduling, entry requirements and RPL/CT considerations
- Uniform requirements
- Course resource and facilities requirements
- Course policies and procedures, and
- Mayfair College details; entity & legal name, postal address, email & phone contacts and RTO provider codes

Student handbook contains the following information:

- Mayfair College details; entity & legal name, postal address, email & phone contacts and RTO provider codes
- Campus information including resources and materials requirements
- Information regarding; studying in Australia & Queensland, accommodation options & living locally, student health care cover, VISA conditions, migrant agents, recruitment agents, change of course details, discontinuation of studies
- Deferring, suspending, not attending or cancellation of enrolment
- Pre-arrival and arrival information

- Orientation days
- Student support services
- Course information including; RPL/CT requirements, entry requirements, enrolment procedures, fees & charges, methods of payment, refund policy and protection of fees information
- Legislation and policies
- Student code of conduct
- Policies and procedures
- Assessment information, and
- Student declaration

Letter of offer/Acceptance/Contract outlines details regarding:

- Student name and details
- Course selection details
- Tuition fees & non-tuition fees; including total fees payable
- Special offers (where applicable)
- Terms and conditions including; rules and student code of behaviour, payment of tuition fees, further expenses, other conditions, refund policy and procedure
- Payment method acceptance, and
- Student declaration

Course training plan gives students information regarding:

- Course codes and titles
- Class schedules & times
- Unit details and requirements

Work-placement agreements outline the following information:

- Resource and materials for the course
- Terms and conditions for the agreement
- Expectations surrounding the duration of the agreement

Invoicing and receipts show information pertaining to:

- Name and address of students
- Total fees required for that invoice
- Due date for fees payable
- Course/code/subject
- Amount payable on outstanding amounts

15.0 MANAGING COMPLAINTS AND APPEALS

POLICY

This policy has been developed to demonstrate that Mayfair College has a defined complaints and appeals process in place.

Mayfair College will ensure that all complaints and appeals received are addressed efficiently and effectively with any party to the complaint or appeal being fully informed at all stages.

PROCEDURE

Mayfair College is committed to a fair and equitable process for dealing with clients' complaints and appeals against assessment outcomes. Clients will be advised of the process and of their rights, with regard to complaints and appeals, prior to commencement of program delivery and at induction. This information will also be conveyed as part of any initial program delivery or process for both staff and students.

This information is also explained in the student handbook.

COMPLAINTS PROCESS

General principles applying to all stages of this grievance procedure which will be adhered to by Mayfair College are:

- The Complainant and respondent will have the opportunity to

- present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored on location at Mayfair College premises in their student file.
- A Complainant shall have access to this grievance procedure at no cost.

Stage One

- Formal grievances should be submitted in writing to the Head of College in person at Mayfair College.
- The Head of College within Mayfair College will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within seven working days.
- The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

- If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with Director.
- The Complainant's appeal will be determined by the Director of Mayfair College with the assistance of the relevant executive staff member.
- The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 7 working days.
- The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

- If the Complainant is not satisfied with the outcome of Stage Two they may lodge an appeal in writing with the Complaints review committee.
- The Complainant's appeal will be determined by Mayfair College staff member's complaints review committee.
- The Review committee will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal.
- The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 7 working days.
- The Complainant will be advised of their right to progress to Stage Four of the grievance procedure if they consider the matter unresolved.

Stage Four

- If the Complainant is not satisfied with the outcome of Stage Three they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Mayfair College.
- The details for the external body and contact person are: Dispute Resolution Centre - Qld Department of Justice

Mayfair College will give due consideration to any recommendations arising from the external review within 7 working days of receiving that information.

PUBLICATION

This Academic Grievance Policy and Procedure will be made available to Students enrolled with Mayfair College as hard copies on campus and are available upon request to all Staff and Student.

All incoming staff & students are to sign a document at orientation to confirm their understanding that all policy and procedure documentation is available on request and cannot be withheld.

ACADEMIC APPEALS PROCESS

It is Mayfair College's intention to process appeals quickly and reach a resolution in a short time frame so that the client may continue learning activities and completion of their training program. Before lodging an academic appeal, the student should discuss the issue with their trainer or another subject expert. If the student is not satisfied with the outcome, they must lodge their formal appeal, in writing using an Appeal Form, within 14 days of the assessment outcome. Mayfair College will acknowledge the appeal in writing and in most cases have the matter resolved within 14 days. The outcome of the resolution will be in writing and may be one of three things:

- The assessment may be re-marked
- The assessment may be re-sat or
- The appeal is overturned and the original result remains

If the student is not happy with the resolution, they may take the matter to an external body such as the Dispute Resolution/Mediation Service from the Qld Government's Justice Department.

16.0 RECORDS MANAGEMENT

POLICY

This policy has been developed to demonstrate that Mayfair College has a defined process and mechanism in place to ensure the integrity of student records.

PROCEDURE

Upon successful completion of a unit of study, student results will be recorded on Mayfair College's Assessment Results Sheet. These results sheets are completed by the Head of College. Completed Assessment Results Sheets and the associated completed student assessments, are scanned and uploaded to the individual student file. Results are entered into the Student Management System.

The results are to be entered into the system as soon as possible after completion of this document to ensure timely, accurate and current results are available to students at all times.

Students can access records pertaining to them, at their request, as per the Privacy Policy.

Whilst Mayfair College is aware of the ASQA requirement for records retention;

- An RTO is required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student, as per the definition above, for a period of six months from the date on which the judgement of competence for the student was made.

Completed assessments are kept digitally and backed up so they are retained indefinitely.

17.0 COMPLIANCE WITH LEGISLATION

POLICY

Mayfair College ensures that it keeps up to date with information on all legislation, Commonwealth or State, and any regulatory requirements that are relevant to the operations of this organisation and scope of registration and incorporates these requirements into the respective policy and procedure documents.

Relevant Legislation could include:

- State and Federal legislation – including ESOS, OHS, Privacy, EEO and anti-discrimination, Copyright,
- NVR Act and all statutory instruments that comprise the VET Quality Framework

PROCEDURE

To ensure continued compliance with State and Federal legislation and licensing requirements we will subscribe to industry journals, newsletters and email alerts including those from the Qld Office of the Parliamentary Council. The QOPC emails alert fortnightly updates to Qld legislation. Keeping abreast of legislative change will also be achieved through networking and regular industry consultation. The organisation will conduct regular internal audits to ensure currency of information where relevant to policy and procedure.

Students are advised of any legislative issues that may impact on their training and assessment (e.g. Access and Equity, Workplace Health and Safety, Privacy and Anti-discrimination) in the Enrolment Form and Student Handbook.

17.1 PRIVACY

In the current technology enhanced world, an individual's privacy has never been more valuable. At Mayfair College, we will do all we can to ensure a person's privacy is maintained. We abide by the Privacy legislation and the associated privacy principles.

The relevant Australian Privacy Principles are summarized as follows.

- Collection - We will collect only the information necessary for our primary function and students will be told the purposes for which the information is collected.
- Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies. In some cases, we will be required by law to make student information available to others such as Registering Bodies from State or Federal Government Departments. In all other cases we ensure that we will seek the written permission of the student.
- Data quality - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
- Security - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure
- Openness - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information
- Access - The individual will be given access to the information held about them, at their request. This includes anything held on the students file including assessment results and participation records.
- Anonymity - Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves
- Sensitive Information - We will seek the consent of the

individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record

17.2 COPYRIGHT

Mayfair College willingly recognises that the student will be the copyright holder to any original works he or she creates throughout their studies. As a condition of enrolment, Mayfair College retains a non-exclusive, perpetual, royalty-free, worldwide licence to use all student works generated in the course of academic work at Mayfair College for educational, marketing or promotional use. In the event that the student chooses to use their work for commercial purposes, recognition of Mayfair College is essential. In the event the student fails to secure appropriate rights from all performer participants the copyright automatically defaults to Mayfair College for the copyright safety of those participants.

18.0 FINANCIAL MANAGEMENT

POLICY

To enable Mayfair College to demonstrate that it protects fees paid in advance and has a fair and reasonable refund arrangement, the following policies and procedures have been developed.

18.1 COURSE FEES

- 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 months.

18.2 REFUND POLICY

- All clients are advised of the following refund policy prior to enrolment in any learning program, course or short course.
- In the event of Mayfair College cancelling a course, all fees paid in advance will be refunded within 14 days of cancellation.
- An application for refund of course fees must be made in writing to the College. A seventy five percent (75%) refund is available up to ten working days prior to the commencement of the training program. Cancellation of enrolment under these circumstances will incur a twenty five percent (25%) administration fee.
- A registration fee of 25% on each unit is required to secure a place in that unit and is credited toward the cost of the entire unit. This registration fee is non-refundable but may be held in credit for further study.
- No full refund of any course fees are available where cancellation is made less than ten (10) working days prior to the commencement of a training program. However, participants will be provided with an option to transfer to an alternate course where practical.
- Refunds will be considered for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting medical certificate and supporting information is supplied to the College. Other extenuating circumstances may be considered upon application in writing.
- In all other cases, refunds are at the discretion of the Head of College and may be negotiated on an individual case by case basis.

18.3 REFUND POLICY - (DOMESTIC STUDENTS)

PROVIDER DEFAULT

In the following circumstances, students are entitled to certain refunds without written application. These are circumstances in which Mayfair College defaults.

- Should it be necessary that Mayfair College cancels a program; a full refund of all fees paid will be made.
- If the case arises that Mayfair College is unable to complete a program once it has started but before it is complete, a refund of any fees paid in advance will be made within 2 weeks of the date the course stopped being provided.
- If the case arises that Mayfair College is unable to complete the course because of a sanction imposed upon it, all fees which have been paid in advance will be refunded within 2 weeks of the date the sanction takes effect.
- The granting of refunds is at the sole discretion of the Head of College and each application is carefully considered. Non approval of a refund application is subject to our appeals policy contained in the student handbook.

STUDENT DEFAULT

Student default is defined as:

- The student withdraws from the course prior to the schedule course start date. The amount of refund depends on the amount of notice given.
- The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn) without an approved reason.

Mayfair College refuses to provide, or continue providing the course to the student because the student has:

- Not paid fees that they are liable for
- Breached a condition of their visa
- Is subject to disciplinary or administrative action by the College
- If a student has paid any amount of tuition fees for their program, and at least 7 calendar days' written notice of withdrawal is given, all fees minus a \$200 administration cost will be refunded upon written application.
- Where a student does not start a course on the agreed date (without notice) or withdraws, in writing, less than 7 calendar days before the start of the course, no refund will be given unless compelling or compassionate grounds exist. An Application for Refund must be made in writing.
- Clients who have commenced training and decide that they no longer wish to continue with their training program will forfeit their balance of fees held for that term unless compelling or compassionate grounds are evident and are outlined in the Application for Refund.
- Students who have their VISA refused by The Department of Immigration and Border Protection will be refunded all tuition fees paid.

All refunds are made available directly to the person who paid the fees initially unless that person gives written direction to pay someone else.

Any request for refund must be made in writing and, once approved payment will be processed within 28 days of receipt of written advice.

Refunds will be remitted to country of origin in Australian Dollars.

The student must provide full account details (including SWIFT code, Account Name and Account Number).

Refunds are not transferable to another student or institution.

18.4 REFUND POLICY - (INTERNATIONAL STUDENTS)

Please refer to 21.3 National Code Standard 3 – Formalisation of Enrolment (Page 40)

19.0 INSURANCE POLICY

Mayfair College will at all times continue to hold insurance for public liability and worker's compensation throughout the period of its registration. To ensure documents are current in all aspects, a review of the documents will be made on a yearly basis.

PROCEDURE

After discussion with relevant personnel it was agreed that the sum insured, \$20 million for public liability, is sufficient for present needs of Mayfair College considering the extent of current operations.

Mayfair College also has a tuition assurance scheme in place for international students.

20.0 MARKETING – ACCURACY AND INTEGRITY

POLICY

This policy has been developed and written to ensure the integrity and accuracy of all marketing and advertising with Mayfair College.

PROCEDURE

To ensure all marketing and advertising material is ethical, accurate and consistent with scope of registration, all material must be signed off by the Head of College or their appointed representative. All information about services to be provided will be fully disclosed and the services advertised will match the services provided by Mayfair College.

Mayfair College will ensure that the NRT logo is only used when advertising or marketing nationally accredited courses. Under no circumstances will Mayfair College use the NRT logo on advertising material including banners, flyers, faxes, emails, handbooks, prospectus or other materials that promote the services of the organisation.

As a Registered Training Organisation (RTO), Mayfair College recognises its responsibilities in following Ethical Marketing Practices as described in the ASQA guidelines.

Mayfair College will:

- Gain written permission from any client before using any information about that client in advertising. This is a fundamental principle of the Privacy Act.
- Accurately represent Nationally Recognised Training products.
- Provide full details of conditions in any contract with clients.
- Separate nationally recognised Training products from other products.
- Ensure names of products comply with the names outlined in the relevant qualification or course
- Use appropriate endorsement in advertising (e.g Nationally Recognised Training)
- Attach a disclaimer to non-accredited courses if necessary.
- Not use the ASQA or any State or Commonwealth logo
- Publish all partnership or other third party arrangements

21.0 POLICIES AND PROCEDURES FOR INTERNATIONAL STUDENTS

21.1 NATIONAL CODE STANDARD 1 – MARKETING INFORMATION & PRACTICES

Mayfair College will ensure our marketing is always conducted in a professional, accurate and ethical manner ensuring the integrity and reputation of the international education industry in Australia.

Our CRICOS code and full legal entity will be clearly displayed at campuses/sites and on all written and electronic material that is used for the purpose of marketing/corresponding with international students.

Any tear away sections of forms/brochures/marketing material will include our full legal entity and CRICOS Provider Code.

Our individual CRICOS Course Codes will also be included on all courses marketing material.

Mayfair College will also include our full legal entity and CRICOS provider code on any Student Handbooks; Letters of Offer; Enrolment / Application forms.

Mayfair College policy is to include our full legal entity, CRICOS provider code, and trading name in the footer of all CRICOS related material including our website.

Mayfair College will not provide students with any false or misleading information or advice including no claims of association between providers; the employment outcomes associated with a course; automatic acceptance into another course; possible migration outcomes; or any other claims relating to Mayfair College, its courses or course outcomes.

Mayfair College will inform students of the modes of study through which the course is offered as per the course marketing material. Any changes will be firstly advised in writing to students and also signed as agreed to by students, prior to a change being made.

Any arrangements Mayfair College may enter into in the future with another provider, will include our full legal entity and CRICOS Provider code.

Mayfair College will not enrol a student from another institution within 6 months of their principal course or courses taken before their principal course in a package of courses, unless the conditions contained in our Standard 7 'Transfer Between Registered Providers policy and procedure' are adhered to and there is no breach to Standard 7 of the National Code.

All Letters of Release, Student Offers received or provided will be kept on the student file for audit purposes including any refusals.

As documented in our procedure, we have a process for reviewing and approving changes to our marketing material. All marketing material and policies will have version control.

Before enrolling students wishing to transfer from another provider, Mayfair College will check PRISMS records and take all reasonable steps to ascertain if a student is already enrolled with another provider. Mayfair College is aware PRISMS in most cases, will provide a warning for students already enrolled in another Institution.

Our enrolment application form has questions included to help establish the education history of students prior to enrolment.

Education Agents are monitored as per our 'Education Agents' Policy and Procedure and agreement with each individual agent.

We do not enrol students under the age of 18

National Code Standard 1 will be adhered to at all times.

PROCEDURE

The CEO and/or Compliance Manager is to review/approve and sign off on any changes to the website or marketing material and ensure it is CRICOS compliant as per Standard 1 of the National Code as required. All documentation will include version control.

The CEO and/or Compliance Officer are to ensure our CRICOS provider code, full legal entity and CRICOS course codes are included in the appropriate material to international students as outlined in the policy.

Staff will receive notice of any changes required to electronic email signatures etc from the CEO/Compliance Manager. If staff are unsure about any CRICOS related issues, check must first with Compliance Manager or CEO.

No unauthorised changes to marketing material as prescribed in Standard 1 of the National Code, can be made as this could put our CRICOS registration at risk.

NO students from another provider can be enrolled unless Standard 7 of the National Code has been followed (refer Mayfair College Transfer between registered Providers Policy and Procedure).

PRISMS must be checked thoroughly by the enrolling officer, to ensure any incoming students are not already enrolled with another provider. All concerns are to be reported immediately to the Registrar and notes recorded on the student file.

PRIOR to Mayfair College entering into a new arrangement with another provider, CRICOS approval is to be sought via the appropriate form with the designated authority.

NO member of staff/agent is to engage in the recruitment/poaching of students from other providers. Students enrolling from other providers will be asked why they seek a transfer to Mayfair College and how they found out about Mayfair College as per our enrolment form. Any inference of poaching will be fully investigated by the Compliance Manager and appropriate action taken. Any concerns about our Education Agents are to be dealt with as per our 'Education Agents' Policy and Procedure.

ALSO REFER :

Letter of Release

Marketing Material Checklist Approval Form

LEGISLATION LINK: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD1.aspx>

21.2 NATIONAL CODE STANDARD 2 – STUDENT ENGAGEMENT BEFORE ENROLMENT

Mayfair College Pty Ltd t/a Mayfair College will recruit students in an ethical and responsible manner and will provide information that enables students to make informed decisions about studying with us, prior to enrolment.

Students are provided with our comprehensive International Student Handbook prior to enrolment to enable them to make informed decisions about their studies with Mayfair College Pty Ltd and in Australia.

Mayfair College Pty Ltd endeavours to ensure qualifications, experience and English language proficiency are appropriate for all of its courses.

Any changes to student's enrolments will be advised to students in writing, and, students will sign a document as evidence to being advised, understanding and accepting or not accepting the changes.

Each enrolment application is assessed as per our Enrolment Assessment form and approved by the Compliance Officer PRIOR to the issue of a COE.

The International Student Handbook (ISH) and/or website links, Mayfair College website and/ or Staff Handbook of Policies and Procedures Applicable to CRICOS Students will provide students and staff with all requirements of the legislation.

All staff are provided with an electronic copy of the Staff

Handbook of Policies and Procedures Applicable to CRICOS Students during induction and continually notified of any changes, as they are implemented.

PRIOR TO ACCEPTING A STUDENT ENROLMENT MAYFAIR COLLEGE PTY LTD WILL ENSURE STUDENTS RECEIVE ALL OF THE FOLLOWING IN PRINT (International Student Handbook) OR ELECTRONICALLY (website or links to other websites).

Information specific to the course may be given prior and / or at the same time as providing a Letter of Offer/Agreement Contract to the Student.

- a) the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
- b) the course content and duration, qualification offered if applicable, modes of study and assessment methods
- c) campus locations and a general description of facilities, equipment, and learning and library resources available to students
- d) details of any arrangements with another registered provider, person or business to provide the course or part of the course
- e) indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
- f) information about the grounds on which the student's enrolment may be deferred, suspended or cancelled (Deferring, Suspending and Cancelling Student's Enrolment Policy to be included).
- g) A description of the ESOS Framework made available electronically by DET, and
- h) Relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. accommodation options; and
 - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

Mayfair College Pty Ltd policy is students do not pay any course money until they have signed and lodged a formal written agreement. However if students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, we will not use the fees received and will immediately contact the student or their agent to inform them the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Mayfair College will keep such evidence on the student file. Agents cannot sign on behalf of students.

Mayfair College use a range of criteria in our assessment of applications for students for entry into our courses, in general the potential student must:

- have a strong commitment to studying in Australia
- Be a genuine/bona fide student (attend class and progress in the course)
- have suitable education, qualifications and/or experience
- be able to meet the financial cost of the qualifications and living expenses
- have the required English Language skills as outline for each course.

Mayfair College staff will check all presented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

Mayfair College will assess every application to ensure students have the appropriate education, qualifications, experience and English Language proficiency for each course they apply to enrol.

Students who do not meet the requirements will not be enrolled or if found later they do not meet the English Language requirements, a conditional COE will be issued based on the student completing

an English test onshore. If the student fails the English test onshore they may then enrol with an English language provider of their choice.

All student applications are processed by the Student Support Officer and recommendation made on the Enrolment Assessment Form (eg Issue a Letter of Offer), then forwarded to the Compliance Manager for approval.

These documents are required to be provided by the student and will be kept in the students file:

- Completed, signed (by student) and dated application/ enrolment form
- Photocopy or scan of current passport and Visa (identification and visa page)
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of English proficiency test (IELTS or TOFL or equivalent) and checked to ensure currency (issued within the last 12 months).
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Year 12 or equivalent pass.
- Original, photocopy or scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of any higher education or university qualifications.
- Original, photocopy or Scan (signed and certified as a true copy by a Justice of the Peace or equivalent) of Statement of Attainments/Certificates/qualifications from any other relevant completed courses

Students on international student visas can study full time (20 hours minimum a week) face to face or 25% by online/ distance Refer to Completed in Expected Duration Policy and Procedure for further details around online/distance requirements.

Standard 2 of the National Code must be adhered to at all times.

PROCEDURE

No changes are permitted to be made to any Handbooks, forms etc without written approval from the Compliance Officer and version control updated.

Any changes to course requirements / modes of study etc must have written approval from the Compliance Officer prior to implementation.

Students presenting for enrolment with Mayfair College Pty Ltd must first be provided with a copy of the International Student Handbook to read (hard copy or electronic).

Students must then sign the handbook declaration that they have read and understand the International Student Handbook before any formal process can begin (keep on file). Students must also be directed to the Mayfair College website for further information.

Mayfair College administration will review each application by using our Enrolment Assessment Form. Approval is to be sought on this form prior to issuing a Letter of Offer. This process includes assessing each course application against the approved course entry requirements including Academic and English Language requirements.

Students can be given a Letter of Offer as soon as they have submitted a signed declaration and the enrolment application has been assessed and approved.

Mayfair College staff will check all documented student qualifications (including English proficiency) for authenticity, being original copies of documentation or suitably certified original copies.

Students who do not meet entry requirements will not be enrolled or they may be issued with a 'conditional' COE.

If found a student does not meet the English Language requirements, a conditional COE will be issued based on the student completing an English test onshore.

All student applications are to be checked again and approved by the Compliance Manager.

Any changes to student enrolments / courses MUST be provided in writing to students and a signed and dated acceptance from the

student is to be kept on their file.

Staff are to complete a declaration (back of Staff Handbook) and submit to the Compliance Manager after reading and understanding the Staff Handbook of Policies and Procedures Applicable to CRICOS Students.

Fees are not to be processed until the prospective student has signed and lodged a formal written agreement/contract. Students / agents must be contacted immediately if money is received without a signed agreement.

The Written agreement must be signed and dated before or at the same time as receipt of course money. The first receipt with details of the same will be attached to the Formalisation of Enrolment/ Written Agreement Contract and kept on the student file. Staff should cross check these dates to ensure the correct process was followed.

If students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, we cannot use the course money and the officer must immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received.

An expiry date is to be included on the Letter of Offer. Any staff concerns are to be directed to the Compliance Manager/ RTO Manager

Mayfair College staff will keep all relevant evidence on the student file.

Any electronic files (including student and staff files) relevant to our CRICOS registration will be backed up formally to ensure there is no file corruption.

NOTE: An electronic or faxed copy of the signed acceptance can be requested if students wish to transfer money early.

Students can sign a form or indicate their acceptance online. If students accept online they will be ALSO required to provide a hard copy acceptance form for verification as soon as practicable.

21.3 NATIONAL CODE STANDARD 3 – FORMALISATION OF ENROLMENT

Mayfair College Pty Ltd t/a Mayfair College will make a formal written offer to students after all of the criteria as stated in our NC Standard 2 Student Engagement before Enrolment Policy have been met.

This agreement will be made before or at the same time as receipt of course money. The receipt or details of the receipt (including date and amount) will be kept on the student file with the Formalisation of Enrolment document.

Mayfair College's formal written agreement will include at the minimum:

- Course/s full name, and details CRICOS Course Code/s and any enrolment conditions
- An itemised list of Tuition and Non Tuition fees payable (for each course)
- Any other fees payable by the student in order to undertake the course.

The agreement must be accepted by the student/ at the same time as, or before, Mayfair College can accept course money from the student.

The services to be provided:

- The full refund policy and the process for claiming a refund, including details of amounts of money that may or may not be refunded to a student.
- Students MUST advise Mayfair College of any change to address, phone or email while enrolled in a course, this is also a visa condition 8533 / legislative condition. Mayfair College will remind students a minimum of 6 monthly of this requirement and keep evidence of the same for audit.
- As per the ESOS Act, Students must also advise of any change to their address, email or phone details.

The following notice to students in a prominent position stating:

'Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of your visa and your obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Administrator. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law'.

A clear explanation of what happens if a course will not be delivered being:

In the unlikely event that MAYFAIR COLLEGE is unable to deliver your course in full, you will be offered a refund of all the unused fees you have paid to date.

The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by another CRICOS provider at no extra cost to you. Refer [ESOS legislation ESOS Act 2000 Division 2 Sections 27–32](#) and [ESOS Regulations 200 Division 3.4 \(3.19\)](#) Refer Tuition Protection Service - <https://tps.gov.au/>

A statement 'This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws'.

I am aware of my obligation to pay outstanding course fees and understand Mayfair College will pursue outstanding fees under Australian Law.

Mayfair College policy is students do not pay any course money until they have signed and lodged a formal written agreement. However if students pay by direct payment into our bank account or another means eg mail prior to signing a formal written agreement, we will not use the course money received and we will immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Mayfair College will keep this evidence on the student file. As stated on the Letter of Offer payment is to be received WITH the signed Formal Agreement not prior.

NOTE: An electronic or faxed copy of the signed acceptance will be requested if students wish to transfer money early. Students can sign a form or indicate their acceptance online. If students accept online they will be ALSO required to provide a hard copy acceptance form for verification as soon as practicable.

EDUCATION AGENTS CANNOT SIGN ON BEHALF OF STUDENTS.

PROCEDURE/PROCESS

Mayfair College policy is students do not pay any course money until they have signed and lodged a formal written agreement. However, if students pay by direct payment into our bank account or another means eg mail prior to signing a formal written agreement, we cannot use the course money received and we **MUST** immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Mayfair College will keep this evidence on the student file. As stated on the Letter of Offer payment is to be received **WITH** the signed Formal Agreement not prior.

Student money should not be receipted/processed until they have received and accepted a formal Letter of Offer/Written Agreement Contract. This can happen at the same time.

The receipt of deposit money is to be attached to the signed Acceptance of Offer/Formalisation of Enrolment. Staff are to check the date of the receipt is not prior to the date of the formalisation of enrolment. If this is found it must be fully investigated and notes on the student file.

If **EARLY** payment is received without a formal offer an electronic or faxed copy of the signed acceptance **MUST** be requested. Students can sign a form or indicate their acceptance online. If students accept online they must **ALSO** provide a hard copy acceptance form for verification as soon as practicable, dated and signed as per the date of acceptance/date of payment. **THIS MUST BE MONITORED AND FOLLOWED UP.**

Our written agreement must always include all of the criteria as per National Code 3 and as per our policy.

If you are unsure seek advice **FIRST**. All staff queries are to be directed to Compliance Manager.

Copies of all documentation **MUST BE** kept on student file for evidence at audit.

BASIC PROCEDURE FOR ENROLMENT -

1. Student completes an application form and pays a non-refundable application fee of \$200 and provides the required evidence as requested on the form.
2. Mayfair College staff assess the application form and evidence provided, approve or not approve enrolment, and keep evidence of the process followed (Enrolment Process Form) on the student file.
3. If application is accepted, Mayfair College sends an Offer of enrolment (either conditional or non conditional), Acceptance of Offer/Written Agreement, invoice and pre-enrolment information
4. Student accepts the offer; returns the full signed and dated agreement contract and makes payment as set out in the agreement. Note Education agents cannot sign on behalf of a student.
5. Mayfair College sends a CoE to the student/agent.

Letters of Offer must always

- Be very clear in distinguishing between 'Tuition and Non Tuition fees'
- Any additional fees need to be listed clearly on the agreement and marketing material.
- Mayfair College does not require the student to pay more than 50 per cent of tuition fees (or the full amount if the course is under 25 weeks in duration) prior to the course commencing,
- Mayfair College can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

- Mayfair College can request any remaining fees as per the payment plan set out in the written agreement with the student.

Tuition received before the student commences the course must be banked within 5 business days of receiving funds.

Mayfair College **MUST HAVE** a separate bank account for tuition fees.

Mayfair College must update PRISMS within 31 days of any non-commencements, unless the student is under 18 and does not commence their course or terminates their studies, these students must be reported via PRISMS within 14 days.

Mayfair College must update PRISMS fortnightly with any additional student fees received.

All students on international student visas are considered CRICOS students regardless of if they are studying their primary or a secondary course as recognised by the Australian Quality Framework (AQF).

Standard 3 of the National Code must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD3.aspx>

REFUND POLICY & PROCEDURE

This refund policy is provided in full to all students prior to any payment being made and is contained **IN FULL** in the Formal Student Agreement contract.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent remitted to the College. However, Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Mayfair College.

Any additional fees requested by an agent should firstly be queried directly with the College before payment.

NOTE: Fees for additional services (not covered by the Letter of Offer or part of the agreement with Mayfair College) conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of \$200.00 is a non-refundable administration fee.

Mayfair College does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

Mayfair College can accept more than 50 per cent of a tuition fee before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Mayfair College can request any remaining fees as per the payment plan set out in the written agreement with the student.

It is the policy of Mayfair College to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Mayfair College for any reason. In this instance a refund will be made in 14 days.

An application for refund of course fees must be made in writing on the Application for Refund Form to Mayfair College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND POLICY

REFUND TABLE	
Unsuccessful Visa application	100% refund of all unused prepaid fees less \$200 administration fee.
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior to commencement date.	50% refund less \$200 administration fee
Cancellation after commencement date	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Mayfair College (provider default)	100% refund

Note: special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the PEO/HOC.

We will not issue refunds under other circumstances including but not limited to:

- Changes occur in student work hours, student changes/ leaves work
- It becomes inconvenient for a student to travel to class
- A student moves to a different location
- A student enrolment is cancelled for misbehaviour/ breach of the College Code of Behaviour.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Mayfair College.

Mayfair College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund including applicable evidence.

Refunds will be paid within 28 days after receipt of a written application for refund unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Mayfair College unless we receive direction to pay someone else from the applicant.

Refunds will be paid in Australian dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

Students are not permitted to transfer course fees to another student.

This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand Mayfair College will not issue a Letter of Release if fees are owed for the current study period. For further details refer to Transfer between Registers Providers Policy.

VISA REFUSAL EXCEPTION-

Student's who are unable to obtain a VISA for entry into Australia to undertake study, will receive a full refund less \$200.00 admin fee. Written evidence of the visa refusal from the relevant authority is required in order to receive the refund. Refunds for OSHC, equipment, books etc purchased from other agencies will need to be applied for directly with the supplier.

MINIMUM REFUND CALCULATIONS AS PER ESOS LEGISLATION:

Under the legislation ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014I00907>

Clear guidelines are provided on calculating refunds in the following circumstances.

Fee calculations will be rounded up to whole dollar amounts.

- 1. PROVIDER DEFAULT:**
 - Method for working out amount of refund of tuition fees in event of provider default-
Refund amount= weekly tuition fee x weeks in default period
- 2. PROVIDER DOES NOT ENTER INTO A COMPLIANT STUDENT AGREEMENT**
 - Refund amount= weekly tuition fee x weeks in default period
- 3. STUDENT DEFAULT**
 - I. VISA REFUSAL:**
 - The amount of a refund is the amount of the course fees, minus the administration fees of \$200
 - II. STUDENT DEFAULT 'OTHER'**
 - (1) This section applies if:
 - a. A registered provider is required to provide a refund because of a default by a student; and
 - b. Section 8 (The provider is not registered to provide a course for a CRICOS student) and
 - c. Section 9 (The provider has not been approved by a Designated Authority or the Secretary) of the ESOS Act, do not apply
 - Refund amount = weekly tuition fee x weeks in default period

Note: This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

*Course fees for a course is the sum of:

- a) the tuition fees received
- b) the non-tuition fees (if any) received

In all other cases, refunds are at the discretion of the Head of College, Mayfair College and may be negotiated on an individual case-by-case basis.

Education Agents are not authorised to accept payment on Mayfair College's behalf.

Refunds paid if Mayfair College defaults:

A full refund of all unused pre-paid fees will be made if a CRICOS course is cancelled by Mayfair College for any reason. In this instance a refund will be made in 14 days.

If the course does not start on the starting date as per the Written Agreement, student will be offered a full refund of all unused pre-paid fees by Mayfair College or placed in an alternate course if acceptable to the student and agreed to by the student in writing and evidence kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.

Also Refer: ESOS (Calculation of refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907>

TUITION PROTECTION SERVICE

If Mayfair College is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees.

The TPS Director may recover from the College as a debt, the amount equal to the amount paid for a student under the TPS.

Refer: Tuition Protection Service <http://tps.gov.au/>;
<http://tps.gov.au/StaticContent/Get/Faqs>

UNCLAIMED FUNDS

Mayfair College will pursue to contact students who have not requested a refund within 28 days of leaving the College and keep such evidence on the student file.

PROCEDURE

Students should not pay any course money until they have signed and lodged a formal written agreement/acceptance of offer. However, if students pay by direct payment into our bank account or another means eg mail prior to signing a formal written agreement, we cannot use the course money received. We will immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Mayfair College will keep such evidence on the student file.

Students requesting a refund must be given a Refund application form. If possible students should also be given a copy of the Refund Policy as per their signed Formalisation of Enrolment (or their current signed Refund Policy). Students should also be given a copy of the Complaints and Appeals Policy.

Students are to be advised to contact and discuss the situation with the Student Welfare Officer.

When students present a completed refund application, college staff are to ensure it is complete before processing. All evidence eg medical certificates must also be attached with this form.

All refund applications will be considered on a case by case basis. Where applicable, the consultation between the HOC and the POE may occur to determine the outcome of the refund application. The HOC or CM may request an interview with the student.

Applications for Refunds MUST be processed completely within 28 days from date of a completed application, except for visa refusal OR provider default, in which case students will be refunded in 14 days.

Mayfair College refund policy as per the students enrolment contract applies unless a newer policy (signed and agreed by student) exists is to be followed.

Students are to be notified in writing of the outcome of their refund request within 28 days of receipt.

Unclaimed refunds are to be followed up by the Compliance Manager within 28 days of student leaving and all evidence kept on file.

TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT

-REFER TO SECTIONS 46 & 47 OF THE ESOS ACT 2000

PROVIDER DEFAULT:

Mayfair College must notify DET and the TPS Director within 3 business days of default as well as notifying students in writing.

Within 14 days, either offer an alternate place at Mayfair College's expense (student must accept in writing) or refund the student's unused fees

Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s

If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director

The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.

STUDENT DEFAULT:

The Mayfair College written agreement/acceptance of offer must include refund requirements in the case of student default.

Mayfair College must notify DET and TPS Director of student default only if the student's visa is refused or if there is no compliant written agreement in place. Mayfair College then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of Mayfair College obligations.

Mayfair college does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.

Mayfair college must refund in 28 days except for student visa refusal (14 days)

If Mayfair College does not have a compliant written agreement, or a student's visa is refused, refunds are calculated as per 47E(4) of the ESOS Act 2000 Refer <http://www.comlaw.gov.au/Details/F2014L00907/Html/Text#Toc382906411>

Section 8

Refund amount = weekly tuition fee x weeks in default period

REPORTING ON PRISMS (STUDENT DEFAULT):

Providers must report changes to a student's enrolment as required by section 19 of the ESOS act within 31 days.

EXCEPT IF:

The student is under 18 years of age and does not commence their course or terminates their studies, they must be reported via PRISMS within 14 days.

Any electronic files (including student and staff files) relevant to our CRICOS registration MUST be backed up formally to ensure there is no file corruption.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Application for Refund
- Student Contract

21.4 NATIONAL CODE STANDARD 4 – EDUCATION AGENTS

Mayfair College Pty Ltd (Mayfair College) will take all reasonable measures to ensure our Education Agents have appropriate knowledge and understanding of the Australian International Education Industry.

Mayfair College will not use Education Agents who are dishonest or lack integrity.

Education Agents are not authorised to accept payment on Mayfair College's behalf.

Any known activity by the agent that is negligent, careless or incompetent or has engaged in false, misleading or unethical advertising and recruitment practices, will be acted upon immediately and could lead to the termination of the agents agreement with Mayfair College.

Mayfair College will enter into written agreements with each agent we engage to formally represent us.

This agreement will:

Specify the responsibilities of the Agent and Mayfair College and the need to comply with ESOS Framework including the National Code.

Our expectation they provide students with current, accurate marketing material.

State our processes for monitoring their activities including where any corrective action may be required

State termination conditions, including details of what would be considered a breach of the agreement.

State details of action that will be taken should an agent breach the agreement.

Mayfair College will keep copies of our monitoring processes, and full details of termination of agents including immediate preventative and corrective action taken including a log of conversations/emails.

If an agent approaches Mayfair College on behalf of a student, no agreement is required, as the agent has not been authorised to promote Mayfair College or our courses on an ongoing basis. In this case we will write on the Letter of Offer that the agent IS NOT acting on behalf of Mayfair College.

All current agent details (agents who we have an agreement with) must be published on our website and updated regularly.

Education Agents will not have access to PRISMS on Mayfair College's behalf.

Mayfair College recommends our agents (as stated in our agreement) participate in the 'Education Agent Training Course' online <http://www.pieronline.org/qcac/>.

Mayfair College has a documented process for monitoring agents marketing material to be current and informing agents of any changes applicable to them.

Mayfair College does not have to advise intending students whether or not they have an agreement with an agent.

Mayfair College WILL NOT accept students or enter into an agreement with an education agent if it knows or suspects the agent to be:

- Engaged in any dishonest practices or if we know they have previously engaged in dishonest practices.
- Recruiting or enrolling anyone other than genuine/bona fide students
- Providing immigration advice where they are not authorised to do so under the Migration Act 1958.
- We will monitor agents by one or more of the following:
 - regular face-to-face meetings with agents onshore or offshore;
 - telephone/teleconference meetings;
 - regular reports from agents;
 - surveys of students recruited by particular agents, during

orientation;

- surveys of parents of the students recruited by particular agents;
- performance benchmarks included in agreements;
- spot checks by the Institute, for example, to observe agents at work at education fairs; or
- Surveys of agents.

PROCEDURE/PROCESS

All agents engaged by Mayfair College must complete and sign an Agent Agreement.

The Compliance Manager is responsible for monitoring agents and to ensure agent contracts are current.

Mayfair College does not have to advise intending students whether or not they have an agreement with an agent.

All current agents MUST be listed on the Mayfair College website; this list must be kept current at all times.

Agents will only be engaged by the Compliance Manager or CEO.

All students and families will be provided with a survey/feedback to complete about their dealings with the agent during orientation or as soon as possible after enrolment. This feedback is to be given to the Compliance Manager/CEO for appropriate action.

Local agents will be visited by Mayfair College staff a minimum of 6 monthly.

Off shore / non local agents will be contacted by phone a minimum of 6 monthly.

Agents are required to report their activity on behalf of Mayfair College 6 monthly (in writing) and complete a written survey annually.

Evidence of agent monitoring will be kept on the agent's file for audit.

All agents are to be monitored and all grievances / complaints followed up as a matter of urgency.

Any known activity by the agent that is negligent, careless or incompetent or has engaged in false, misleading or unethical advertising and recruitment practices, will be acted upon immediately and could lead to the immediate termination of the agents agreement with Mayfair College.

Any known fraudulent activity by an agent will be reported to DIBP and DET immediately.

The Compliance Manager will send any updated marketing material to all agents as soon as it is approved to ensure currency of agent information. This will include a list of most current information the agent should have, to enable them to check against their stock/electronic versions.

The Compliance Manager is responsible to ensure the website contains current Agent details at all times.

National Code Standard 4 must be adhered to at all times.

Refer - <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD4.aspx>

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Education Agent Agreement
- Student Survey of Education Agents

21.5 NATIONAL CODE STANDARD 5 – YOUNGER OVERSEAS STUDENTS

*Not applicable as Mayfair College does not offer courses to International students under 18 years of age.

21.6 NATIONAL CODE STANDARD 6 – STUDENT SUPPORT SERVICES

Mayfair College Pty Ltd (Mayfair College) will support students to adjust to study and life in Australia, and will provide an age and culturally appropriate thorough Orientation Program for all new students which includes:

- a. Support services to assist students to transition to life and study with Mayfair College.
- b. Legal issues
- c. Emergency and Health Services
- d. Facilities and resources
- e. Complaints and appeals policy and process
- f. Refund Policy and Procedure
- g. Transferring, deferring, suspending or cancelling enrolment
- h. Student visa conditions highlighting course attendance and progress and the need for students to advise us immediately of any change to their address.
- i. Student rules / Code of Behaviour and expectations
- j. Academic counselling services, intervention strategies and maintaining attendance
- k. Privacy policies
- l. Updating of student contact details

Students will be taken on a short tour of the College.

Student ID cards will be organised.

Student timetables will be issued.

College classroom maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws.

Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students

The International Student Orientation process includes a check list for the staff member performing the orientation to complete, to ensure all necessary components are discussed. Other key areas in the International Student Handbook will be reinforced during orientation.

The Student Support Officer must remain conscious of student's privacy and confidentiality during all contact. Cultural sensitivities must also be considered at all times.

Mayfair College will review and where identified, improve the orientation process a minimum of annually.

Mayfair College will provide support or access to support for students to assist in meeting course requirements and maintaining their attendance. Mayfair College will also provide support or the opportunity for students to access support for welfare related and accommodation issues at no extra cost to the student.

Mayfair College has a 'Critical Incident Policy and Procedure' which will be activated immediately in the event of a critical incident.

Mayfair College has one student support officer for international students and one back up officer; however this will be monitored/reviewed as international enrolments grow within the College.

All staff receive electronic versions of the ESOS legislation and the Staff Handbook, Policies and Procedures Applicable to CRICOS Students during induction. Staff are also inducted in the Critical Incident Policy and Procedure.

Mayfair College has a commitment to providing equity in training for all identified groups.

Mayfair College will identify and access appropriate support

services, and ensure the necessary services are provided for participants as required.

Students requiring counselling or support should discuss the matter with their trainer and/or International Student Support Officer as soon as practicable. The staff member will assist where possible, and in the event that further action is required, will refer students to the appropriate agency.

CONTACT DETAILS FOR STUDENT SUPPORT OFFICER:

Name: Jennifer Ward

Email: admin@mayfaircollege.com.au

Phone: 07 3733 1436

Times available: Mon-Fri 7:30am to 5:00pm

After-hours contact: Head of College, Andrew Seaton; 0411 055 280

HOW TO MAKE AN APPOINTMENT?

- Phone the office number during the times available
- Email the above address
- Speak to your trainer
- Contact the after-hours number if it is outside the normal office hours

All students and staff are kept informed of the current/correct contact details of the current Student Welfare/Support Officer. Any changes are to be circulated immediately.

All staff that interact with students on international student visas, need to be aware and up to date on the following at the minimum:

- The ESOS Framework and Policies and Procedures contained in the Staff Handbook, Policies
- and Procedures Applicable to CRICOS Students
- The Student Welfare Support Officer/s
- Student support services that are provided and external services including, but not limited to:
 - o Personal and welfare-related support services to transition to life and study including accommodation issues/ assistance
 - o Assistance available to students for problem resolution including legal, emergency and health services
 - o Academic counselling services, intervention strategies and maintaining attendance
 - o Student Code of Behaviour and expectations
- Tutorial and workshops times, facilities and resources as relevant to their area.
- Student visa conditions as appropriate
- Students are reminded at least 6 months to update their phone, address and email. This is implemented via the student log on screen each time a student logs in to the student portal on the website; newsletters sent to students; a bulk email to students where tracking of receipt is monitored; a bulk text message to students. Evidence is recorded and kept when this takes place.

Trainers are to provide assistance with vocational advice as well as course information and support, and / or refer the student to the specialist staff member.

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager.

ACADEMIC / ATTENDANCE ISSUES

If students have concerns with their attendance, academic performance or other related issues that are placing them at risk of not achieving the requirements of their course they should contact the Student Welfare/Support Officer in the first instance.

All students' progress and attendance is monitored and guidance and support provided, where unsatisfactory results are identified.

OTHER ISSUES INCLUDING PERSONAL MATTERS

Students should in the first instance contact the Student Welfare/ Support Officer or their trainer.

SCHOOL AGED DEPENDENTS

Any school aged dependents accompanying overseas students to Australia are required to pay full fees if they are enrolled in either a government or non-government school. For further information visit: <http://www.studyinaustralia.gov.au/global/australian-education/bringing-your-children>

Visit <http://www.australia.gov.au/topics/education-and-training/school-education> for information about schools in Australia.

In the event of a Critical Incident the Critical Incident Policy / Evacuation/Emergency Procedure MUST be followed as relevant.

PROCEDURE

The Student Support Officer will conduct an Orientation Program with every new student as soon as practicable. A checklist of this program (dated and signed by staff and student) MUST be included on the student file.

The orientation process is to be reviewed annually.

The student support officer and / or Compliance Manager are to ensure all staff have access to the Critical Incident Policy and Procedure.

All student welfare /support issues are to be reported immediately to the Student Support / Welfare Officer. The Officer will refer the student to the most appropriate area for help.

If a trainer is aware of an issue with a student they must report it promptly to the Student Support/Welfare Officer.

All students and staff are to be kept informed of the current/ correct contact details of the current Student Welfare / Support Officer. Any changes are to be circulated immediately.

The Student Welfare/Support Officer will conduct the student orientation as outlined below:

The following policies/procedures and requirements will be explained (at the minimum) to students during orientation.

- Academic and attendance requirements
- Refunds
- Complaints and Appeals
- Emergency Evacuation/Critical incidents
- Transferring, Deferring, Suspending or Cancelling Enrolment
- Code of Behaviour / Student Rules
- updating of student contact details
- privacy policies
- visa requirements

An Orientation Checklist is to be completed by the officer conducting orientation to ensure all requirements are completed.

- Students will be taken on a short tour of the College.
- Student ID cards will be organised.
- Student timetables will be issued.
- College maps will be provided to students.

Other information as relevant will be provided to students including: Australian laws; Students are also assisted with information in the following areas:

- Public transport system
- Health and medical services
- Banking facilities
- Telephone and postal services
- Available counselling services
- Availability of Legal services to students

Emergency Evacuation Plans must be kept current and legible in every classroom/administration/student area. Staff are to report any issues to the Compliance Manager or CEO.

In the event of a Critical Incident the Critical Incident Policy / Evacuation/Emergency Procedure MUST be followed as relevant.

Standard 6 of the National Code must be adhered to at all times.

CRITICAL INCIDENT POLICY & PROCEDURE

Definition: A critical incident is defined by the National Code [under Standard 6] as 'a traumatic event, or the threat of, which causes extreme stress, fear or injury'.

Critical incidents could include but are not limited to:

- Fire, bomb-threat, explosion, gas or chemical hazard
- Student or staff witnessing a serious accident or incidence of violence
- Serious injury, illness, or death of a student or staff
- Students or staff lost or injured during fieldwork experiences
- Missing student
- Severe verbal or psychological aggression
- Physical assault
- Natural disaster in home country or country of study e.g. earthquake, flood etc
- Social issues e.g. sexual assault
- drug use, alcohol abuse.

Mayfair College further defines critical incidents as traumatic events or threats which can cause extreme stress, fear or injury to students and/or staff.

Mayfair College also acknowledges critical incidents could also be missing students, severe verbal or psychological aggression, death, serious injury or threats; natural disasters, domestic violence, sexual assault, drug or alcohol abuse, other non-life threatening events could still become critical incidents.

As soon as a staff member is aware a student or a member of their family has been seriously injured or in an accident or any other event/circumstance as defined above, the Critical Incident Policy and Procedure will be activated.

The relevant authority (eg police) will be called in the first instance if there is a breach of Australian Law.

All emergencies must be rung through to 000 - Police, Fire or Ambulance in the first instance or 112 in the case of a mobile phone.

PROCEDURE

At first signs of a staff member becoming aware of a critical incident depending on what the incident is, they must immediately call for assistance and where necessary a staff member or designated person will phone internal personnel and/or outside authorities to assist.

BASIC PROCEDURE:

- Identify the nature of the critical incident
- Contact emergency services - 000 or 112 via a mobile if applicable
- Notify the RTO Manager or CEO
- Implement an appropriate critical incident plan
- If applicable secure the area
- Ensure safety and welfare of staff/students/visitors
- Liaise with emergency services, hospital and medical services
- Manage media and publicity - additional embassies / departments may require notification eg DIBP refer to College Compliance Officer / Health and Safety Officer for advice.
- Contact and inform parents and family members
- Identify students and staff members most closely involved and at risk
- Assess the need for support and counselling for those directly and indirectly involved
- Ensure only factual information is shared with the community
- Arrange debriefing for all students and staff most closely involved and at risk
- Restore Mayfair College to its regular routine, program delivery, and community life as soon as practicable
- Officer in charge or designated person to complete a Critical Incident Report

21.7 NATIONAL CODE STANDARD 7 – TRANSFER BETWEEN REGISTERED PROVIDERS

Mayfair College Pty Ltd (Mayfair College) distinguishes student transfers into two categories incoming and outgoing students.

Mayfair College will ensure all students; staff and agents have access to our Transfer Policy and Procedure.

Mayfair College acknowledges students can transfer with no restrictions once they have completed 6 months of their principal course.

Mayfair College may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be requested in writing and signed by the student.

INCOMING STUDENTS

1. Mayfair College will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course unless:
 - a. the original CRICOS provider of the course in which the student is enrolled has ceased to be registered
 - b. the original provider has produced a Letter of Release
 - c. the original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course
 - d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Mayfair College will check the Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

Mayfair College is aware if a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

OUTGOING STUDENTS

Mayfair College will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.

Mayfair College will grant a Letter of Release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- o if the transfer may jeopardize the student's progression through a package of courses
- o If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- o if the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements.

Students wanting to be released from Mayfair College will be required to firstly request an appointment with either the Principal

- Identify any other persons who may be affected by the incident and offer support
 - Maintain contact with any injured and affected parties to provide support and to monitor progress
 - Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved
 - An evaluation report must be made available to the CEO
- Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.

The area must be surveyed and made safe for all parties.

The International Student Welfare/Support Officer (or their back up person) will ensure the students' parents, The Department of Immigration and Border Protection (DIBP) and all appropriate emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs and time differences. An interpreter may be required.

The International Student Welfare/Support Officer will have access to all emergency student records after hours.

International Student Welfare/Support Officer (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.

All staff involved in the incident are to complete a report to be submitted to the CEO. This report must include action taken at the time any follow up action required.

Evacuation /Emergency Procedures:

In the event of any emergency requiring evacuation - follow the Emergency Evacuation Plans displayed in every classroom / student area administration.

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site eg fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly each semester.

Emergency evacuation is also explained during student and staff Orientation.

A first aid kit will be kept equipped and on all sites at all times.

All emergencies will be recorded and kept on applicable file/s.

CRITICAL INCIDENTS OCCURRING OUTSIDE AUSTRALIA:

As soon as Mayfair College becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, students directly affected will be allowed to return home.

Mayfair College staff will arrange counselling support for affected students onshore immediately.

All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD6.aspx>

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Orientation Day Checklist
- Orientation Day Power point Template
- Change to Personal Details Form
- Critical Incident Report
- Survey for students re Education Agent
- Emergency Evacuation Plan

Executive Officer/ Compliance Manager/ Student Welfare Officer. Mayfair College will ensure a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

Mayfair College will not charge for a Letter of Release.

Our Letter of Release will state: whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DIBP urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

Mayfair College WILL NOT issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.

Mayfair College's students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept on the student's file.

NOTE: A Letter of Release is NOT REQUIRED if -

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

or

Where a student's enrolment may have been cancelled under Standard 13 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.

Principal course is defined by DET/DIBP AS....

The principal course is the student's main course of study or that leading to the highest qualification on the student's current visa. If the student is on a package of courses, the course leading to the highest qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it

TRANSFER PROCEDURE:

INCOMING STUDENTS

STEPS TO BE FOLLOWED -

1. Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1 a,b,c, or d in the Transfer Policy are proven.
2. Copies must be kept on student files of all evidence.
3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers' agreement to delay the start of those subsequent courses.
4. Where applicable, Mayfair College staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
5. All documentation will be kept on the student's file.

OUTGOING STUDENTS

STEPS TO BE FOLLOWED -

1. Student to complete an 'Application for Transfer'. This application will include the student's rights to appeal a refusal decision as per Mayfair College's Complaints and Appeals Policy.
2. Staff are to check if any outstanding fees are owed.
3. Mayfair College to provide written acknowledgement of the completed application.
4. Mayfair College will assess the application, make a decision and inform students within 9 working days of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. Mayfair College will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the Transfer Policy.
6. Mayfair College will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under Mayfair College's Complaints and Appeals Policy.
7. All documentation (including any appeal) will be kept on the student's file for audit.
8. All Letters of Release are provided at no extra cost
9. The Letter will advise students to contact DIBP to seek advice on whether a new student visa is required

Mayfair College MUST maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.

Refunds: If a student has been issued with a Letter of Release, he / she is subject to the conditions of Mayfair College's Refund Policy.

REFER: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Application for Transfer, Suspension, Cancellation form
- Letter of Release Template

21.8 NATIONAL CODE STANDARD 8 – COMPLAINTS AND APPEALS

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Mayfair College Pty Ltd (Mayfair College) will in the first instance always endeavour to resolve complaints/disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Mayfair College is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Student Welfare Officer, RTO Manager/Compliance Officer or staff member.
- Students and / or Mayfair College staff may be accompanied

- and assisted by a support person at any relevant meeting.
- The formal complaints process will commence within 10 working days of Mayfair College's receipt of a written complaint or appeal and supporting information.
- Mayfair College will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access Mayfair College's complaints and appeals processes, Mayfair College must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, Mayfair College must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of Mayfair College's internal complaints handling and appeals process, Mayfair College will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
- Mayfair College must maintain a student's enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student must remain in class.
- The college may decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
- Each situation will be assessed dependant on the nature and complexity of the complaint. Generally though, students will be required to continue to attend class throughout the process, unless there are concerns around the student's safety or the safety of other students and staff.
- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the Student Welfare Officer/Administration desk?
- Mayfair College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process.
- Mayfair College will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DIBP via PRISMS.

ACADEMIC COMPLAINTS / APPEALS

- Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

SUSPENSION/CANCELLATION OF ENROLMENT

- Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour / breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DET and DIBP through PRISMS of the change to the student's enrolment.
- If the outcome of the internal or external appeals process results in a decision favouring the student the college will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

EXTERNAL COMPLAINTS AND APPEALS

Mayfair College will only await the outcome of one external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DET and DIBP through PRISMS of the change to the student's enrolment.

Independent mediation is available through the Queensland Government. <https://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/>

Phone 137 468, Brisbane QGSC, Address: 33 Charlotte Street, BRISBANE QLD 4000

For details of centres located around Queensland -

<http://www.qld.gov.au/about/contact-government/contacts/government-service-offices/?&start=11>.

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 14 days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

OVERSEAS STUDENTS OMBUDSMAN

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

If you wish to lodge an external appeal or complain about a decision made by the college, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information. Email: ombudsman@ombudsman.gov.au

COMMONWEALTH RTO AND CRICOS REGULATOR

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

To lodge a complaint with ASQA visit <https://www.asqa.gov.au/complaints/make-complaint-overseas-students>

COMMONWEALTH ESOS REGULATOR

Department of Education and Training (DET) through the ESOS helpline PHONE: 1300 615 262 <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>

The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process. DET will only intervene where Mayfair College's appeals process was not conducted correctly or if Mayfair College did not make the appeals process available to the student. DET will only look at whether the appeals process met the requirements of the National Code. The DET role is not to judge whether the outcome was right or wrong.

COMPLAINTS PROCEDURE

All students will be given the opportunity to present their case. The student should undertake the following steps:

1. In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If not satisfied OR unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.
3. Students lodging a complaint will be provided with a copy of the Complaints and Appeals policy outlining all of their rights and responsibilities with a 'Complaints / Appeals form'.
4. All complaints must be recorded.
5. A member of staff/facilitator who has not been involved in the complaint, will review the complaint and endeavour to have the matter resolved.
6. An investigation must be commenced within 10 working days of written/formal lodgement.
7. The student (and support person if required) will be invited to attend a meeting to discuss / formally present the complaint/appeal at no cost to them.
8. The investigating officer must provide a written outcome of the complaint/investigation to the complainant and to the Chief Executive Officer within 21 days of written receipt wherever possible or as soon as practicable.
9. The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
10. Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
11. Mayfair College will only maintain the student's enrolment while a complaints/appeals process is ongoing as outlined in the policy.
12. Mayfair College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access ONE external complaints and appeals process.
13. Full details of all complaints/appeals, outcomes and any corrective/preventative action are to be kept on the student file.
14. A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
15. If the internal or external complaint or appeal process results in a decision that supports the student, Mayfair College will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.

Standard 8 of the National Code must be adhered to at all times.

21.9 NATIONAL CODE STANDARD 9 – COMPLETION WITHIN DURATION OF STUDY

Mayfair College Pty Ltd (Mayfair College) staff will constantly monitor student assessments and workloads and record any changes /variations on the student file.

Mayfair College will monitor every student's enrolment load a minimum of once per study period (per term / 12 weeks) to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE).

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy. Refer Monitoring Course Progress Policy and Procedure

Facilitators/trainers will discuss any concerns with students and offer assistance as situations arise to help prevent students falling behind in their course progress. Facilitators/trainers will constantly monitor the progress of students and report any concerns to the RTO Manager as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies can be commenced at any point, if approved by the RTO Manager, at the discretion of the RTO Manager.

Students may take a normal, reduced or increased study load in each study period, as long as the workload is monitored to ensure the student completes the course within the duration specified on the CoE.

The expected course duration for overseas students should not differ from the expected duration for domestic students.

Mayfair College will ensure students do not exceed the 25% of the total course by online /distance mode. In each compulsory study period students must complete at least one unit face to face. Details of online/distance modes are also to be kept on the student file.

Mayfair College will only extend the duration of a COE -

- Under compassionate or compelling circumstances, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- where there is an approved deferment or suspension of study

Student progress is assessed and recorded at the minimum on completion of each unit of competency / or once each study period.

Any intervention required is acted upon and discussed with students as needed.

Students are encouraged to increase their workloads to 'catch up' on any missed units. The College is open 5 days per week to further assist students; however, students can request a further assistance outside of these hours/days by contacting the student support officer.

Compassionate or compelling circumstances may be deemed as serious illness; bereavement of a closely related family member (evidence will be required); natural disasters; traumatic experience or political upheaval in home country.

Should students refuse to maintain an agreed/approved workload; the student will be firstly counselled and then warned of impending visa implications.

If there are compelling or compassionate reasons, Mayfair College may grant the student a less than 'full time' workload. This would be monitored as part of the student's intervention strategy.

Mayfair College will issue a new COE should the student need to extend the duration of their course.

A student who deliberately under-enrols may represent a risk for Mayfair College's compliance of Standard 9. This could result in a

cancellation of the student's enrolment as per 'Student Rules'.

In this instance Mayfair College would implement one of two options -

- cancel the student's enrolment when the student refuses to enrol in an appropriate load; or
- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending academic skills programs
- attending tutorial or study groups
- receiving individual assistance / mentoring
- attending study groups
- attending counselling
- receiving assistance with personal issues which are influencing progress
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction/increase in course load.

ONLINE / DISTANCE

- Only courses that are registered with the regulator as having online/distance components can be offered for this mode of study.
- No international student can study entirely online or by distance in any compulsory study period.
- Students may study up to but no more than 25% of their total course by online or distance mode.
- Students units of competency are monitored each compulsory study period to ensure they are studying at least one unit (1) face to face.
- During NON COMPULSORY study periods students may study entirely by distance or online. However, students cannot study more than 25% of the total enrolment load by online or distance learning.
- Students are monitored to ensure they will complete their course with the Expected Duration as per their COE.
- Students CANNOT study their last unit of a course during a compulsory study period by ONLINE OR DISTANCE learning.
- Should a student wish to complete their last unit of competency via online or distance that is in a compulsory study period, the student would be required to request their COE be cancelled (no longer on international student visa) and return to their home country and study the final unit by distance or online study.

DEFINITIONS:

DISTANCE: Students and trainer are separated in time or space... study may be done via written or hard copy documents.

ONLINE: Students and trainer communicate mainly through electronic technology.

'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

or

- a traumatic experience which could include:

- Involvement in, or witnessing of a serious accident; and
- 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) or where Mayfair College was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

NOTE: A student is expected to complete their course within the duration of their COE unless compassionate and compelling circumstances are approved where the student was unable to attend classes eg due to illness or Mayfair College was unable to offer a pre-requisite unit; the student is under an intervention strategy identified as at risk of not meeting course progress or the student has an approved deferment or suspension of studies granted refer Deferment, Suspension, Cancellation of Enrolment Policy and Procedure, Standard 13.

Also refer Monitoring Course Progress Policy and Procedure. National Code Standard 9 must be adhered to at all times.

PROCEDURE

The progress of each student is monitored, recorded and assessed for each unit of competency in which they are enrolled.

Student progress must be monitored to ensure they are on track to complete within the duration of their COE. This is recorded via PowerPro RTO and relevant notes etc kept on student files.

The Compliance Manager will monitor PRISMS a minimum of monthly to ensure CoEs are issued no longer than the approved duration as registered on CRICOS via the Course Duration Comparison Report.

Any change to the course's approved delivery mode, must first be sought by the regulator before implementation.

Mayfair College teaching staff will monitor every students enrolment load a minimum of once per study period/term (once per term) and on completion of each unit of competency to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE) and add notes/records to the student file.

After all results are available, Trainers request to the RTO Manager to authorize the addition of units that have been failed in the previous term to be added to the student's current term timetable to enable the student to complete units within the expected duration and fulfil pre-requisite requirements. Support /intervention would be offered to the student at this time.

Mayfair College will only extend the duration of a COE -

- Under compassionate or compelling circumstances, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- as approved deferment or suspension of study

Staff are to firstly encourage students to increase their workloads to 'catch up' on any missed units. The College is open 5 days per week to further assist students. Trainers are to consult with the RTO Manager before increasing or decreasing student workloads.

Where Mayfair College decides to extend the duration of the student's study due to any of the conditions above, Mayfair College will report via PRISMS and/or issue a new CoE if required. PRISMS will indicate to the user if a new CoE is required. This reporting must be done within fourteen days of the determination that the student will need to change/extend the duration of their COE.

CoE changes performed by Admission staff

- When the student is required to repeat units in a term or study period, Admissions staff will be notified by the RTO Manager in writing, whether or not a change to the student COE and/or an update in PRISMS is required.
- Any record of variations to student enrolment must be kept on

- the student's file and updated in PRISMS as applicable.
- Any record of online and distance education study must be kept on students files.

A student CAN enrol in less than a 'full-time' load in any study period if:

- there are compassionate or compelling reasons for reducing the load
- the reduced load is part of the provider's intervention strategy
- the student has studied, or plans to study, extra units in another study period
- the student has only a few units left to complete and these do not constitute a full-time load
- Pre-requisite units are not available in that study period.

By studying less than what used to be considered a 'full-time' load, a student is at risk of not completing the course within the expected duration as specified on the student's CoE. Therefore the student may need to catch up by studying subjects during a non-compulsory study period or by overloading in some compulsory study periods to compensate for those study periods in which the student was studying a reduced load.

A student who deliberately under-enrols may represent a risk for Mayfair College's compliance of Standard 9 (refer Student Rules/Code of Behaviour). In this instance, Mayfair College would implement one of two options -

- Cancel the student's enrolment when the student refuses to enrol in an appropriate load (as outlined in Mayfair College's Deferring Suspending or Cancelling Student's Enrolment Policy and procedure Std 13 and stated on the written agreement Std 2.

Or

- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE as outlined in Mayfair College's Deferring Suspending or Cancelling Student's Enrolment Policy Std 13.

Mayfair College must inform the student of its intention to cancel the student's enrolment, and notify the student that he or she has 20 working days to access the Complaints and Appeals process.

If the second option is chosen Mayfair College must make the reasons for not granting a further CoE clear to the student.

Regardless of the option chosen, Mayfair College must be able to demonstrate that it has monitored the student's load and taken action to keep the student on track to finish within the duration.

Standard 9 of the National Code must be adhered to at all times.

ONLINE / DISTANCE

- Student study loads are monitored each compulsory study period by the RTO Manager to ensure students do not study more than 25% of their total course by online or distance mode. This is recorded and monitored via PowerPro RTO
- Units of competency are also monitored at least each compulsory study period to ensure students are studying at least one unit (1) face to face.
- Online / distance units undertaken during NON COMPULSORY study periods are also monitored in the same manner to ensure no more than 25% of the total enrolment load is by online or distance learning.
- Students are constantly monitored to ensure they will complete their course with the Expected Duration as per their COE.
- Students are monitored to ensure they do not study their last unit of a course during a compulsory study period by ONLINE OR DISTANCE learning.
- Should a student wish to complete their last unit of competency via online or distance that is in a compulsory study period, the student would be required to request their COE be cancelled (no longer on a student visa) and return to their home country and study the final unit by distance or online study.

- All applicable evidence is kept on PowerPro RTO and student file.
- Course duration comparison reports (PRISMS) are monitored by the Compliance Officer a minimum of monthly to ensure COEs are not generated over the allowed durations. All entries on the report must be investigated/noted/corrected as applicable.

21.10 NATIONAL CODE STANDARD 10 – MONITORING COURSE PROGRESS

Mayfair College Pty Ltd (Mayfair College) will assess, monitor and record student results on completion of each unit of competency or at the end point of each study period, at the minimum.

The ESOS framework and DIBP visa conditions require that students maintain satisfactory academic progress in their course

Mayfair College will also monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE. Refer Standard 9 Completion within Expected Duration Policy and Procedure

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

Unsatisfactory progress is defined by Mayfair College as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period. Mayfair College advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers will constantly monitor the progress of students and report any concerns to the RTO Manager/Head of College as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the RTO Manager. This is at the discretion of the RTO Manager.

For the purpose of course progress, Mayfair College defines a study period as 1 term.

Mayfair College will at the minimum monitor and record student's course progress on completion of each unit of competency or a minimum of once per study period (study period = 1 term). Students are notified in writing as soon as it is identified they are 'at risk' to not achieve satisfactory course progress (80% course progress or less) (Warning Letter 1) during a study period. Students will be required to meet with a trainer to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending tutorials/study groups
- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they are 'at high risk' to not achieve satisfactory course progress (70% course progress or less)(Warning Letter 2). Students will be required to meet with a trainer to discuss further intervention strategies to be taken.

Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DIBP for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the Mayfair College's complaints and appeals process. All records will be kept on student files.

BASIC PROCESS:

1. Students who fail 20% of their units in any given term (study period) will be deemed as 'at risk', receive a warning letter and offered counselling/intervention strategies.
2. Students who continue to fail 30% of their units in any given term (study period) will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% or more units of competency over two consecutive study periods will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process. Refer Complaints and Appeals Policy and Procedure.

PROCEDURE AND INTERVENTION STRATEGY.

The trainer MUST monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file.

At anytime, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the RTO Manager of these concerns.

At any time during the study period if student is identified by their trainer as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the Student Support Officer.

If the student fails more than 20% of their units of competency in a study period, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the RTO Manager to discuss / action intervention strategies. Students may take a support person to this meeting.

If the student fails more than 30% of their units of competency in a study period, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and required to meet with the RTO Manager to discuss further action / intervention strategies. Students may take a support person to this meeting.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DIBP and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open

- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.

All records MUST be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, Mayfair College does not report the student for unsatisfactory course progress.

When a student fails to achieve 50% competency over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DIBP, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

A student may appeal on the following grounds:

- i. Mayfair College's failure to record or calculate the student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. Mayfair College documented policies and procedures that have been made available to the student.

If a student chooses to access the provider's complaints and appeals process, Mayfair College must maintain the student's enrolment while the complaints and appeals process is ongoing as per our Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) Mayfair College does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Mayfair College's intervention strategy, and Mayfair College does not report the student.

NOTE: Mayfair College will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Mayfair College).

If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DIBP via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

Erratic course progress as a potential indication of non-bona fide students

If Mayfair College suspects a student is not a genuine/bona fide

student, Mayfair College may cancel the student's enrolment, as allowed under Standard 13 and as stated in our Standard 13 policy.

Refer Standard 13 Deferment, Suspension or Cancellation of enrolment policy and procedure.

A non genuine/non bona fide student is defined by Mayfair College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/ does not participate in regular classes. Mayfair College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

NOTE: To report a student for not making satisfactory progress, Mayfair College staff must go into the Student Course Variation screen, from the drop down list under 'Reason for Course Variation', and choose Unsatisfactory Course Progress

National Code Standard 10 must be adhered to at all times.

- Course Progress Warning Letter 1
- Course Progress Warning Letter 2
- Notice of Intention to Report

21.11 NATIONAL CODE STANDARD 11 – MONITORING ATTENDANCE

Mayfair College Pty Ltd (Mayfair College) policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education and Training (DET) / Department of Immigration and Border Protection (DIBP).

Mayfair College believes good attendance is important in order to achieve the desired educational outcomes.

Maintaining satisfactory attendance is a student visa requirement.

Students must contact Mayfair College every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff.

Students who do not advise Mayfair College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Mayfair College will report students for non-attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for non-attendance via PRISMS is the student's visa may be cancelled.

Mayfair College will at the minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student

- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying Mayfair College when absent.
- If contact cannot be made the Student Support Officer will discuss with RTO Manager and the relevant authorities will be notified (eg police, DIBP, next of kin)

Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.

STUDENTS EXCLUDED FROM CLASS FOR MISBEHAVIOUR

Mayfair College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Also refer Standard 13 Deferment, Suspension and Cancellation Policy and Procedure.

WARNING 1 90% ATTENDANCE

Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2 85% ATTENDANCE

Students whose attendance fall to 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

INTENTION TO REPORT (LESS THAN 80% ATTENDANCE)

As soon as Mayfair College is aware a student will not achieve 80% attendance, Mayfair College will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the Mayfair College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

NOTE: Mayfair College will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of Mayfair College).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Mayfair College, Mayfair College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance as soon as practicable (within 5 working days).

Mayfair College may decide not to report a student for 80% attendance where Mayfair College feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, AND
- attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the RTO Manager will assess whether a temporary suspension of studies is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DET/DIBP via PRISMS.

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Mayfair College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 12 weeks (1 term).

'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

or

- a traumatic experience which could include:
involvement in, or witnessing of a serious accident; and
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) or where Mayfair College was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Mayfair College will notify DET and DIBP via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation. Mayfair College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the RTO Manager

ONLINE/DISTANCE UNITS:

Attendance will not be monitored because students do not attend classes for these units.

PROCEDURE

- Trainers are to mark the roll a minimum of once per day.
- Student Support Officer or delegated staff member is to SMS/ ring or email all students who do not notify the College of their absence before close of business on the day of absence.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

* All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with RTO Manager and the relevant authorities will be notified (eg police, DIBP)

WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:

Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process must begin.

90% ATTENDANCE WARNING

- Letter/email and SMS (if available) sent to alert student their attendance is at risk.
- Students will be advised to discuss the matter with the Student Support Officer.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

85% ATTENDANCE

- Students whose attendance falls to 85% or below will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

INTENTION TO REPORT (80% ATTENDANCE)

- As soon as Mayfair College is aware a student will not achieve 80% attendance, Mayfair College will send the student an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access Mayfair College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.
- Students may wish to request an interview with the RTO Manager

REFER - COMPLAINTS AND APPEALS POLICY

- If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Mayfair College, Mayfair College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance as soon as practicable (within 5 working days).
- Student is reported via PRISMS should the complaint/appeal not be substantiated (found in favour of Mayfair College).
- Mayfair College may decide not to report a student for 80% attendance where Mayfair College feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance. However, Mayfair College will issue a warning letter with counselling and support as outlined at 85%. In this instance once the student's attendance has fallen below 70 per cent, Mayfair College must issue a notice of intention to report the student for unsatisfactory attendance, informing the student of his/her right to appeal.
- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the RTO Manager will assess whether a 'suspension of studies' is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.
- All evidence including action taken eg counselling student, MUST be retained on the student file.

National Code Standard 11 must be adhered to at all times.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Warning Letter 1
- Warning Letter 2
- Notice of Intention to Report

21.12 NATIONAL CODE STANDARD 12 – COURSE CREDIT

For the purposes of the National Code 2007, course credit is defined as follows:

‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student’s course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).

Mayfair College Pty Ltd (Mayfair College) requires students to complete the Application for Recognition of course credit/RPL form for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

Mayfair College may require students to complete an assessment to demonstrate competency.

If Mayfair College grants the student course credit/RPL which leads to a shortening of the student’s course before the student visa is granted, the COE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student’s visa is granted, any change of course duration will be reported to the Department of Education and Training (DET) and Department of Immigration and Border Protection (DIBP) via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Mayfair College recognises relevant AQF qualifications and / or Statements of Attainment issued by other RTOs, however, we reserve the right to verify the authenticity of such documents as required and to determine the currency of the units of competency indicated on the document/s.

Mayfair College requires original or certified documents for assessment.

Students must sign or accept a record of course credit if granted.

Mayfair College will not charge an extra fee for applications for course credit against an enrolling/enrolled course.

If the course credit /RPL granted will not affect the duration of the course/COE, Mayfair College will keep record of the application on the student’s file and does not need to take any other action.

Decisions will be made within 4 weeks of receipt of a complete application.

If course credit is granted after visa grant, any change in course duration is reported via Provider Registration and International Student Management System (PRISMS) as a course variation and a new COE issued.

As stated on the Course Credit / RPL application form, Mayfair College will provide students with

- a short description of acceptable documentation which students should supply to support their application for course credit

- the grounds on which course credit/RPL may be accepted or rejected
- the existence of fees and charges for application for course credit/RPL, if any, and estimated costs
- How it will inform a student of the outcome of the application, including an explanation of how the decision was reached if the application was rejected.

PROCEDURE

- Student must read the course outline to ascertain if course credit/ RPL is applicable.
- Student should request a meeting with the Training Coordinator.
- If as a result of the meeting it is agreed RPL/course credit may be applicable, the student is to complete the Recognition of Course Credit /RPL’ application form.
- Student must gather and collect evidence and attach to the form and lodge with administration. Evidence being original/ certified certificates, evidence of experience by a recognised trainer or tradesperson, copies of assessments. Incomplete forms should not be accepted.
- Mayfair College will assess and record whether course credit and / or RPL are or are not granted in writing and keep on the student file for audit.
- The assessor must refer to the course structure and unit/subject offerings and determine IF course credit / RPL granted will affect the duration of the course for that student and note on the form.
- RTO Manager will approve or not approve the application and advise the student in writing of the outcome including reasons.
- Students must sign a formal acceptance if course credit/RPL is granted and this is to be kept on the students file.
- If course credit/RPL changes the student’s COE duration, students are to be advised in writing to contact DIBP with their new COE.
- Decisions will be made within 4 weeks of lodgement.
- If course credit/RPL is granted after the student’s visa is granted, the change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

If the course credit granted will not affect the duration of the course, Mayfair College will record the course credit in the student’s file and does not need to take any other action

If the course credit granted will affect the duration of the course, Mayfair College will record a change of course duration on PRISMS. Mayfair College will utilise the Student Course Variation function, and indicate that the student has requested a change to the existing enrolment. Mayfair College then chooses ‘transfer student into same course’ and changes the end date of the course. This will result in the creation of a new CoE (with the new correct/revised end date) and the cancellation of the original CoE.

Evidence of the procedure followed will be kept on the student’s file along with the student’s acceptance.

National Code Standard 12 must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD12.aspx>

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Course Credit/RPL Application Form

21.13 NATIONAL CODE STANDARD 13 – DEFERRING, SUSPENDING OR CANCELLING ENROLMENT

STUDENT DEFERMENT OF STUDIES

Students can only apply to Mayfair College Pty Ltd (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 an impact on course progress or wellbeing).

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)
- Major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- A traumatic experience which has impacted on the student (these cases should be, where possible, supported by police or psychologists' report)

The period of suspension will not be included in attendance calculations.

DEFERRAL PRIOR TO COMMENCEMENT

Students may request a deferral prior to course commencement. Requests must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working 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 on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students may be required to apply for a new student visa to continue their course.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, 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)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - 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)
- where the registered provider was unable to offer a pre-requisite

unit; or

- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Mayfair College will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Mayfair College may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Handbook and/or via hyperlinks.

Regardless of whether the 'suspension of enrolment' at the student's request or a provider imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should not be included in attendance monitoring calculations.

MAYFAIR COLLEGE INITIATED DEFERMENTS, SUSPENSIONS OR CANCELLATIONS

SUSPENSION

- Mayfair College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with Mayfair College's Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.
- Mayfair College may recommend a student who will be absent for an extended period of time for genuine reasons to 'suspend' their enrolment until they are able to return to class. Medical evidence etc would be required prior to any consideration by Mayfair College.

CANCELLATION

Mayfair College may initiate the cancellation of a student's course

- On the grounds of misbehaviour, in accordance with Mayfair College's Student Code of Conduct/Behaviour/Rules
- due to the student no longer holding a Student Visa
- due to the student's failure to pay course fees
- Student not being a genuine/bona fide student, being, they do not attend class or progress in their course as further defined below.
- Course suspensions/cancellations will be recorded on PRISMS.

A non genuine/non bona fide student is defined by Mayfair College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Mayfair College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur, as provided to them via the International Student Handbook.

Mayfair College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Mayfair College policies and/or Australian Law. Before suspending or cancelling a student's enrolment, Mayfair College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: Complaints and Appeals Policy).

Students are advised that a deferment or suspension of their studies may affect their visa.

Mayfair College is not required to wait for the outcome of any external appeals process before notifying the Department of Education and Training (DET) of the cancellation of the student's enrolment.

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where Mayfair College has reason for concern for the welfare

of the student or those with whom the student may come into contact, Mayfair College will cancel the student's enrolment prior to completion of any appeals process.

Students have 20 working days in which to initiate the Mayfair College Complaints and Appeals process. Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

If a student's visa is cancelled by Mayfair College, students must contact DIBP within 28 days to inform DIBP of their plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DIBP.

PROCEDURE

Students must apply in writing for a deferment/suspension of their studies.

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

The application will be assessed on its own merits by Mayfair College staff (documentary evidence should be included with the application) and then referred to the RTO Manager for approval of the decision including reasons for the favourable or not favourable decision.

Mayfair College will only grant deferment or suspension of their studies for compassionate or compelling circumstances. If a deferment or suspension is granted, students must be notified in writing that they need to contact DIBP for information of how the change may or may not affect their visa.

All outcomes of an application for deferment or suspension must be advised to students in writing and documentation and notes kept on the student file.

Mayfair College can suspend or cancel a student's enrolment provided that the suspension or cancellation is consistent with Mayfair College policies and/or Australian Law. Before suspending or cancelling a student's enrolment Mayfair College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (see: Complaints and Appeals Policy).

If the complaints and appeals policy is accessed, Mayfair College should not notify The Department of Education and Training (DET) of a change to the enrolment status until the internal complaints and appeals process is completed unless there are extenuating circumstances relating to the student.

Mayfair College must notify The Department of Education and Training (DET) through PRISMS when permanently cancelling a student's enrolment.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Mayfair College is not obligated to continue providing learning opportunities throughout the 20 working days or any subsequent period of appeal, however Mayfair College will provide students with work to complete outside of the classroom until the appeal process is complete via electronic means. In this instance, students

must continue to meet the academic requirements of the course.

Should a student not return after a period of suspension, Mayfair College staff will notify The Department of Education and Training (DET) through PRISMS of 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

In this instance Mayfair College is not required to send a Notice of Intention to report letter and observe any appeals requirements, OR to notify the student of the intention to cancel their studies.

Students must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students who have their enrolment suspended are subject to the rules of the refund policy regarding any refund of fees.

Once Mayfair College notifies DIBP via PRISMS of a student's cessation of studies, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If a student chooses to leave Australia, the student's visa will be subject to cancellation.

Mayfair College will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required. In this instance Mayfair College would seek advice firstly from the Regulator.

Mayfair College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Mayfair College is not required to wait for the outcome of any external appeals process before notifying The Department of Education and Training (DET) / DIBP of the cancellation of the student's enrolment.

Where Mayfair College has reason for concern for the welfare of the student or those with whom the student may come into contact, Mayfair College will cancel the student's enrolment prior to completion of any appeals process.

In this instance Mayfair College WILL notify The Department of Education and Training (DET) / DIBP through PRISMS that it is cancelling of a student's enrolment for disciplinary reasons and the extenuating circumstances will be entered into PRISMS and documented and kept on the student file. However, students are still able to appeal the decision from their Australian residence or home country.

Mayfair College will advise students it is a condition of their visa to contact DIBP within 28 days to inform DIBP of their plans (to find another course, return home or access an external appeals process) and to take all relevant paperwork (for example, new CoE) to DIBP.

Where a student's misbehaviour leads to a criminal conviction the current visa and future visa applications may be cancelled or refused on character grounds.

Mayfair College must also notify The Department of Education and Training (DET) /DIBP through PRISMS that it is deferring or suspending a student's enrolment if the suspension will affect the end date of the CoE. PRISMS will then cancel the original CoE, and the processing officer given the opportunity to create a new CoE with a revised end date. If it is not known when the student will return, the option to not create a new CoE at that point should be taken. Once the student has notified Mayfair College of their intended date of return a new COE can then be created.

DEFERRING OR SUSPENDING THAT DOES AFFECT THE END DATE OF THE COE:

Mayfair College notifies The Department of Education and Training (DET) through PRISMS that it is deferring or suspending a student's enrolment for a period which will affect the end date of the CoE.

In such situations, PRISMS will cancel the original CoE, and

immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Mayfair College of their intended date of return a new COE can then be created.

DEFERRING OR SUSPENDING THAT DOES NOT AFFECT THE END DATE OF THE COE:

Mayfair College notifies The Department of Education and Training (DET) through PRISMS that it is deferring or suspending a student's enrolment for a period without affecting the end date of the CoE.

In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be

NOTE: Prior to the expected commencement date of a course, if a student has a student visa, the status on PRISMS will be 'Visa Granted'.

On the expected course commencement date, the student's status on PRISMS automatically changes to 'Studying', and will remain as 'Studying' unless the provider notifies through PRISMS that this is incorrect.

Where a student cannot start on the expected commencement date for compassionate or compelling reasons and Mayfair College has agreed to the student's request for a later starting day; and the end date of the course will not be affected; Mayfair College will not defer the commencement of enrolment.

CANCELLING COE

Mayfair College notifies The Department of Education and Training (DET) through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

STUDENT DOES NOT RETURN AFTER SUSPENSION OR HOLIDAY/BREAK

Should a student not return after a period of suspension, Mayfair College staff will notify The Department of Education and Training (DET) through PRISMS that 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

Should a student not return to Mayfair College after a break/holiday, Mayfair College will notify The Department of Education and Training (DET) via PRISMS of 'student notified cessation of studies' through the course variation screen with 'termination prior to completing course' as the reason.

An additional comment should be added into PRISMS advising student did not return or re-enrol into the course. In this instance, Mayfair College IS NOT required to send a Notice of Intention to report or wait any appeals process before cancelling the student's visa. By not re-enrolling the student has 'inactively' advised Mayfair College that they do not intend to continue their study.

Mayfair College will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required.

STUDENTS EXCLUDED FROM CLASS FOR MISBEHAVIOUR

Mayfair College will record the period of exclusion from class as absence, and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance). Also refer NC Std 11 Monitoring Attendance Policy and Procedure.

National Code Standard 13 must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx>

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Application for Transfer, Suspension, and Cancellation form
- Letter for Suspension of Enrolment
- Letter for Cancellation of Enrolment
- Student Code of Behaviour Sample

21.14 NATIONAL CODE STANDARD 14 – STAFF CAPABILITY, EDUCATIONAL RESOURCES & PREMISES

Mayfair College Pty Ltd (Mayfair College) is bound by the staff and education resource requirements as per the National Framework including the VET Quality Framework.

Requirements for staff recruitment, induction and performance assessment and ongoing development are outlined in the VET Quality Framework.

The Standards for Continuing Registration (SNRs) apply to RTO's training and assessment strategies and require the RTO to ensure learners receive training, assessment and support services that meet their individual needs.

Mayfair College will ensure our resources and premises are sufficient to support the student numbers and to achieve their course outcomes.

Mayfair College will also ensure education resources are current and appropriate to the course requirements.

Mayfair College surveys our students for information reflecting the adequacy of facilities and equipment and satisfaction with teaching programs.

Mayfair College has procedures to continuously monitor the adequacy of current facilities and equipment and identify future requirements for the scope of courses offered.

Mayfair College will ensure its resources are current and meet all course/qualification /training package requirements.

All Mayfair College staff are inducted and provided with a copy of the Staff Handbook of Policies and Procedures for CRICOS students, in hardcopy or electronically.

If Mayfair College intends to relocate premises, we will notify the delegated authority in writing at least 20 working days prior to relocation.

Mayfair College would also notify all students (studying and those accepted but have not commenced study) at least 20 working days prior to relocation, of the intention to relocate, in writing and evidence would be kept on the student file.

Mayfair College will continually monitor facilities and equipment and add/replace as required.

PROCEDURE

Should Mayfair College intend to relocate premises, we must notify the Regulator in writing at least 20 working days prior to relocation.

Mayfair College must also notify all students (studying and those accepted but have not commenced study) at least 20 working days prior to relocation, of the intention to relocate, in writing and evidence would be kept on the student file. Should a student not want to relocate, Mayfair College would first interview the student to see if a resolution can be found and if not either refund the students unused fees or find them an alternate provider.

All new and current staff are to be provided with a current copy of the Staff Handbook of Policies and Procedures for CRICOS students and are to be inducted in the ESOS Framework including on the National Code and ESOS legislation as soon as practicable from commencement of employment.

Mayfair College teaching staff are to ensure resources, facilities and course requirements are sufficient for students to achieve course

outcomes. Any concerns should be reported immediately to the CEO or Compliance Manager.

Student surveys for information reflecting the adequacy of facilities, equipment and satisfaction with teaching programs should be provided to students on completion of each course.

National Code Standard 14 must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD14.aspx>

21.15 NATIONAL CODE STANDARD 15 – CHANGE TO REGISTERED PROVIDERS OWNERSHIP OR MANAGEMENT

Mayfair College Pty Ltd (Mayfair College) will notify in writing all applicable Commonwealth and State government agencies (eg ASQA/DET) regarding any prospective changes to our ownership as soon as practicable (as soon as we are aware changes WILL take place) and prior to it taking effect.

Mayfair College will also notify in writing advice of any change to high managerial agent of Mayfair College (as being an employee, agent or officer of Mayfair College with duties of such responsibility that his or her conduct may fairly be assumed to represent the provider in relation to the business of providing courses), as soon as practicable prior to the change OR within 10 working days of the change where the change cannot be accurately determined until it has taken effect.

Mayfair College will provide the designated authority/s with information on the new owner/s or high managerial agent for the purpose of an assessment being made under Section 9 (6) of the ESOS Act.

High managerial agents may be responsible for:

- the operations of the institution at a senior level
- determining, approving and overseeing the implementation of high level policies in relation to international students
- making business decisions relating to the international student program
- representing the institution, with the authority to speak on behalf of the institution and to sign high level agreements on the institution's behalf
- Setting the direction of the institution in relation to international education activities.

Mayfair College will ensure all new high managerial agents/owners complete the appropriate paperwork (fit and proper test) and submit to the authorities.

Mayfair College will make a written offer of refund to students

should there be a change to our legal entity.

Students could either take a refund, or sign and agree to the change of legal entity should they wish to continue study with Mayfair College. All documentation will be kept on the student file.

Mayfair College is aware any change to the legal entity, constitutes provider default.

Students shall be given an opportunity for a refund for the remaining unused fees of the course or to continue their studies with the new legal entity, if approved by all Regulators eg ASQA and DET.

Mayfair College is aware should the changes result in a new legal entity, the new entity must seek a new CRICOS registration. This would then be regarded under the legislation as provider default. Students in this case would be offered a refund of unused tuition paid.

Mayfair College will contact the Regulator as early as practicable to work with the regulator in the hope of transitioning students to the new entity IF feasible/allowed.

Section 5 of the ESOS Act defines a high managerial agent of a provider as being an employee, agent or officer of the provider with duties of such responsibility that his or her conduct may fairly be assumed to represent the provider in relation to the business of providing courses.

PROCEDURE

Mayfair College will provide written notification to the designated authorities about changes to ownership or high managerial agents as soon as practicable prior to the change OR within 10 working days of the change where the change cannot be accurately determined until it has taken effect and retain evidence for audit.

Mayfair College will provide the designated authority with information on any new owner/s or high managerial agent for the purpose of an assessment being made under Section 9 (6) of the ESOS Act.

Mayfair College will ensure all new high managerial agents/owners complete the appropriate paperwork (fit and proper test) and submit to the authorities.

All completed Fit and Proper Tests will be submitted promptly to the regulator.

Mayfair College will make a written offer of refund to students should there be a change to our legal entity.

Students could either take a refund, or, sign and agree, to the change of legal entity should they wish to continue study with Mayfair College. Copies will be kept on student files.

Any change to the legal entity, constitutes provider default, therefore Mayfair College staff will ensure Standard 15 of the National Code and Section 9 of the ESOS Act will be adhered to should any change occur.

National Code Standard 15 must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD15.aspx>



MAYFAIR COLLEGE

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