4.9 Gen Institute's Agent Manual



http://www.gen.edu.au/

The information provided on these pages is for the education agents of Gen Institute. The information is to be used as a ready reference guide by agents and their staff for all aspects of their dealings with Gen Institute. We understand that the recruitment of students is not an easy task so we hope the information provided will assist the institute's education agents in their endeavors. We look forward to a continued successful relationship.

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Contact Details

Gen Institute Pty Ltd
Trading as Gen Institute

Address: Ascot Vale Campus: **236-238 Union Road, Ascot vale, Vic 3032**
Collingwood Campus:**91-97 Islington st, Collingwood, Vic, 3066**
Web: http://www.gen.edu.au/

Why choose Gen Institute

9 Great Reasons

1) Great Location

Melbourne, Victoria is one of the most popular cities in Australia, being a magnet to everyone who has a passion for food, great events, theatre, arts, festivals, fashion, and shopping, dining, nature, wine and relaxing! Melbourne has long been known as Australia's culture capital, and once you are here you will see why…

2) Reputation

Australia is one of the world's leading education and training providers. There are over 400,000 students from 200 countries studying in Australia each year!

There are several reasons to choose Australia as an education destination. Education in Australia is both challenging and flexible but most importantly it is internationally recognised and respected. Australia is a safe, modern and dynamic country that is a leader in the Asia-Pacific region and plays a significant role worldwide.

3) Quality

Australian institutions have an international reputation for excellence in all areas of education and training. In fact, Australia offers the world's best practices in quality assurance of education and training. The education system is subject to continuous checks and controls by government, industry and professional bodies to maintain and improve its already high standards.

4) Affordability

Living expenses and tuition costs in Australia are considerably less expensive than other countries like the United Kingdom and Unites States of America. The structure of the Australian Education system is both affordable and of a high quality.

In addition, international students have the opportunity to work up to 20 hours a week on a casual basis during their studies and full-time during vacation periods providing they hold a relevant working visa. This provides students with the opportunity to gain valuable work experience and/or earn extra money to support them while in Australia.

5) Safety

The Australian Government has an established legislation to protect international students while they are studying in Australia. In Australia, you get the world's most rigorous protection for international students through the 'Education Services for Overseas Students (ESOS) Act 2000'.

The ESOS Act is an Australian legislation that regulates institutions that provide education to international students. The ESOS Acts ensures that they meet nationally consistent standards in education delivery, facilities and services. It also orders a nationally consistent approach to registering education providers so that the quality of programs and associated support services offered to students remains high.

6) **Nationality Mix**

Students come from different countries, so it is easy to make friends with other students from all over the world.

7) **Fun Activities**

We have regular weekday and weekend activities to ensure students experience the best that the institute has to offer! Students explore the city of Melbourne with their mentors – including attractions such as its laneways, restaurants, cultural destinations – and perhaps share a coffee or hot chocolate along the way.

8) **Commitment**

Our institute's philosophy is built around four simple ideals: quality, consistency, responsiveness and continuous improvement. We're committed to giving you the best career options available and the excellent service you deserve. Our service commitment has resulted in the reputation that leads to long-term relationships with hundreds of students and agents across the globe.

Through great training programs, opportunities for improvements, innovative learning tools and experienced trainers, we reward the student's hard work and dedication. Thus, students can be sure that they will be the real winners.

Gen Institute's Advantage

Gen Institute is a reputed institute for excellence in teaching vocational courses, attracting students from all parts of the world. By enrolling at the Gen Institute you will have the chance to study in a world-class institution and in the cosmopolitan atmosphere of one of the world's most exciting and vibrant cities.

Gen Institute's courses are held in high regard world-wide as they are registered according to the Australian quality training framework. If you choose Gen Institute you will be coming to an institute with the very best programmes and facilities to help you achieve the highest academic distinction and give you a head start in your chosen career.

Campuses Location and facilities

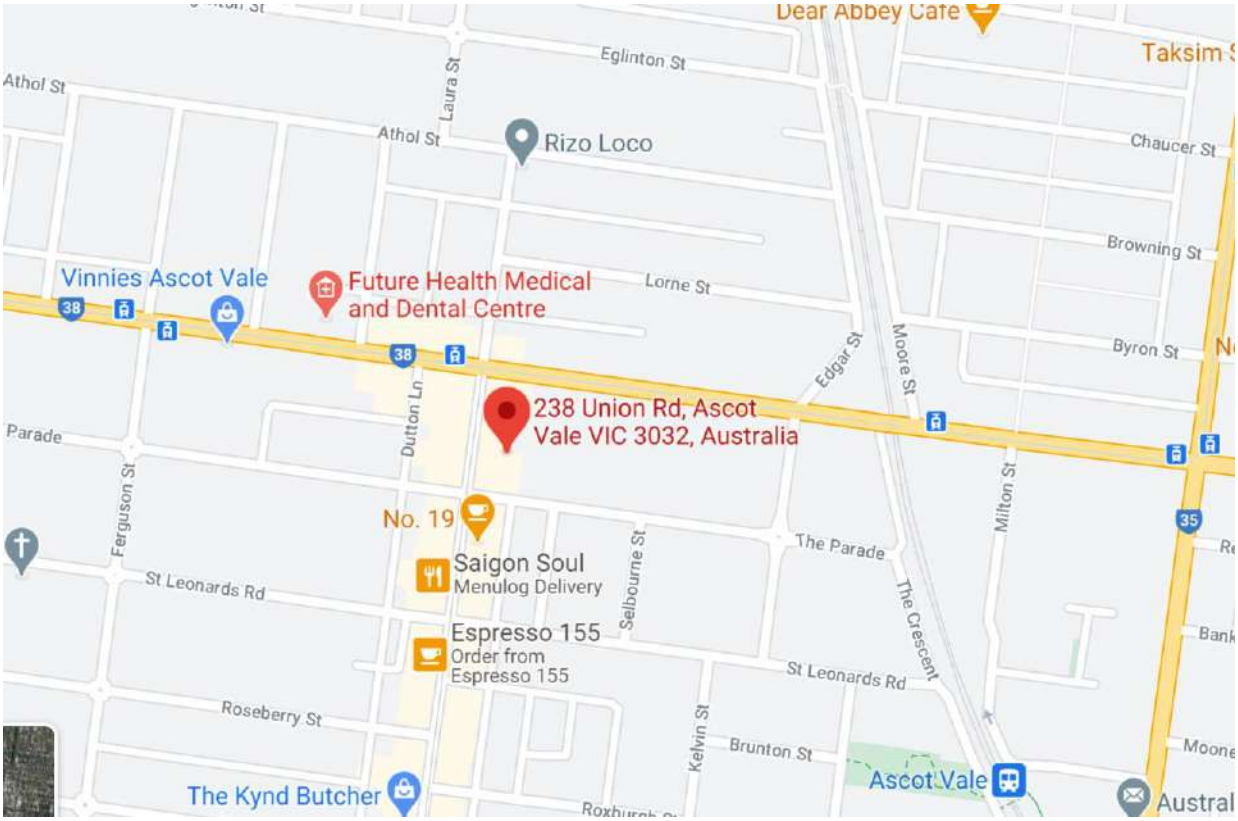
Gen Institute has two campuses in Melbourne, One of the best cities in the world. These campuses are strategically located for easy access for our students. The Ascot vale campus is also strategically located on Union Road and the tram station on Maribyrnong Road is 100 meters away. The campus is well connected with public transport. It is a Melbourne city fringe suburb that is known for its diverse culture and campus is surrounded by restaurants and cafes

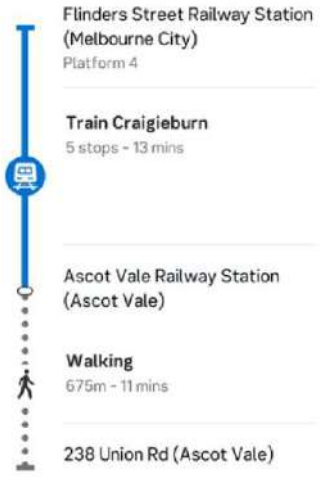
Campus 1: Ascot Vale Campus: 238 Union Road, Ascot Vale, Victoria 3032.

Campus 2: Collingwood Campus: 91-97 Islington st, Collingwood, Vic, 3066

Contact numbers: Ascot Vale Campus **+613 96422193,** Collingwood Campus **+61394170310**

How to get to Ascot Vale Campus





TRAIN Take Craigieburn train at Flinders Street Station and get down at Ascot Vale station. The institute is at a walk able distance of around 650m from the station.

About Melbourne

A vibrant cosmopolitan city of more than 4 million inhabitants, Melbourne is the capital of the State of Victoria and has Australia's busiest port exporting large quantities of agricultural products. Melbourne is Australia's second largest capital city and home to some of Australia's best cafes and restaurants and a great coffee culture. Melbourne has many great sporting events and a passion for art, culture and food. Melbourne is famous for its historic architecture as well as for many striking new buildings and its many theatres, museums, department stores and shopping precincts

New futuristic designs add to the fascinating mix of architecture and ensure the skyline is constantly changing. Melbourne is very much about lifestyle.

Sometimes, the best part of visiting a new city is when you unexpectedly depart from the tourist trail and glimpse the city's "real" side. While the big attractions can be great fun, often it's the more subtle "insider" experiences that leave you feeling really satisfied.

For information on events, dining, shopping and much more in Melbourne visit

https://www.melbourne.vic.gov.au/Pages/home.aspx

Further information on Melbourne is available from www.visitvictoria.com.

Education Agents Policy & Procedure at Gen Institute (in line with ESOS Standard 4)

Scope

This policy applies to all education agents of Gen Institute and Staff of the Gen Institute involved in the

recruitment, and monitoring of agents for Gen Institute.

Purpose

Gen Institute's Agents (Agents) are often the first point of contact between prospective Students and the Australian Overseas education industry. Their activities and ethics are important to Australia's reputation as a desirable destination for Students. Gen is therefore committed to ensuring its agents act ethically and appropriately.

To this end, Gen requires its agents to have an appropriate knowledge and understanding of the Australian Overseas education industry and to act honestly and with integrity.

This policy aims to ensure that the actions of its appointed agents are ethical and comply with the Institute's obligations under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- Migration Act; and
- Migration Regulations

Gen Institute follows a firm practice in the monitoring and termination of education agents domestically

and internationally to ensure honest and professional representation of Gen Institute with the highest

integrity.

Definitions

CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
ESOS Act:	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
ESOS Regulations:	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
National Code:	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
Prospective Student:	A person who intends to become, or who has taken any steps towards becoming, a Student an 'overseas Student' or 'intending overseas Student' as defined by the ESOS Act.
Relevant Legislation:	the ESOS Act 2000; the ESOS Regulations 2001; the Migration Act 1958; the Migration Regulations 1994; the National Code; and Any other legislation or regulations relevant to governing the provision of education to overseas Students in Australia.
Agent:	An accredited person or organisation with the authority to promote Gen Institute's courses and services to Students or intending Students in nominated regions.
Agents Agreement:	Agreement between the Institute and the Agent including the Schedules.
Student:	A person (whether within or outside Australia) who holds a Student Visa and is an 'overseas Student' as defined by the ESOS Act.

Policy

This policy/procedure supports 'Standard 4 – Educational Agents' of the 'National Code of Practice for Registration

Authorities & Providers of Education & Training to Overseas Students 2018' which states:

"Registered providers take all reasonable measures to use education agents that have an appropriate

knowledge and understanding of the Australian Overseas education industry and do not use education agents

who are dishonest or lack integrity."

Gen Institute will enter into a written agreement with each education agent it engages to formally represent it, and enter and maintain the education agent's details in PRISMS.

In following this procedure Gen Institute will ensure it is able to manage the activities of their education agents, ensuring only reputable education agents are used.

Gen will conduct ongoing reviews including annual Agents Performance Appraisals and Agent Student Appraisals

Gen may terminate an agent's appointment where gen knows or has a reasonable suspicion that an agent must have been engaged in Unprofessional Conduct.

Gen retains the right to veto any Agent activity that in gen's opinion is not compliant with:

- The Agent Agreement; or
- Any Relevant Legislation; or
- Any information provided to the Agent by Gen.

Procedure

Agent Appointment Process

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
1.	Agent Application Form and Agent Information documents sent to prospective agent via email. Application form also available on the website for them to download.	Admin Manager	
2.	Completed forms with documentation required attached returned to my.gen	Prospective agent	Business Profile etc to be attached.

3.	If determined to be suitable to appoint, contact referees for a Reference Check.	Admin Manager	In cases where referees refuse to complete the Reference Check in writing then: 1. Admin Manager to call the referee and complete the form on their behalf with verification signature from Operations Manager OR 2. Provide supporting statement documenting reasons why the agent was appointed (i.e. office visit or recommendation from somebody)
4.	Once Agent Reference Check has been completed reassess to determine if suitable to appoint.	Operations Manager	
5	Upload agent details on the my.gen portal - Agent login's for my.gen portal shared via email		
6.	Agent agreement is available on my.gen portal. Agent to login to my.gen portal using the logins and password that was shared earlier to access the agreement	Admin Manager	Ensure correct details are entered i.e. title of Agent, company registration number (if any); country of representation, address is listed in agreement.
7.	Agent signs the agreement. Signed copy is available for agent to download from my.gen portal	Operations Manager	
8.	Once the signed agreement is available on the portal, the Agency Certificate of Representation gets generated on the portal for download	Operations Manager Admin Manager	
9.	Details of Agent updated in PRISMS & gen website	Admin Manager	

Responsibility

- Operations Manager
- Admin Manager

Policy Base

- Education Services for Overseas Students Act 2000.
- ESOS Regulations 2001.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).
- The Migration Act 1958.
- The Migration Regulations 1994

Agent Agreements

- Any person who is formally engaged by Gen to promote its courses with the intention of recruiting students for Gen shall be required to be approved by the Operations Manager who shall initiate an Agents Agreement
- All persons approved as an Agent shall be required to sign an 'Agent Agreement' prior to undertaking any promoting activities on behalf of Gen.
- Gen will not enter into an agreement with any education agent or potential education agent if it knows or reasonably suspects the education agent to be:
- Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers);
- Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa
- Providing immigration advice where not authorised under the Migration Act 1958 to do so.
- All agents who are approved by Gen and have a signed agreement as an agent shall be paid an agents fee as outlined in their specific agreement.
- The agreement, conditions, and authorisation to promote Gen relates to the 'agent' named in the agreement and, any sub-contractors or employees of the agent must be authorised by Gen
- The original signed agent agreement shall be kept in the Agents file and the agent shall also receive a copy.

The written agreement will outline:

- The responsibilities of the registered provider, including that the registered provider is responsible at all times for compliance with the ESOS Act and National Code 2018
- the registered provider's requirements of the agent in representing the registered provider as outlined in Standard 4.3
- the registered provider's processes for monitoring the activities of the education agent in representing the provider, and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services
- the corrective action that may be taken by the registered provider if the education agent does not comply with its obligations under the written agreement including providing for corrective action outlined in Standard 4.4
- the registered provider's grounds for termination of the registered provider's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
- The circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

Monitoring Agent activities

To ensure that Gen is using reputable agents Gen will monitor procedures of all active agents. This monitoring process is outlined as follows.

Agent Student Appraisals: On the day of orientation all the new student's complete the Agent Student Appraisals form.

Annual Agents Performance Appraisals: All education agents will be required to conduct a face to face meeting with Gen at least once a year or a discussion over the phone once a year. This meeting or the telephonic conversation will cover:

- Current practices
- Ensure current Marketing materials are being used
- Discuss any issues or concerns

Annual Agents Performance Appraisals form will be filled and kept on the agents file.

•Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, Gen shall take immediate action.

•Where the above practice(s) by an agent is identified, The Operations Manager is responsible for ensuring there is a change of the practices causing concern through counselling the agent or for terminating the agreement. Any counselling or termination of agreements shall be documented within the Agent file.

•The agent files shall be reviewed through the internal continuous improvement policy.

Termination of the Agent

1.If Gen Institute believes or suspects that an Agent has engaged in Unprofessional Conduct, the operations Manager may write to and forward the Agent Warning Letter to the Agent.

2.The Agent must provide a written response within 10 business days of the date of the letter. An extension of time to provide a response may be provided at the discretion of the operations Manager

3.After 10 Business Days from the date of the letter, or after the expiration of such further period as may have been granted ,the Operations Manager will consider the Agent's performance in light of:

1. the response of the Agent to the letter
2. whether the Agent engaged in Unprofessional Conduct;

4.After considering the Agent's conduct and performance, the Operations may:
require the Agent to undertake further training;

a. maintain the Agent's appointment;
b. warn the Agent;
c. suspend the Agent's appointment;
d. maintain the Agent's appointment subject to certain conditions; or
e. Terminate the Agent's appointment immediately.

5.The Operations Manager must terminate the appointment of an Agent if he knows or reasonably suspects the Agent may have been engaged in Unprofessional Conduct.

6.If the Operations Manager decides to terminate an Agent's appointment, the Operations Manager should:

a. write to the Agent to advise that his or her appointment has been terminated using the Agent Termination Letter;
b. Notify Department of Home Affairs of the termination and the grounds for the termination Through PRISMS; and
c. Update the agent list on the gen website.

Updating Information

- Gen will ensure that the agent is provided with current information regarding the provider and the courses offered (Agent Manual).
- New course documents and detailed information will be provided to agents whenever such documents are amended.
- Agents are required to notify Gen if any details related to the agent or its operations are altered.

Forms

4.1 Agent Application Form

4.2 Agent Reference Check Form

4.3 Agent Agreement

4.4 Agency Certificate

4.5 Agent Student Appraisals form

4.6 Annual Agents Performance Appraisals form

4.7 Agent warning letter

4.8 Agent termination letter

4.9 Agent Manual

Implementation

This Procedure will be implemented using the following strategies:

- By ensuring that staff engaged in student recruitment activity are fully trained in the requirements of the ESOS Act
- By ensuring that all new Admin staff have attended ESOS training in the first 6 months of the commencement of their role
- Ensure that all agents have up to date course information and stock
- Staff during the induction into the Gen team, training on using PMS
- The Process flow Diagram
- By providing always updated 4.9 Agent Manual

Review

This policy will be reviewed annually to ensure ongoing ESOS requirements

Extract from ESOS- National Code of Practice 2018

Pre-enrolment engagement of students

(Standards 1 to 4)

Students and their parents are often first exposed to the Australian education system through providers' marketing information. It is important that this information is of a high standard, clear and unambiguous, so that intending students and their parents can make informed decisions about their preferred provider and course. The marketing practices of registered providers must uphold the reputation of Australian international education and training and be undertaken in a professional manner **(Standard 1)**.

The recruitment of students follows general marketing and is the first step in establishing a formal relationship between the student and the registered provider. It is important that the recruitment is ethical and upholds the integrity of Australian education and training. Intending students need to be able to access information about the course, fees, facilities, services and resources offered by the registered provider prior to enrolment in order to make informed choices about their education options. At this point, the registered provider also needs to be satisfied that the student's English language proficiency, qualifications and experience are appropriate for the course **(Standard 2)**.

The final step involves the formalization of the enrolment whereby a written agreement is entered into by the registered provider and student (or parent/legal guardian if the student is under 18 years of age). This agreement aims to ensure the obligations and rights of both the registered provider and student are clearly set out, including the course money payable and services to be provided **(Standard 3)**.

Education agents are often the first point of contact between the industry and intending students and their parents. Their activities and ethics are important to Australia's reputation as a desirable destination for students, and registered providers have an interest in ensuring education agents act ethically and appropriately **(Standard 4)**.

Registered providers may receive students from education agents acting on behalf of the student or from education agents who are formally engaged by the registered provider to recruit students. Under the National Code, registered providers are only required to have written agreements with education agents who are formally engaged by the registered provider to recruit students on its behalf. It is expected that registered providers will formally engage education agents where there is an ongoing or significant relationship.

Standard 1 – Marketing information and practices

Outcome of Standard 1

Registered providers ensure that marketing of their education and training services is professional, accurate and maintains the integrity and reputation of the industry.

1. The registered provider must ensure the marketing of its education and training services is undertaken in a professional manner and maintains the integrity and reputation of the industry and registered providers.

2. The registered provider must clearly identify the registered provider's name and CRICOS number in written marketing and other material for students, including electronic form, and not give false or misleading information or advice in relation to:
    i. Claims of association between providers
    ii. The employment outcomes associated with a course
    iii. Automatic acceptance into another course
    iv. Possible migration outcomes, or
    v. Any other claims relating to the registered provider, its course or outcomes associated with the course.
3. The registered provider must not actively recruit a student where this clearly conflicts with its obligations under Standard 7 (**Transfer between registered providers**).

Standard 2 – Student engagement before enrolment

Outcome of Standard 2

Registered providers recruit students in an ethical and responsible manner and provide Information that enables students to make informed decisions about studying with the registered provider in Australia. Registered providers ensure students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Prior to a student's enrolment in a course, the registered provider must provide, in print or through referral to an electronic copy, current and accurate information regarding the following:

a) The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether relevant 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.
g) A description of the ESOS framework made available electronically by Department of Education https://internationaleducation.gov.au/Pages/default.aspx, or search for ESOS Frame work on www.gen.edu.au 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 dependents of intending students, including the possibility of incurring school fee.

The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Standard 3 – Formalization of enrolment

Outcome of Standard 3

Written agreements between registered providers and students set out the services to be provided, fees payable and information in relation to refunds of course money.

The registered provider must enter into a written agreement with the student, signed or otherwise accepted by that student (please note that Gen Institute does not offer enrolment for students under 18 Years of age), concurrently with or prior to accepting course money from the student.

The agreement must:

a. Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment.
b. Provide an itemized list of course money payable by the student.
c. Provide information regarding the circumstances in relation to refund of course money.
d. Set out the circumstances in which personal information about the student may be shared between the registered provider, the Australian Government, designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and
e. Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled in the course.

The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and/or provider default:

a. Amounts that may or may not be repaid to the student (including any course money collected by education agents on behalf of the registered provider).
b. Processes for claiming a refund.
c. A plain English explanation of what happens in the event of a course not being delivered, and
d. A statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.

Standard 4 – Education agents

Outcome of Standard 4

Registered providers take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

The registered provider must enter into a written agreement with each education agent it engages to formally represent it. The agreement must specify the responsibilities of the education agent and the registered provider and the need to comply with the requirements in the National Code. The agreement must also include:

a. Processes for monitoring the activities of the education agent, including where corrective action may be required, and
b. Termination conditions, including providing for termination in the circumstances outlined in Standard 4.4.

The registered provider must ensure that its education agents have access to up-to-date and accurate marketing information as set out in Standard 1 (Marketing information and practices).

The registered provider must not accept students from an education agent or enter into an agreement with an education agent if the provider knows or reasonably suspects the education agent to be:

a. Engaged in, or to have previously been engaged in, dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Transfer between registered providers).
b. Facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her student visa.
c. Using Provider Registration and International Students Management System (PRISMS) to create Confirmations of Enrolment for other than bona fide a student, or
d. Providing immigration advice where not authorized under the *Migration Act 1958* to do so.

Where the registered provider has entered into an agreement with an education agent and subsequently becomes aware of, or reasonably suspects, the engagement by that education agent, or an employee or sub-contractor of that agent, of the conduct set out in Standard 4.3, the registered provider must terminate the agreement with the education agent. This paragraph does not apply where an individual employee or sub-contractor of the education agent was responsible for the conduct set out in Standard 4.3 and the education agent has terminated the relationship with that individual employee or subcontractor.

The registered provider must take immediate corrective and preventative action upon the registered provider becoming aware of an education agent being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training.

Monitoring Agent activities

To ensure that Gen Institute is using reputable agents Gen Institute will initiate a monitoring procedure with all active agents. This monitoring process is outlined as follows.

- All education agents must submit a report of their activities once every three months. This report is to outline the promotional activities that have been undertaken on behalf of Gen Institute and include any students that have been contacted or recruited to enroll with Gen Institute (e-mail communication will suffice).

- **Agent Student Appraisals**: On the day of orientation all the new students are interviewed by the marketing team and an Agent Student Appraisals form is filled to verify whether students were acquainted with the relevant facts to be able to make an informed decision.

- **Annual Agents Performance Appraisals**: All education agents will be required to conduct a face to face meeting or conference over phone with Gen Institute at least once a year. This meeting or the telephonic conversation will cover:
    - Current practices.
    - Ensure latest marketing materials are being used
    - Discuss any issues or concerns.

Minutes of these meetings and an annual Agent Performance Appraisal form will be filled and kept in the agent's file.

- Where any practices of the education agent are identified as being negligent, careless or incompetent or being engaged in false, misleading or unethical advertising and recruitment practices, including practices that could harm the integrity of Australian education and training, Gen Institute shall take immediate action.

- Where the above practice(s) by an agent is identified the Operations Manager is responsible for ensuring that there is a change of the practices causing concern, through counseling the agent or terminating the agreement.

Marketing and Recruitment

Gen Institute is responsible for the accuracy of information provided about the institution and its programs.

The institute is responsible for all actions undertaken by a person or an Organisation representing the institute. The institute must take actions and notify Department of Home Affairs if an agent or a representative is identified as having breached the Act.

As an agent of Gen Institute, specific obligations with regards to marketing and recruitment are clearly outlined in the agent agreement.

1.1 No Commission will be payable by Gen Institute Pty Ltd. to the Agent:

- Where a Student is issued a COE by Gen Institute Pty Ltd. directly;
- In advance of all Course Fees being received by Gen Institute Pty Ltd. (as applicable);
- Where a Student recruited by the Agent withdraws before the Course commences for whatever reason and does not commence the Course, including where a student defers his or her commencement of the Course;
- Where a Student recruited by the Agent is not granted a Student Visa;
- Where the Student is recruited through Gen Institute Pty Ltd.'s own student recruitment activities or channels within Australia or anywhere in the world, including any preparatory or pathway programs;
- Where the Agent has breached or failed to comply with, or Gen Institute Pty Ltd. reasonably suspects that the Agent has breached or failed to comply with, this agreement; or
- Where a change of agent or representative, or a new agent or representative appointment, is requested by the Agent's Student, after a COE has already been issued, In this respect, clause 7.4(c) and (d) still applies to the appointment. Even if Gen Institute Pty Ltd. approves the change or appointment of agent or representative, the new agent or representative is not entitled to claim any Commission for the relevant Student.

7.5A Despite any other provision of this agreement, Gen Institute Pty Ltd. must not pay, give, or cause to be paid or given to the Agent any commission, fee, incentive, rebate, bonus, service charge, gift, discounted or free service, or any other monetary or non-monetary benefit in connection with the recruitment of an overseas student who has already commenced study onshore with another registered provider and is transferring to Gen Institute Pty Ltd., except where such payment is expressly permitted under the ESOS Act, the National Code, or other applicable law.

7.5B Without limitation, no Commission or other benefit is payable where the student:

a. has already commenced study onshore with another provider and is transferring to Gen Institute Pty Ltd.; or

b. has previously commenced study onshore with another provider, even if that earlier enrolment has since been cancelled, withdrawn, discontinued, or the student is between courses in a package; or

c. is seeking concurrent or secondary enrolment with Gen Institute Pty Ltd. while already undertaking studies with another provider, where payment of Commission would be prohibited under the ESOS framework.

7.5C For the avoidance of doubt, Commission may only be paid where payment is lawful and permitted under the ESOS framework, including where:

a. the student was accepted for enrolment by Gen Institute Pty Ltd. on or before 31 March 2026; or

b. the student is enrolling in a course that will commence only after completion of the student's principal course; or

c. the student is progressing through a packaged course for which the student visa was granted and Gen Institute Pty Ltd. is the provider listed on the relevant Confirmation of Enrolment for that course.

7.5D The Agent must promptly provide all information and supporting documents reasonably requested by Gen Institute Pty Ltd. to enable it to determine whether payment of Commission is lawful, including but not limited to evidence of the student's current and previous enrolment status, principal course, release status, Confirmation(s) of Enrolment, acceptance date, and proposed commencement date.

7.5E If any Commission or other benefit is paid in error, or in circumstances later found to be prohibited under the ESOS Act, the National Code, or other applicable law, the Agent must immediately repay that amount or return that benefit to Gen Institute Pty Ltd. upon written demand.

7.5F Gen Institute Pty Ltd. may withhold, refuse, adjust, recover or set off any Commission payment where it reasonably believes that payment may contravene the ESOS Act, the National Code, or other applicable law.

1.2 No additional Commission will be paid by Gen Institute Pty Ltd. to the Agent for a Student whose Course is extended or that same Course taken again, due to the unsatisfactory academic progress or attendance of that Student.

1.3 If, during a period of study at Gen Institute Pty Ltd. a Student recruited by a Representative whom Gen Institute Pty Ltd. has paid that Agent a Commission, undertakes an additional or new Course not specified in the Student's initial application for admission, and that Student elects to stay with the same Representative, then:

- commission will be paid by Gen Institute Pty Ltd. to the Agent upon submission of an application by the Agent, acceptance of that Student's enrolment by Gen Institute Pty Ltd. and commencement of that Course provided that payment is lawful under clause 7 and the ESOS framework;
- Clauses 7.1, 7.3, 7.4, 7.5 including 7.5A to 7.5F and 7.6 apply;
- The calculation of Commission will be adjusted to reflect the relevant rate in respect of the additional or new Course (if there is a different rate); and
- Gen Institute Pty Ltd. will deduct from Commissions payable to the Agent under this clause 7.7 the amount of any Commission that has been paid to the Agent in respect of the original Course which that Student has discontinued or not completed.

1.4 If an alumnus of Gen Institute Pty Ltd. makes an application to return to study after a period of time via the Agent, the application will be regarded as being made by a new Student for the purpose of paying a Commission or fee to the Agent and the other provisions of this clause 7 apply including clauses 7.5A to 7.5F.

1.5 a. An Agent Commission is not paid where the student applies to enroll directly to Gen Institute. An Agent is regarded as having recruited a student under this Agreement, if the Agent submits the student's application for enrolment and that application also bears the Agent's name.

b) Commission is based on the tuition fee (does not include resource material, enrolment Fees or other fees such as OSHC etc) of the course the students initially enrolled in (including the Mixed Program where appropriate) and shall be payable after the student commences the study.

c) Commissions will be payable net of any discounts and or scholarships granted to a student before or after the course commencement at the sole discretion of Gen Institute

d) Commission for students will be paid only to the agent named within this agreement. No commission, fees, or requests for payments of any kind will be paid to other claimants.

e) In case of a dispute between Agents for any student's enrolment, students written nomination of his/her agent will be final and binding.

1.6 The Agent agrees that Gen Institute will calculate the Commissions payable to the Agent under this clause 7 as soon as practicable after clause 7.1 has been satisfied.

Commission Fee

You will not, as Representative, at any time on and from 1 April 2026, charge the Institute any amount or receive any commission, fee, incentive, rebate, bonus, service charge, gift, discounted or free service, or any other monetary or non-monetary benefit in relation to a student already undertaking a course of study in Australia who transfers to the Institute before completing their course, including where a student has commenced studies and their enrolment is cancelled, they withdraw from their course, or they are in between courses in a package, except where payment is expressly permitted under the ESOS Act, the National Code or other applicable law.

On and from 1 April 2026, the Institute will not pay the Agent any amount in relation to a student already undertaking a course of study in Australia who transfers to the Institute before completing their course, including where a student has commenced studies and their enrolment is cancelled, they withdraw from their course, or they are in between courses in a package, except where payment is expressly permitted under the ESOS Act, the National Code or other applicable law.

For the avoidance of doubt, payment may still be permitted where:

The student was accepted for enrolment by the Institute on or before 31 March 2026; or

The student's new course will commence only after completion of the student's principal course; or

The student is progressing through a packaged course for which the student visa was granted and the Institute is the provider listed on the relevant Confirmation of Enrolment for that course.

Education Agent Conflict of Interest Declaration

I/We declare that:

- We have disclosed to Gen Institute Pty Ltd. all actual, potential or perceived conflicts of interest relevant to my/our duties as an education agent of Gen Institute Pty Ltd
- I/We will take all reasonable steps to avoid conflicts of interest in carrying out services for Gen
- Institute Pty Ltd.;
- I/We will notify Gen Institute Pty Ltd. in writing immediately if any actual, potential or
- perceived conflict of interest arises or changes;
- I/We understand that failure to disclose a conflict of interest, or failure to comply with the
- ESOS Act, the National Code, or the agreement, may result in corrective action, suspension or
- termination of the agreement.
- the information provided in this declaration is true and correct;

Please tick one:

☐ No — I/We declare that, to the best of my/our knowledge, there are no actual, potential or perceived conflicts of interest relevant to my/our duties as an education agent of Gen Institute Pty Ltd.

☐ Yes — I/We declare that there is or may be an actual, potential or perceived conflict of interest relevant to my/our duties as an education agent of Gen Institute Pty Ltd. Details are provided below.

If Yes, Agent has to provide details of the conflict of interest:

 Nature of conflict:

 Person(s) / organisation(s) involved:

 Date conflict arose or was identified:

 How the conflict may affect recruitment, advice, referral, enrolment or student decision-making:

 Steps already taken or proposed to avoid or manage the conflict:

Visiting Gen Institute

To maximize the benefits of your visit to Gen Institute, you should:

- Contact the admin manager with an outline of your proposed visit. Be sure to include proposed dates of the visit as well as purpose of the visit.
- A confirmation/follow-up email or a telephone call will be made by the admin manager to confirm dates and times as well as any other special requests you have.

What the Admin manager can provide you:

- A meeting with Gen Institute's team to discuss marketing and processing of applications.
- A meeting with your students who are currently studying at Gen Institute.
- A campus tour.
- Meetings with academic staff in your areas of interest.

- Any other meetings as previously arranged.

Use of Gen Institute's Logo

Only Gen Institute's registered agents can use Gen Institute's Logo.

Ordering Gen Institute's Publications

If you wish to order our current brochures, posters or any kind of marketing material, please contact the admin manager on admissions@gen.edu.au.

Our Courses

Please visit our website www.gen.edu.au for Course Details including Unit Details, Description, Fees and Duration.

*Tuition Fee is indicative and it may change during the course of student's study. It does not include materials fee and administrative fee.

Refunds

Scope

This policy applies to all Gen Institute staff involved in processing refund applications, arranging refund payments, collecting outstanding tuition fees, and responding to student enquiries related to refunds and tuition fees payable.

Purpose

This policy ensures that Gen Institute provides students with clear, accurate, and accessible information about fees, refunds, and related obligations. It establishes a fair and transparent process for managing refunds in compliance with Part 2, Division 1 - Standard 2.1 of the NVR Revised Standards for RTOs 2025 and the relevant requirements of Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (ESOS). The policy supports an inclusive learning environment by maintaining open communication and upholding students' rights throughout their enrolment.

Refund Policy

Policy

This policy outlines Gen Institute's process for managing student refunds in compliance with:

Standard 2.1 of the NVR Revised Standards for RTOs, which requires RTOs to provide clear and accurate

information to students concerning fees, refunds, and related obligations, and to ensure that students have easy

access to this information before and during their enrolment.

Relevant requirements of Standard 2.1 of the National Vocational Education and Training Regulator NVR Revised

Standards for RTOs 2025 the following information is easily accessible by VET students: all fees, costs and charges

associated with the provision of the training product which VET students may incur, including payment terms and

conditions, any applicable refund policies and the availability of any relevant government training entitlements and

subsidies; and

- any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;
- the organisation provides all VET students with documentation prior to their enrolment or before any fees are required to be paid which sets out:
- the training which the organisation or third parties will provide the VET student;
- all fees, costs and charges which the VET student will be required to pay; and
- any obligations or liabilities which may be imposed by the organisation or third parties on the VET student;

and

- that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.
- **Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (ESOS),** which requires Gen Institute to formalise enrolment through a written agreement with each overseas student. The written agreement must be signed or otherwise accepted by the student (or, if under 18, their parent or legal guardian) prior to accepting payment of tuition or non-tuition fees.

Relevant requirements of Standard 3 (ESOS) for refunds and written agreements include:

- The written agreement must:
    - List all tuition and non-tuition fees payable by the student, the periods to which those fees relate, and payment options (Standard 3.3.4).
    - Include details of any non-tuition fees the student may incur (Standard 3.3.5).

- Set out the circumstances in which personal information about the student may be disclosed in accordance with the Privacy Act 1988 (Standard 3.3.6).
- Outline the provider's internal and external complaints and appeals processes (Standard 3.3.7).
- State that the student is responsible for keeping a copy of the written agreement and receipts of payments (Standard 3.3.8).

Definitions

CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
ESOS Act:	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
ESOS Regulations:	Education Services for Overseas Students Regulations (made under the ESOS Act 2000).
National Code:	National Code of Practice for Education and Training to Overseas Students.
Prospective Student:	A person who intends to become, or who has taken any steps towards becoming, an overseas student, as defined by the ESOS Act.
Agent:	A person or organisation authorised by Gen Institute to promote its courses and services to students or intending students in nominated regions.
Overseas Student:	A person who holds a student visa and is enrolled, or intends to become enrolled, in a course with a registered provider in Australia, as defined by the ESOS Act.

Procedure

This procedure outlines the steps Gen Institute will take to process student refunds in accordance with the organisation's Refund Policy, Standard 2.1 of the Standards for RTOs 2025, and Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Overseas (International) Student Refund Procedure

1. Communication of Fees and Refund Information

Prior to Enrolment:

- All students are provided with clear, accurate, and current information about fees, charges, payment terms, and refund policies.
- This information is made available through:
    - Course promotional materials;
    - The Gen Institute website;
    - The Student Handbook;
    - The 3.5 – Offer Letter and Acceptance Agreement.
- **Written Agreement:**
- Each student receives a written agreement before any payment is accepted.
- The agreement includes:
    - All tuition and non-tuition fees;
    - Payment terms and options;
    - The refund policy and process;
    - Information about the Tuition Protection Service (TPS);
    - Details of the complaints and appeals process.

2. Refund Request Conditions

All refund requests are subject to the following conditions:

- **Receipt of Funds -** Gen Institute must have received the student's payment in full before a refund request will be considered. This includes confirmation that all cheques have cleared and telegraphic transfers have been received.
- **Outstanding Fees -** Any outstanding fees owed to Gen Institute must be paid in full prior to the refund being processed. If not, the amount owed will be deducted from the total refundable amount.
- **Visa Refusal Documentation -** Refund requests due to visa refusal must be accompanied by official documentation from the Department of Home Affairs confirming the refusal.

3. Refund Application and Calculation

A. **Submitting a Refund Application**

- All refund requests must be submitted in writing using the official Refund Application Form (Form 3.2 – Refund Request Form), available from the Student Support Officer at Reception or online at www.gen.edu.au.
- The completed form is lodged with the Student Support Officer, who forwards it to the Administration Manager for processing.

B. **Calculation of Refund Period**

- **Counting of Days**

- The counting of days for refund eligibility begins the day after Gen Institute receives the completed Refund Application Form.
- The final day of calculation is one day before the course commencement date.
- **Example:** If the application is received on the 1st of the month and the course starts on the 3rd, the refund period will be counted from the 2nd to the 2nd (1 day).

- **Visa Refusal Refunds**
  - Apply only to students applying from offshore (outside Australia).
  - Visa extensions or visa type changes are not eligible under visa refusal refund provisions.
  - Valid proof of visa refusal from the Department of Home Affairs must be attached to the refund application.

C. **Method of Refund Payment**

- Refunds will be paid in Australian Dollars (AUD) to the student or the nominated person listed on the Refund Application Form.
- Payment will be made via bank draft, electronic transfer, or another approved payment method.
- For international transfers, refunds will be made in AUD, with the amount received based on the exchange rate on the date of transfer.
- Bank charges and postage costs may apply.

D. **ESOS Compliance and Documentation**

- All refunds will be processed in accordance with the Education Services for Overseas Students (ESOS) Act and the refund agreement signed by the student.
- Records will be retained in the student's individual file, the Student Management System, and in MYOB.
- A written Refund Calculation Statement (Form 3.4) and a copy of the Letter of Offer and Acceptance Agreement (Form 3.5) will accompany each refund.

E. **Approval Process**

- The Administration Manager will calculate the applicable refund and forward the documentation to the Operations Manager or CEO for final approval.
- The decision must be made within 28 calendar days from the date the refund application is received.
- Payment to eligible students will be processed within 20 working days of approval.

F. **Recordkeeping**

- Full details of all refunds processed will be maintained in the student's individual file.

G. **Complaints and Appeals**

- The availability of Gen Institute's Complaints and Appeals Process does not limit the student's right to take further action under Australian consumer protection laws.

4. Refund Scenarios

- **Visa Refusal (Offshore Applicants)**
    - If a student's visa application or visa renewal is refused before the course commencement date, the student is entitled to a full refund of course fees, less the non-refundable enrolment fee.
- **Visa Refusal (Onshore Applicants)**
    - If a student's visa is refused after the course has commenced, or if a visa extension is refused, the refund will be assessed based on the following cases:
        - The student currently holds a Student Visa issued by the Australian Government.
        - The student is seeking to convert from another visa type to a Student Visa and holds study rights under their current visa conditions.
    - Refunds will be processed in accordance with the method outlined in the Refund Calculation Table.
- **Special Circumstances**
- In cases where a student withdraws from their course and returns to their home country due to exceptional and compassionate circumstances, such as the death or serious illness of an immediate family member, Gen Institute will refund 100% of any unspent tuition fees, less the non-refundable enrolment fee.
- **Refunds Due to Non-Delivery of Course (ESOS Standard 3.2)**
- Students are entitled to a full refund of tuition and application fees if:
    - Gen Institute cancels the course before it commences.
    - The course does not commence on the agreed start date as stated in the Letter of Offer and Acceptance Agreement.
- In such cases, refunds will be processed and paid in full within 14 calendar days of the default event.
- **Partial Refund – Course Ceased After Commencement**
- Students are entitled to a refund of any unused portion of tuition fees if:
- The course ceases to be provided after it has commenced, but before completion.
- Gen Institute is unable to fully deliver the course due to a sanction or directive imposed by a government regulator.
- **Alternative Course Arrangement**

- Instead of issuing a refund, Gen Institute may offer the student placement in an alternative course at no additional cost. If the student accepts this alternative arrangement, Gen Institute is no longer obligated to refund the tuition fees paid for the original course.

4. Refund Calculation Table

Scenario	**Refund Calculation**
Enrolment Fee	Non-refundable
Tuition Fees	
Visa refused prior to course start date (Offshore students)	100% refund of tuition fees
Visa refused after course start date / Visa extension refused (Onshore students)	Tuition fee received less: - Enrolment fee - Other non-tuition fees - Tuition fee up to visa refusal date (calculated on a "monthly" basis)*
Withdrawal in writing, received 10 weeks or more before course commencement	100% refund of tuition fees
Withdrawal in writing, received 28 days or more before initial course commencement	70% refund of tuition fees
Withdrawal in writing, received less than 28 days before course commencement	No refund of current course tuition fees
Student fails to commence after the course start date	No refund
Student abandons course without notice	No refund; outstanding fees for the course to be invoiced to the student No refund for durations/units missed due to abandoning the qualification
Refund requested after COE is deferred/changed	Refund calculated based on initial commencement date or first COE dates, not the deferred/changed dates

* **Monthly Calculation Note:**

The unused portion of tuition fees is calculated based on the length of time the student has been enrolled in the course, with the remaining amount representing the tuition for the period in which the student did not participate in any training or assessment.

Additional Notes

- **Total Course Fee Components:**
    - **Tuition fees** received by Gen Institute for the student's enrolment.
    - **Non-tuition fees** (such as material fees), if applicable, received by Gen Institute in relation to the student.
- **Special Circumstances:**
    - Exceptional cases (e.g., compassionate or compelling circumstances) may be considered for a full or partial refund of unspent tuition fees, less the enrolment fee, as per Gen Institute's policy.

5. Non-Refundable Circumstances

Refunds will **not** be granted in the following situations:

(a) **Student-Initiated Non-Compliance**

- The student withdraws from the course without notifying Gen Institute.
- The student abandons the course without providing any notice.
- Tuition fees that are due but remain unpaid at the time of student default will not be refunded.
- Any initial deposit paid by the student is non-refundable once the student's visa has been granted.

(b) **Visa and Regulatory Issues**

- The student breaches their visa conditions, resulting in cancellation of their student visa by the Department of Home Affairs.
- The student's visa extension application is refused after the commencement of studies due to failure to meet visa requirements.
- The visa application is refused by the Department of Home Affairs due to the submission of misleading information or fraudulent documentation.

6. Provider Default and Course Non-Delivery

- **If the course:**
    - Does not commence on the agreed start date and the student does not accept a new start date, the student will be entitled to a full refund of all course fees.
    - Ceases to be provided at any point after commencement but before completion, the student will be entitled to a full refund of unused course fees.
- Refunds will be processed and paid in full within 14 calendar days of the default event.

- Instead of issuing a refund, Gen Institute may offer the student placement in an alternative course at no additional cost. If the student accepts this alternative arrangement, Gen Institute is no longer obligated to refund the tuition fees paid for the original course.

7. Advance Fee Collection Limit

- Gen Institute will not collect more than $1,500 in advance for tuition fees unless:
    - It is necessary for visa application purposes, and
    - The student elects to pay more, in which case Gen Institute is covered by the Tuition Protection Service (TPS).

8. Change in Visa Status

- If a student's visa status changes (e.g., from international student to permanent or temporary resident), they will continue to be charged full overseas student fees for the remainder of their current enrolment unless they choose to withdraw.

9. Tuition Protection Service (TPS)

- The Tuition Protection Service (TPS) is an initiative of the Australian Government designed to protect overseas students in the event that their education provider is unable to fully deliver the course for which they have paid.
- The TPS ensures that affected students are able to:
    - Continue their studies in a comparable course at Gen or with another registered provider, or
    - Receive a refund of any unspent tuition fees for which the provider has not delivered services.
- If Gen Institute is unable to deliver a course and does not meet its default obligations—either by arranging an acceptable alternative course or refunding the unspent tuition fees—the TPS will intervene to ensure students:
    - Are offered enrolment in a suitable alternative course, or
    - Receive a refund of their unspent prepaid tuition fees if no suitable alternative is available.
- Key Features of the TPS Framework:
    - Establishment of a single national TPS system, replacing former tuition assurance arrangements.
    - A limit of up to 50% of total tuition fees may be collected before course commencement, unless the course duration is 24 weeks or less.
    - Providers must hold initial prepaid tuition fees in a designated account until the student commences study.
    - Refunds to students will be based on unexpended tuition fees, rather than total course costs.
    - For more information, visit the official TPS website: https://tps.gov.au/Home

Refund Procedure for Domestic Students

A. Refund Application Submission

- All refund requests must be submitted in writing using the official Refund Application Form (Form 3.2), available from the Student Support Officer at Reception or online at www.gen.edu.au.

B. Calculation of Days for Refund Eligibility

- The refund period is calculated from the day after Gen Institute receives the completed Refund Application Form.
- The last day counted is one day prior to the course commencement date.
- Example: If the form is received on the 1st of the month, and the course begins on the 3rd, the refund period will be counted from the 2nd to the 2nd (1 day).

C. Refund Calculation Table

Scenario	Refund Calculation
Enrolment Fee	Non-refundable
Withdrawal before commencement date	100% refund of tuition fees
Withdrawal on or after commencement date	No refund
Course withdrawn by Gen Education	100% refund of tuition fees
Gen Institute is unable to provide course	100% refund of tuition fees

Procedure

- Refund applications must be processed by the Administration Manager within 28 calendar days from the date the application is lodged.
- If the student is deemed eligible for a refund, the payment will be issued within 20 working days of the refund being approved.
- Refund amounts will be calculated in accordance with the Refund Calculation Table above.
- Any outstanding debts to Gen Institute will be deducted from the refundable amount.
- Refunds will be paid in Australian dollars, typically via electronic funds transfer, to the person or entity who made the original payment.

- A written explanation of the refund calculation and a copy of the signed Refund Agreement will accompany each refund.
- All refund details and associated documents will be recorded and maintained in the student's individual file, Student Management System, and MYOB.
- The Administration Manager is responsible for calculating the refund amount, and the Operations Manager or CEO for final approval.
- The availability of Gen Institute's Complaints and Appeals Process does not affect the student's right to pursue action under Australian consumer protection laws.

Provider Default Scenario (Domestic Students)

- If the course:
    - Does not commence on the agreed start date and the student does not accept a new start date, the student is entitled to a full refund of all course fees.
    - Ceases to be provided at any point after commencement but before completion, the student is entitled to a full refund of unused course fees.

Roles and Responsibilities

Role	Responsibility
Student Support Officer	Receives and processes refund application forms; ensures required documentation is provided
Administration Manager	Calculates refund amount; prepares Refund Calculation Statement; forwards documentation for approval
Operations Manager/CEO	Reviews and approves refund applications
Accounts Department	Processes approved refund payments within required timeframes

Forms

Form Name	Purpose
Refund Application	Official form for submitting refund requests

Form (Form 3.2)	
Refund Calculation Statement (Form 3.4)	Explains how the refund amount was determined
Letter of Offer and Acceptance Agreement (Form 3.5)	Must be attached to each refund application; outlines fees, terms, and refund policy

Review and Compliance

The refund process is reviewed every two years to ensure it continues to meet all regulatory standards.

All refund requests, decisions, calculations, and supporting documents are kept in the student's individual file, as

well as in the Student Management System and MYOB. For international students, records are kept for at least two

years after the student stops being enrolled, as required by ESOS.

Enrolment Process

Your Application

- Read through the Gen Institute Course Guide and pre-enrolment information at www.gen.edu.au.
- Choose your course.
- Download the Gen Institute Application Form from http://gen.edu.au/policies-and-publications/. Complete, sign and date the conditions of enrolment.
- Attach certified copies of supporting documents required in English.
- Forward all documents to Gen Institute directly to admissions@gen.edu.au or to your local education agent.

1

Application Assessment

Upon receiving your application, Gen Institute will assess the application according to the admissions policies. Student may be required to attend the Genuine Temporary Entrants (GTE) interview at this stage.

2

LLN Test

Language Literacy and Numeracy Test.
All prospective students are required to complete a LLN test.
Students from level 1 and 2 countries who are not able to provide evidence of English language eligibility will be required to complete the LLN test before the offer letter is issued. Decision on application is made only after considering the students satisfactory performance in the LLN test. Students performance here also helps us determine the level of support required if any by the student while pursuing the qualification.
* Please visit department of home affairs website - document check list. Level of country is determined based on the Documentary Evidence checklist.
https://immi.homeaffairs.gov.au/visas/web-evidentiary-tool

Students who are able to provide evidence of English language eligibility will also be required to complete the LLN test to help determine if the student requires any kind of special support while studying the particular course. In this case the student can however complete the LLN test even after the admission process is complete, however this needs to be completed before the course start date.
* For international students LLN test will be administered by the respective educational agents

3

Offer Letter

You will be provided with a written Offer Letter and Student Acceptance Agreement if your application is successful. This will generally take 1 to 3 working days for Gen Institute programs; pathway applications may take approximately 2 to 4 weeks.

4

Accepting Offer

- To accept the offer, sign the Student Acceptance Agreement.
- Complete the Homestay and Airport Reception Application form (if required)
- Send the above documents to Gen Institute or your local education Agent.

5

Making Payment

Make payment amount according to student acceptance agreement.
Please include your student ID, full name and date of birth as a reference for payment.
Fee Payment Methods:

Online Payments* | Telegraphic transfer | Direct deposit | Visit our accounts office | Pay by mail

Banking Details

Account Name:	**Gen Institute Pty Ltd.**	**Located at 420 B Collins St, Melbourne and 238 Union Rd, Ascot Vale**
Bank:	ANZ Bank	
BSB No.:	013-412	
Account No.:	468741779	
Bank address:	ANZ Banking Group Ltd, 287 Bridge Rd, Richmond, VIC 3121	
Swift Code:	ANZBAU3M	

*Mastercard and Visa are accepted. Visit http://gen.edu.au/fee-payment-options/
It is important to provide the deposit evidence and student enrolment details to the Gen Institute Accounts Office for identification purposes.

6

Electronic Confirmation of Enrolment

Electronic Confirmation of Enrolment (eCoE) will be issued upon receipt of complete Student Acceptance Agreement and relevant tuition fee payment.

7

Visa Application

- Include the eCoE(s) with your visa application.
- Please consult your local education agent about visa applicaiton matters or visit https://www.homeaffairs.gov.au/ for more details on visa application to Australia.

8

Homestay & Airport Pickup

Gen Institute finalises Homestay and Airport Pickup Process (if applicable)

9

Arriving in Melbourne

- Contact Gen Institute as soon as you arrive in Australia.
- Attend orientation (Bring your eCoE, Offer Letter or evidence of payment, passport and copy of visa to the orientation). Email will be sent out with the orientation date.

10

Student Support Services

Being an international student is exciting, but it can also be challenging. We have a designated Student Support Officers who can be approached to gain advice on academic and personal issues. The Student Support Officer offers professional and confidential advice in areas where they can help. They can also provide links to external sources of support where Gen Institute is not qualified.

The types of common issues that the Student Support Officer is able to provide support are:

- Academic issues -Students are able to gain advice and support in ensuring they maintain appropriate academic levels. All students' progress is monitored and guidance and support provided where non satisfactory results are identified.
- Personal / Social Issues-Students have complete access to the Support officer during normal College hours
- Accommodation-Gen Institute is able to refer students to appropriate accommodation services and is always available to discuss any issues or concerns a student may have with their accommodation arrangements.
- Medical Issues-Student Administration will always have an up-to-date list of medical professionals within access from the college location and any student with medical concerns should inform the student support officer who will assist them in finding a doctor.
- Social Programs-The student support officer will occasionally organize social events that allow all students enrolled with Gen Institute to mingle and socialize. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Planning the student arrival in Melbourne

A representative of Gen Institute will undertake airport pickup if requested. The service will incorporate pick up from airport to pre-arranged place of accommodation. The cost of this service is an additional AUS$95*

Student needs to advise Gen Institute in writing (email)* three (3) days prior to their arrival in Australia if this service is required.

*Per student

* A confirmation email will be sent after receiving request

Orientation

Gen Institute organizes the enrolment and orientation program for students. Orientation will be on first day of the start of the course.

Visa Requirements

Students should be aware of the requirements of their student visa by visiting the Department of Home Affairs website (https://www.homeaffairs.gov.au/).

Work Rights

The Australian Government allows international students to work for up to 40 hours per fortnight during the semester and full-time during semester breaks. Spouses of students are permitted to work 20 hours per week also.

Fee Refunds

It is the agent's responsibility to ensure that applicants read and understand the refunds of the fees policy before signing Acceptance Agreement of Gen Institute, a legally binding document.

Payments

Commissions are payable if a student is recruited by the agent, is enrolled in a course; and has paid the respective course fee to Gen Institute. An agent will not be regarded as having recruited a student unless:

i. The agent submits the student's application for enrolment and that application also bears the agent's name; and
ii. The agent submits an acceptance by the student of any letter of offer from Gen Institute of a place in a Course.

No commission will be payable to the agent where the student is recruited through the Gen Institute's own programs for recruitment of students. Commissions claimed by an agent must be sent directly to admissions, at admissions@gen.edu.au.

If a student recruited by the agent at any time undertakes any course or courses offered by the institute other than those specifically identified in the application for enrolment and for which the student was first recruited by the agent, no fee or other amount will be payable by Gen Institute to the agent.

Monitoring Course Progress Policy & Procedure

Purpose

The purpose of this policy is to ensure that Gen Institute has a structured process in place to track the performance of each Overseas student throughout their course. This procedure describes how Gen Institute will:

- Systematically monitor, record and assess the course progression of each student for each unit of the course they are enrolled in;
- Be proactive in notifying, supporting and counselling students who are at risk of failing to meet course progression requirements.

For students, this procedure also describes the circumstances in which Gen Institute will report students who do not meet course progress requirements via PRISMS.

This procedure ensures Gen's compliance with Standard 8 of the National Code and monitors the progress of each Overseas student to meet the VET Quality Framework requirements of ensuring that the learner inculcates sufficient skills and knowledge to meet the relevant training package requirements

Scope

This policy applies to all staff & third parties of Gen Institute who is responsible for recording, monitoring and reporting the academic progress of Overseas students. The administration manager is responsible for implementing this procedure and for ensuring that staff and students are aware of its implications and implement its requirements.

Policy

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

This policy/procedure supports 'Standard 8 – Overseas Students Visa Requirements of the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018'

Definitions

At Risk:	An 'At Risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements. For instance when a student fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 25% or more units in a term
Course:	Program of study for the attainment of a testamur or certificate.
Course Progression Progress:	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
Compassionate or compelling	Compassionate or compelling circumstances are Generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include: • 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 their emergency travel and this has impacted their studies • a traumatic experience which could include but is not limited to: o involvement in or witnessing of an accident or o a crime committed against the student or o the student has been a witness to a crime and this has impacted the student (these cases should be supported by police or psychologists' reports)
Date of Result	The date when the final result for a unit of competency is recorded
Expected duration	For the purposes of Standard 8, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration of the course mentioned on CRICOS register. The course duration includes approved holiday periods.

DHA	Department of Home Affairs
Intervention Management Tool:	A method, tool or process that allows the following processes: • Recording of submission of assessment tasks and the grade awarded, • Identifies if the student is above or below the designated 'At Risk' level, • Recording of communication with student.
Intervention Strategy:	Any documented action targeted at addressing the needs of an 'at risk' student.
Satisfactory Progress:	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given Term
Unsatisfactory Progress:	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that Term.
Term/ Study Period:	Please see attached Annexure 2 for Term schedule
Student	An Overseas student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

Satisfactory course progress

Successfully completing or demonstrating competency in more than 50% of the course requirements in a given term is considered to be satisfactory course progress. The duration of each course term varies based on the length of the course. For specific details, please refer to Annexure 2 at the end of this policy. For example, courses with shorter durations will have correspondingly shorter terms, allowing for systematic monitoring of course progress at regular intervals.

Gen Institute will, however, monitor the workload of students to ensure they complete the course within the duration specified in their CoE.

Course Progression Monitoring

Gen Institute monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in accordance to the Department of Education and Training- Department of Home Affairs course progress policy. Gen Institute assesses each student's progress during and at the end of each term.

Gen Institute expects the students to actively participate in class activities by attending classes regularly, undertaking all assessments and demonstrating a high level of practical skills where required. Prior to the commencement of a course and during Orientation, Gen Institute provides each student with a Training Plan incorporating the units for each term and information on core units, which are to be completed compulsorily to achieve the qualification. Instructions are provided to the students explaining the importance of adhering to the training plan and the consequences of falling behind in course progress. At the orientation stage the student is also provided with information on the support services available to achieve satisfactory course progress.

Each student at Gen Institute is allocated a Student Support Officer (SSO) who will be responsible for monitoring the course progress and wellbeing of the student throughout the enrolment. Gen Institute also provides appropriate levels of support for all students to enable them to achieve their full potential through regular feedback from trainers and assistance from the SSO. This support includes both personal and academic assistance. Students are responsible for staying informed about the support options available to them and should utilize these resources as needed.

Gen Institute will assess each student's progress during and at the end of each term. Course progress monitoring is done on a monthly basis. Students whose commencement does not align with the start dates will have their progress assessed for the remaining duration of the term , for example: student begins in week 5 of a 10-week term shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory term.

Course requirements have been defined for each term so that Gen Institute can identify the students who are at risk of not meeting satisfactory course progress requirements. If a student is identified as at risk of not making satisfactory academic progress, the intervention strategy as outlined below will be implemented.

At a minimum, the intervention strategy shall be activated where the student has failed or is deemed not yet competent in more than 50% of the units attempted in any term. Gen Institute has listed the circumstances where the early interventions will be triggered.

Where Gen Institute has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive term, Gen Institute shall notify the student in writing of its intention to report the student for not achieving satisfactory course progress.

The written notice will inform the student that he or she is able to access Gen's Complaints and Appeals process and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

- Gen's failure to record or calculate a student's result accurately,
- Compassionate or compelling circumstances, or
- Gen Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Note: If the student accesses Gen's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process. Possible scenarios of outcomes are:

i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Gen Institute does not report the student, and if required provides intervention to the student to help them complete the qualification in time.

ii. 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 is provided to the student through Gen Institute's intervention strategy and the Institute does not report the student.

Gen Institute notifies the Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress where:

i. The student has chosen not to access the complaints and appeals processes within the 20 working day period,

ii. The student withdraws from the appeals process, or

iii. The process is completed and results in a decision supporting Gen Institute (i.e. the student's appeal was unsuccessful).

iv. Though, Gen Institute subscribes to the Department of Home Affairs approved Standard 8 of the National Code 2018, 'Monitor Course progress', it is strongly recommended that students maintain attendance of all scheduled classes, as all vocational courses are competency based and are evaluated on formative assessments such as class activities, observation, practice, demonstration, oral or written

Questioning to build and check the skills required, underpinning knowledge and attitude. Summative/final assessments are conducted, to deem them "Competent" or "Not Yet Competent" in each "Unit of Competency" as per Unit of Competency requirements

Steps followed to monitor and ensure satisfactory course progress

Gen Institute has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and it specifies:

i. Procedures for contacting and counselling students;
ii. Strategies to assist identified students to achieve satisfactory course progress; and
iii. The process by which the intervention strategy is activated.

Procedure to contact

Communication to the students identified as not making satisfactory course progress would be by the following means:

- The respective SSO (Student Support Officer) informs the student about the early intervention strategy devised, by phone or e- mails sent by Gen Institute

- Throughout the intervention the student is constantly informed of the consequences arising from not being able to achieve satisfactory course progress by the SSO

- When a decision has been taken to report a student, the institute informs the student in writing of the intention to report to Department Of Home Affairs and also advises them of their right to appeal this intention and explains the procedure for appeal.

Recording Student Academic performance

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet or Course Progress' This spreadsheet will calculate the course progress % for the term based on the total number of units that are required to be assessed and the outcome of the assessed units.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in based on the outcome of the unit. The assessment shall be conducted by

qualified trainers / assessors using the RTO's assessment tools/methods and recording processes as required. Academic results are recorded on the My gen portal once the trainer has finished assessing the unit

It is the responsibility of the admin manager along with MIS team to ensure the course progress report is published on monthly basis

Term 1				
Student Name	**Student No.**	Number of Units Assessed ***'Competent'***	Number of Units Assessed ***'Not Yet Competent'***	Course Progress (%)
SMITH KNIGHT	GENXXXXX	4	2	66.67%

The trainer along with the SSO is also responsible for identifying any students at risk of not achieving satisfactory course progress. Trainers will monitor the class participation of the student and academic progress of each student.

Recording student attendance

Gen Institute understands that satisfactory course progress cannot be achieved when a student does not attend and participate in classes adequately.

The trainer takes attendance in a class and marks on the attendance sheet and in the process is vigilant of students who have low attendance or those who have not attended classes for three consecutive days. When an observation has been made that the student is absent for three consecutive days, the trainer leaves a note for the SSO to contact the student. Once the student is contacted by the SSO early intervention has commenced. At this stage 8.1 warning letter is triggered via My GEN portal

Additionally, consolidated weekly attendance reports will be shared with SSO and trainers every week. Students who missed 3 classes consecutively in the previous week will be identified by the Admin Manager as potentially at risk of not meeting satisfactory course progress. SSO calls these students and tries to uncover and understand the reasons for the students' absence and will provide any required help or support to ensure the student stays on track going forward.

Student falling below 75% attendance

The attendance records are monitored by the SSOs for the students they are responsible for. Monitoring of attendance is done on a monthly basis. When it is identified that student is below 75% attendance for the previous month the SSO sends the warning letter 8.1 for lack of Course progress, attendance and informs the student that they could fall behind in their course progress. The student is also called by the SSO and is asked to come in for a meeting to discuss any issues that the student may be facing and provide support where required.

For examples of scenarios and different strategies to support students (help options) please read Annexure 1

When is early intervention strategy initiated

Gen Institute monitors the student's course progress from the initial stages of the enrolment. Gen Institute understands that each student is different and the support needed for each student to complete their

course successfully also varies. Although course progress is monitored in accordance to the Department of

Education and Training- Department of Home Affairs course progress policy, Gen Institute also monitors

attendance of the students. It is evident that the course progress of the student cannot be satisfactory when the

student does not attend classes and so student attendance is a strong indicator of how the student is

progressing in the course they have enrolled in.

Early interventions are done in the following scenarios:

a) **Attendance** - Student who misses class for three consecutive days will be identified and will be called by the SSO and an early intervention for the student will be triggered

b) **Participation in class** - Gen Institute believes that student participation in various activities conducted in the class is essential and is also a good indicator of how the student is progressing in the course they are enrolled in. When a trainer identifies that although a student is attending classes but is not participating in the activities or is having difficulties in understanding what is taught in the class, the trainer intimates it to the corresponding SSO and intervention is triggered for the student.

c) **Not Competent Result-** Gen Institute monitors the course progress on a unit level. If a student fails in one of the assessment of a unit, the trainer and assessor will provide feedback to the student in relation to the assessment. If the trainer/assessor finds out that the result of the assessment is due to a reason that needs intervention, the matter will be reported to the SSO and early intervention will commence. At an instance when the student fails in the final outcome of the entire unit an early intervention is triggered.

Students of Gen Institute who are at risk are identified in the earlier stages of their study using the steps outlined above. In circumstances where the student is not identified in the early stages due to lack of indicators, the students' progress is assessed based on the policy every month and at the end of the term If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented.

Monitoring Student Academic Performance

The SSO in association with Administration Manager will monitor student academic performance and report any issues, as outlined below to the Operations Manager. This monitoring will occur once per month and will be supported by the SSOs who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.

Student who has been identified by the trainer and assessor that they may be at risk of falling behind on course progress due to lack of participation in class

It is in the job role of a trainer and assessor that they should be vigilant at all times to identify students who might be at a risk of not achieving satisfactory course progress. The indicators of student who might be at risk could involve but not limited to

- Student not participating in class activities
- Change in students' behaviours in class and showing no interest in class

- Student proactively mentioning issues he or she is facing
- Student failing in one assessment of a unit

Student fails in a unit in a term

When a student fails a prerequisite unit it is considered as a high priority event that needs to be addressed. The SSO organizes a meeting with the student to discuss and understand the reason/s for failure along with the trainer. It is identified if the student needs to re do the assessment, resit the exam or the student needs to restudy the unit. Dates for the same are finalized by the SSO in coordination with the Administration Manager and this information is provided to the student. If it has been identified that the student requires any additional support such as addition training or LLN support, the SSO organises it for the student.

Each month the admin manager will review the academic progress of all students along with their attendance records and monitor the following points

Any student falls below 60% academic progress for a single term

Student's shall be sent a "8.1 Poor Academic Performance during first term" letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve competency in further units

in the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed as breach of Visa requirements and be reported to Department Of Home Affairs. (See 8.1 Poor Academic Performance during first TERM)

When a student's projected academic progress falls below 50% for a single term

When a student's academic progress falls below 50% for a single term a '8.2 Poor Academic Performance letter' is triggered by My GEN indicating the student has to contact the college and organise an appointment with the SSO to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. *(8.2 Poor Academic Performance in 1 TERM.*)

If the student does not start showing positive response to the strategy in 2 weeks from the intervention, SSO will seek support from the operations Manager. Operations Manager has a meeting with the student in presence of the SSO to ensure student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, he provides support or makes reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for the complete process.

Any student who is below 75% academic progress in their current term after falling below 50% in their previous term

Students shall be sent an '8.3 Poor Academic Performance during second TERM' notifying they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to Department Of Home Affairs

They are also informed that they are required to organise an appointment with the admin Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term. (See 8.3 Poor Academic Performance during second TERM)

The admin manager holds a meeting with the student in presence of the SSO to ensure the student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, they provide support or make reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for complete process

When a student's projected academic progress falls below 50% for 2 consecutive terms

My GEN triggers '8.4 poor academic performance letter and 8.7 breach recorded letter indicating they are going to be reported to Department Of Home Affairs for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% of the units for two consecutive terms.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (8.7 Breach recorded letter)

If the student accesses gen's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS. (ESOS 8.7)

Monitoring the Intervention process

Student who are under the intervention strategy are monitored on a regular basis. The SSO does a fortnightly intervention meeting (face to face or over the phone) with the identified student's. Following aspects are reviewed and discussed as part of the intervention meeting:

a) Attendance during the intervention phase
b) Academic involvement and
c) Course progress

This allows the SSO and trainer to have visibility of how the student is progressing during the intervention process. The SSO also shares a progress update with the Operations Manager on these students' performance every fortnight.

If it is noted that the student is not following the intervention strategy, a meeting is scheduled with the Operations Manager who speaks to the student and identifies the reasons for failure, at this point a tailored intervention strategy is designed to provide the student with all the required support ensuring satisfactory course progress During this meeting the Operations Manager clearly articulates the consequences of not meeting satisfactory course progress. Also advises the student that this can be breach of VISA conditions and he is at risk of being reported if there is no improvement

<u>Steps followed as part of intervention process</u>

The Intervention Strategy is activated when a student is identified as being "At risk of not making satisfactory progress" or making "Unsatisfactory course progress for a particular term". When a student is identified as being at risk, the system flags the student by generating the appropriate letter in the student portal and the intervention strategy is activated The SSO follows the below procedure for intervention:

i. Contacting the student by telephone to arrange for an appointment.
ii. Ensuring that if initial contact has been unsuccessful a contact log will be maintained

iii. Meeting the student to obtain information/ validation underpinning unsatisfactory course progress using the feedback form 8.5 Course Progress Feedback.
iv. Offering counselling/support/advice with a view to improving student wellbeing/course progress.
v. Setting reasonable boundaries and or deadlines on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and or deadlines include:
    - Timeframes set by the SSO by which assignments/ assessments must be submitted ensuring all evidence of constraints and impediments are considered.
    - Timeframes by which documented evidence such as valid medical certificates, medical prescriptions, airline tickets and death notices must be submitted (in English).
    - Timeframes indicative of good intent with regard to course progress.
vi. Communicating timeframes and outcomes with trainers
vii. Informing the Administration Manager and Academic staff about intervention outcomes.
viii. By discussing further options on how to progress in the event, intervention has been unsuccessful
ix. Documenting and completing any student counselling documents if required

Although timeframes are case specific and may therefore vary from student to student, if second and third intervention meetings are required, they should be scheduled two to three weeks apart. However, the above mentioned allocated timeframes must correspond to the course duration, meaning that the duration of intervention and stipulated timeframes will be greater for 40 week courses than for 20 week courses.

- Successful intervention is indicative of a marked and lasting improvement in academic progress.

- For intervention to be deemed unsuccessful, a student typically has not adhered to timeframes and or requirements as set out in the intervention meeting(s) and will, as a result, be at an increased risk of not meeting course progress requirements.

Early Intervention and Intervention strategies includes provision for:

i. Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled

ii. Opportunities for participating in further counselling. Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence

iii. Reasonable adjustments like below will be made for students where required:

iv. Make training and assessment materials and methods more accessible.

1. Training and assessment methods that suit most Students may hinder access for some Students with a disability. Gen Education is able to present information through a range of methods to assist Students with a disability.

2. Adapt the physical environment and equipment to better suit the Student with disability

v. LLN support will be organised for students who need additional assistance

vi. Amending / delaying payment plan to accommodate in case the students site financial hardships

Consequences of unsatisfactory course progress

vii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enroll in units or subjects in which they were assessed as “NYC”, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency

viii. Advising students that unsatisfactory course progress in a second consecutive term could lead to the student being reported to the Department Of Home Affairs and cancellation of his or her visa,

ix. if the student does not respond to the intervention strategy devised for him or her either during or at the end of the term depending on the outcome of any appeals process"

x. Usefulness of undertaking additional English Language training or assistance if required

xi. Referring students for external support and welfare services such as:

a. counselling – personal issues
b. legal services
c. emergency and health services
d. facilities and resources
e. complaints and appeals processes
f. any student visa condition that relates to the course they are studying

Once Gen Institute identifies that a student is at risk of making unsatisfactory course progress before the end of the term, it will implement its intervention strategy.

When can a student Re-sit/Resubmit of assessment tasks

Not Yet Competent

If a student is not able to demonstrate the attainment of all of the required competencies of the unit, the result for that unit will be recorded as Not Yet Competent on My GEN, which means that the student has failed the Unit.

In such a situation, and with regards to recording and supporting course progress, the following actions could occur

- If a student has successfully completed at least 50% of the required assessment tasks for the unit, a "Not Yet Competent" will be recorded, however this situation could be managed within the term by the trainer/s to support the student becoming Competent in the Unit. This could include the implementation of Intervention Strategies as per the Course Progress Policy and Procedures.

- If the student is not yet competent in more than 50% of the assessment tasks, a "Not Yet Competent" will be recorded, and the student will need to repeat the unit/module. This effectively means that the student in this situation is deemed to have "failed" the unit.

Student absence

- If the student is absent with an acceptable documented reason

If a student is absent from an assessment task due to illness or other circumstances, and the student can provide documentation to explain the absence (for example, a medical certificate), the student will then able to arrange a time with the teacher/trainer to re-sit/ or submit the assessment during the term. It is expected that the student will comply with the arrangements made for the re-sit or submission of the assessment task. If the student does not comply with the arrangements made, then a Not Yet Competent will be recorded. There are no costs to the student in this situation.

- If the student is absent without an acceptable documented reason

In this situation a Not Yet Competent will be recorded for that assessment task and the procedure outlined in above could become relevant at the end of the term.

Re sits/re submits of assessment tasks – outside the academic delivery term in which the assessment was scheduled

To “re sit” means, to undertake an assessment task which has not previously been attempted by the student in the term in which the unit was delivered. The task needs to be developed by the trainer, and the assessment to be supervised by the trainer. It occurs outside the academic term in which the task was scheduled.

To “re submit” means to submit an assessment task again that has previously been assessed as Not Yet Competent because the student has submitted the task, but they were assessed as not yet competent, and they now wish to Undertake the assessment outside the academic term in which the unit was delivered in order to reach competency.

Procedure for applying for a re sit/ re submit

Please note that trainers/assessor are under no obligation to hold re-sits, or grant extensions or allow re-submits of work when students can provide no documentary evidence to explain why the assessment task was not completed by the due date. However, in order to manage students to achieve satisfactory academic course progress, and as part of Intervention Strategies to support course progress students are able to apply to re sit/re submit outstanding assessment tasks.

If a student wishes to apply for a re-sit or re submit of an assessment task as described in above, the student should:

a) When the learner receives an “Unsatisfactory” result for an assessment, he/she is given 2 more opportunities to resubmit the work. To be granted in excess of 3 submissions, will attract a $200 fee each time. If learners are re-submitting the assessment, they will only be re-assessed on the components of the activity initially determined as “Unsatisfactory”. To ensure equity and fairness of assessment for all learners, re-submission activities will vary from those originally set by the assessor.
b) The trainer will then re-schedule the re sits/resubmits.
c) The trainer will provide feedback to the student as to the outcome of the re-sit/re-submit
d) My GEN portal records the updated outcome of the unit .

Reporting ‘Breach of Student Academic Progress

If Gen Institute identifies a student as not making satisfactory course progress in a second consecutive term in a course, Gen Institute notifies the student of its intention to report to Department Of Home Affairs for unsatisfactory progress.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access Gen Institute 's complaints and appeals process under Standard 8 and that the Student has 20 working days in which to do so.

Complaints and Appeals Procedure

A student may appeal on the following grounds:

a) The Institute’s failure to record or calculate a student’s course progress accurately
b) Compassionate or compelling circumstances or

c) The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Appeals against the Institute’s intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. A

decision will be made within five working days of the appeal, and a written statement of the decision will be provided to the student.

If a student does not respond to the intervention strategy devised for him or her or the student is 'NYC' (Not Yet Competent) in critical/pre-requisite units at the end of a term, and based on the opportunities given to the students and the students lack of improvement or otherwise, as seen in the context of the current loading and cannot progress to the second term, a decision could be arrived at, for determining whether a student should be reported to Department Of Home Affairs or not. Admin Manager or Operations manager is responsible for arriving at this decision.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process:

a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that term), the Institute will not report the student

b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute's intervention strategy and the student will not be reported

All records of intervention strategies, appeal process and reporting will be maintained in the student folder on My gen.

If the appeal is not successful, based on the operations managers advice, the admin manager will report the student to Department Of Home Affairs through the PRISMS system after the decision has been made for the appeal. At this time the Student Administration Officer will remind the student of the Institute's Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Responsibilities

CEO
Trainers
Administration Manager
Student Support Officer

Policy Base

- ESOS Act 2000.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

Forms

8.1 Poor Academic Performance during first TERM – CP
8.2 Poor Academic Performance in 1St TERM – CP
8.3 Poor Academic Performance during 2nd TERM – CP
8.4 Poor Academic Performance at end 2nd TERM – CP
8.5 Course Progress Feedback CP
8.6 Intervention Strategy Recommendations Agreement –CP
8.7 Breach Recorded Letter –CP
8.8 Breach Reported –CP

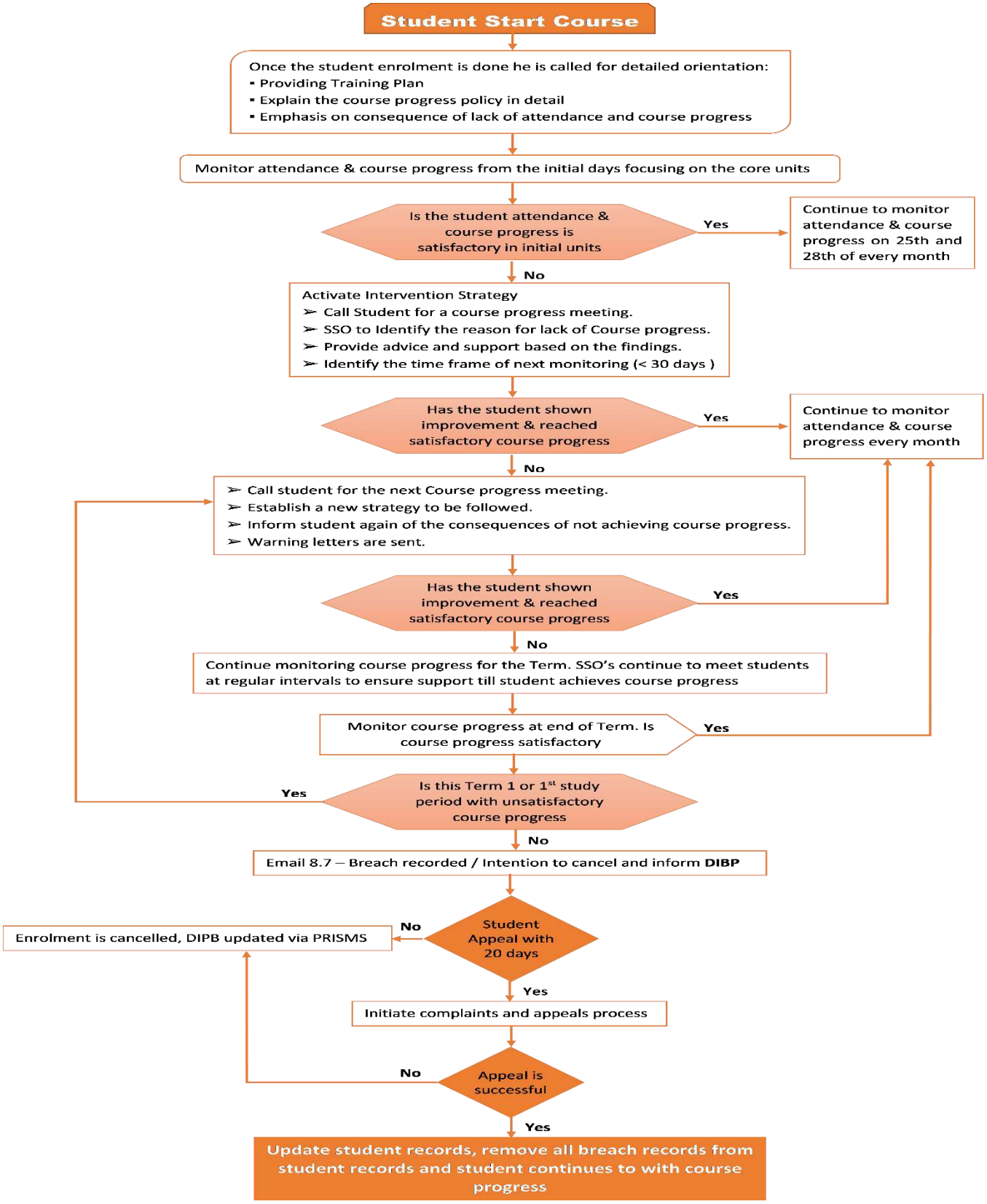
Annexure 1

Intervention Reason / scenario	Action	Owner
- Poor participation in class - Change in students' behaviors in class and showing no interest in class - Student proactively mentioning issues he or she is facing	Call the student for a meeting, understand reasons and provide required support	SSO
When the student missed 3 consecutive classes in the previous week	Call the student for a meeting, understand reasons and provide required support and 8.1 Poor Academic Performance is also generated.	SSO
Attendance below 75% for previous month	8.1 Poor Academic Performance is generated on My gen	SSO
When a student fails in one complete unit in a term	a) SSO to organize a meeting with student b) If students needs to do the assessment again ,resit the exam or restudy the unit, SSO in coordination with Administration Manager will provide the dates for the same. C) Additional training or LLN support the SSO organizes help for the same	SSO Administration Manager
Course progress below 60% for single Term	8.1 Poor Academic Performance letter	My gen / SSO to monitor
Course progress below 50% for single Term	8.2 Poor Academic Performance letter	My gen / SSO to monitor
Below 75% academic progress in current term and below 50% in previous Term	8.3 Poor Academic Performance letter to be emailed notifying the student that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled	My gen / SSO to monitor
Course progress below 50% in 2 consecutive terms	a) 8.4 Poor Academic Performance Letter b) 8.7 Breach recorded letter to be emailed informing them that this has occurred as they have failed to be Competent in more than 50% of the units for two consecutive terms c) Inform them of their ability to access the appeals and complaints process within 20 working days	My gen / SSO to monitor

Annexure 2

	Terms Schedule					Durations & Terms in case of Package Courses		
S No	Code	Course	Total Duration	Study Periods	Term duration in weeks for each study Period	Total Duration	Study Periods	Term duration in weeks for each study Period
1	SIT30821	Certificate iii in Commercial Cookery	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks	NA	NA	
2	SIT40521	Cert IV in Kitchen Management	64 Weeks	5	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks Term 5- 12 weeks	19 Weeks	3	Term 1- 7 weeks Term 2- 6 weeks Term 3- 6 weeks
3	SIT50422	Diploma of Hospitality Management	64 Weeks	5	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks Term 5- 12 weeks	25 Weeks	3	Term 1- 9 weeks Term 2- 8 weeks Term 3- 8 weeks
4	SIT60322	Advanced Diploma of Hospitality Management	104 Weeks	8	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks Term 5- 14 weeks Term 6- 14 weeks Term 7- 14 weeks Term 8- 14 weeks	24 Weeks	3	Term 1- 8 weeks Term 2- 8 weeks Term 3- 8 weeks
5	CPC30620	Certificate III in Painting & Decorating	60 Weeks	5	Term 1- 12 weeks Term 2- 12 weeks Term 3- 12 weeks Term 4- 12 weeks Term 5- 12 weeks			
6	CPC50220	Diploma of Building and Construction(Building)	70 Weeks	5	Term 1 - 14 weeks Term 2 - 14 weeks Term 3- 14 weeks Term 4- 14 weeks Term 5- 14 weeks			
7	BSB50120	Diploma of Business	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks			
8	BSB60120	Advanced Diploma of Business	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks			
9	BSB50420	Diploma of Leadership and Management	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks			
10	BSB60420	Advance Diploma of Leadership and Management	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks			

Chart – Course Progress Policy



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Invoicing

No commission is payable by the Institute in relation to a recruited student unless the agent has submitted an individual invoice for each student:

- Containing the family name and given names of the student, and the course for which he or she applied
- Presented on the agent's letterhead, which shows current address, telephone, fax and email details of the agent
- With an invoice number or reference
- Any other information as required.

Gen Institute will pay the required commission fees after two weeks of the start date of the course's semester of admission.

Contact Us:

Gen Institute Pty Ltd.

Trading as Gen Institute
Postal Address: 236-238 Union rd, Ascot vale, Vic, 3032
Email: admissions@gen.edu.au
Web: http://www.gen.edu.au/

Useful Links:

- Australian Qualifications Framework

The Australian Qualifications Framework (AQF) is a system of seventeen national qualifications that assists students to plan their careers and learning.

- Australian Education International (AEI)

Government activities; market information; events; offshore support; publications & research; qualifications recognition

- Department of Education Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS)

Information for the education community, including information and links for international students and Information on Australian education institutions and courses offered to overseas students.

- DEPARTMENT OF HOME AFFAIRS

Includes information on requirements for studying in Australia; information for education providers; government policy on immigration and multiculturalism, visas, PR, Australian citizenship; and, migration.

- English Australia

English Australia (EA) is the national association for accredited public and private English language colleges in Australia.

- International Education Association of Australia

The International Education Association of Australia (IEAA) was established to serve the needs and interests of the large number of individuals working in international education across all education sectors

- ISANA: International Education Association

ISANA: International Education Association is the representative body for international education professionals in Australia and New Zealand who work in student services, advocacy, teaching, and policy development in Australia and New Zealand.

- Overseas Student Health Cover

OSHC is insurance to assist international students meet the costs of medical and hospital care that they may need while in Australia.

Resources

1. Education Services for Overseas Student (ESOS) Act 2000

The ESOS Acts and regulations set out the legal framework governing delivery of education to overseas students studying in Australia on a student visa. The Australian Government, through the Department of Education, Department of Home Affairs administers the ESOS Act and its associated instruments.

https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

2. National Code 2018

The National Code is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Only CRICOS courses can be offered to international students studying in Australia on a student visa.

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx

3. Professional International Education Resources (PIER)

Professional International Education Resources (PIER) provides people working in international education with an extensive collection of resources relating to international education, including references and research reports.http://www.pieronline.org/

4. Student Education Project

The Student Education Project videos were designed to raise awareness of quality assurance and consumer protection mechanisms embedded in the ESOS legislation. These six short, downloadable animated videos provide practical information and advice for students, parents and education agents on issues which may be encountered by international students while studying, living and working in Australia. http://www.isana.org.au/

Checklist for Student

Information Checklist for Student to make sure Agent gives all the information to the student which helps students in taking an informed decision

Pre Enrolment information	
☐	Accurate course information • including the minimum level of English language proficiency, • educational qualifications • whether course credit may be applicable • fee and charges • potential for fees to change • modes of study through which the course may be offered
☐	Refund policy
☐	Campus locations and a general description of facilities
☐	Complaints and appeals
☐	Differ, suspend and cancelation
☐	ESOS framework
☐	Accommodation options
☐	Living cost
☐	Bring school-aged dependents information
☐	Provide the student with the brochure
☐	Refer the student to the Gen Institute website
☐	Student support services
Formalization of enrolment	
☐	Identify the course or courses in which the student is to be enrolled and any conditions on his or her enrolment
☐	Provide an itemised list of course money payable by the student
☐	Provide information in relation to refunds of course money
☐	Advise the student of his or her obligation to notify the registered provider of a change of address while enrolled
☐	Explanation of what happens in the event of a course not being delivered in the course.
☐	Provide the student with the student handbook
☐	Refer the student to the Gen Institute website
☐	Explain the offer letter before the student signs the document