PRE ENROLMENT INFORMATION BROCHURE

GEN INSTITUTE

416-420(Basement) Collins St,
Melbourne, VIC, Australia 3000,
Telephone: +613-96422193
Email: admissions@gen.edu.au

ABN: 36 155 887 764 ACN: 155 887 764
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About Gen Institute

Welcome to Gen Institute, a private registered training organization (RTO), located in Melbourne City (Victoria) Australia. We are an Australian Institution educating and training Australian and International Students.

Gen Institute delivers courses in the fields of Leadership Management, Painting & decorating, Construction Management and Business.

Using Latest methods of Training, Flexible Learning Resources and Assessment Tools allows us to position our students on their Dream horizons. With our modern training facilities students will be the winners. You can take comfort in the knowledge that you'll be supported by a highly motivated and committed team. We believe that you will have a great experience while associated with Gen Institute, whatever your chosen dreams and careers are.

The core of Gen Institute's success in education will be to provide students and industry with focused outcome relevant to industry and professions. The approach will be of cultivating minds while also building skills, to paraphrase the Institute's mission. Students of the future will need education that is flexible, that responds to specialized professional and vocational demands, that prepares a student with the creativity and independence derived from work-integrated learning and that is global in its conception and facilities.

The qualifications that Gen Institute delivers span from certificate III to advanced diploma levels and these vocational Courses are developed in consultation with industry stakeholders to provide the students with quality education.

Gen Institute ensures that it will always:

- Comply with relevant Commonwealth, state or territory legislation and regulatory requirements;
- Comply at all times with the Standards for Registered Training Organisations (RTOs) 2015, including the Data Provision, Fit and Proper Person and Financial Viability Requirements;
- Comply with the Australian Qualifications Framework (AQF);

Our Vision

Our Vision is to be a world class institution fostering Innovation, leadership and Creativity.

Our Mission

We are focused on delivering quality education and training to our Students for making a positive change in society.

Our Values

Integrity – Do what is right
Accountability – Own your actions, make it happen
Respect – Value every voice, bring the Students's view to Gen
Excellence – Be your best, help Student progress
Ethical – Exercise honesty and sincerity

Vocational Training and Assessment

Standards for Registered Training Organisations (RTO s) 2015

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

ASQA uses the Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Compliance with the Standards is a requirement for:

- all ASQA registered training organisations and
- for applicants seeking registration.

ASQA uses the Standards to protect the interests of all students in Australia's VET system. The Standards guide nationally consistent, high-quality training and assessment services in the vocational education and training system. http://www.asqa.gov.au

Competency based training

Competency Based Training is based on student demonstrating that they can complete all the elements of the competencies as defined in the course outline, in order to receive a Completion Certificate. These Units of Competency are the set of skills that apply to a particular job function.

Elements

Each unit or module is made up of elements of competency. These are the "building blocks" of the skills required to complete the unit.

Performance criteria

These are the standards of performance, which are required for each element. Each element will require you to demonstrate your skills and knowledge, in a number of ways, to show that you can perform the functions required for the particular job.

Assessment

Your trainer will use a range of methods to gain evidence of your competence. You will be given "Assessment Tasks" that give you the opportunity to demonstrate your skills and knowledge in a number of ways. These may include written and verbal tests, written assignments, case studies and projects, practical "hands-on "tasks, as well as simulations and roleplays.

In this way you are able to demonstrate your competence over a period of time, as you progressively acquire more skills, knowledge and confidence.

Campus Locations

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 main campus is located on 416-420(Basement) Collins Street is close to everything you need. It falls in the free tram zone and is close to Flinders St station, trams, buses. It is in close proximity to Major museums and art galleries. You can enjoy food and drinks at the Famous lane way cafes and bars.

The Ascotvale 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

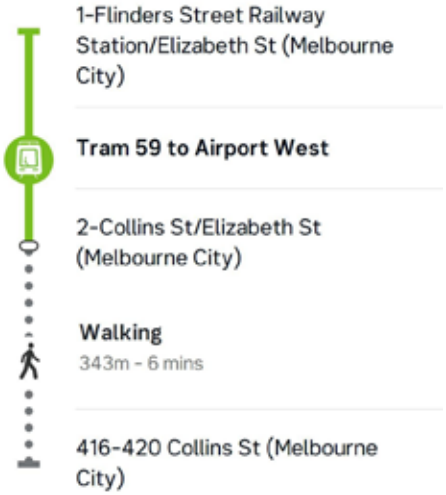
Address:

campus 1: City Campus:416-420(Basement) Collins street, Melbourne Victoria 3000.
campus 2: Ascot Vale Campus: 238 Union Road, Ascot Vale, Victoria 3032.
contact numbers: Ascot Vale Campus +613 93728618, City Campus +613 96422193

Route map

For Journey Planner please visit https://www.ptv.vic.gov.au/

how to get to Gen Institute (City Campus)



how to get to Gen Institute (Ascot Vale Campus)

Flinders Street Railway Station (Melbourne City)
Platform 4

Train Craigieburn
5 stops - 13 mins

Ascot Vale Railway Station (Ascot Vale)

Walking
675m - 11 mins

238 Union Rd (Ascot Vale)

Courses we offer

Gen Institute has made an impact on the Vocational Education and Training (VET) industry through a range of Nationally Recognized Courses. We deliver courses in the fields of Leadership Management, Painting & decorating, Construction Management and Business. The courses are designed to fall in line with supported job roles as well as pathways to higher education degree programs.

The qualifications that Gen Institute delivers span from certificate III to advanced diploma levels and these vocational Courses are developed in consultation with industry stakeholders to provide flexible and blended Modes for quality outcome.

Diploma of Leadership and Management

National Course Code: BSB51918
CRICOS Course Code: 098882F
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

NATIONALLY RECOGNISED TRAINING

Duration:

Total duration for this qualification is 52 weeks (including 6 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

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

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(12 units must be completed for this qualification which includes 4 core & 8 elective units)

Unit code	Unit name	Core / Elective
BSBWHS521	Ensure a safe workplace	Elective
BSBADM502	Manage meetings	Elective
BSBLDR511	Develop and use emotional intelligence	Core
BSBLDR502	Lead and manage effective workplace relationships	Core

BSBWOR502	Lead and manage team effectiveness	Core
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBCUS501	Manage quality customer service	Elective
BSBWRK520	Manage employee relations	Elective
BSBMGT502	Manage People Performance	Elective
BSBRSK501	Manage risk	Elective
BSBFIM501	Manage budgets and financial plans	Elective
BSBMGT517	Manage operational plan	Core

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Diploma of Leadership and Management AUD $10000.00
Material Fee for Diploma of Leadership and Management (Text Books) AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Written Assessments, Projects
- Presentations and Case Studies.

Advanced Diploma of Leadership and Management

National Course Code: BSB61015
CRICOS Course Code: 094372E
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

Duration:

Total duration for this qualification is 52 weeks (including 6 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

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

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

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

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(12 units must be completed for this qualification which includes 4 core & 8 elective units)

Unit code	Unit name	Core / Elective
BSBMGT619	Identify and implement business innovation	Elective
BSBINN601	Lead and manage organisational change	Core
BSBWHS605	Develop, implement and maintain WHS management systems	Elective
BSBDIV601	Develop and implement diversity policy	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective
BSBHRM602	Manage human resources strategic planning	Elective
BSBMGT617	Develop and implement a business plan	Core
BSBMGT616	Develop and implement strategic plans	Elective
BSBFIM601	Manage Finances	Core
BSBMKG609	Develop a marketing plan	Elective

BSBMGT605	Provide leadership across the organisation	Core
BSBMGT608	Manage innovation and continuous improvement	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Advanced Diploma of Leadership and Management AUD $10000.00
Material Fee for Advanced Diploma of Leadership and Management (Text Books) AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Written Assessments, Projects
- Presentations and Case Studies.

Certificate IV in Business

National Course Code: BSB40215
CRICOS Course Code: 094368A
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

Duration:

Total duration for this qualification is 40 weeks (including 10 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification is suited to those working as administrators and project officers. In this role, individuals use well-developed skills and a broad knowledge base to apply solutions to a defined range of unpredictable problems and analyse information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others

Entry requirements

- 18 years or older
- Completion of Year 11 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(10 units must be completed for this qualification which includes 1 core & 9 elective units)

Unit code	Unit name	Core / Elective
BSBWHS401	Implement and monitor WHS policies, procedures and programs to meet legislative requirements	Core
BSBRSK401	Identify and Apply Risk Management Process	Elective
BSBREL401	Establish Networks	Elective
BSBMKG414	Undertake Marketing Activities	Elective
BSBADM405	Organise Meetings	Elective
BSBCUS401	Co-ordinate Implementation of customer service strategies	Elective
BSBINN301	Promote Innovation in a Team Environment	Elective
BSBMKG413	Promote Products and Service	Elective
BSBLED401	Develop teams and individuals	Elective
BSBRES411	Analyse and Present Research Information	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Certificate IV in Business AUD $7000.00
Material Fee Certificate IV in Business AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Project Report
- Observation
- Written Questions
- Case Study

Diploma of Business

National Course Code: BSB50215
CRICOS Course Code: 094369M
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

Duration:

Total duration for this qualification is 42 weeks (including 10 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification would apply to individuals with various job titles including executive officers, program consultants and program coordinators.

Individuals in these roles may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Conversely, it may also apply to those with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(8 units must be completed for this qualification which includes all elective units)

Unit code	Unit name	Core / Elective
BSBMKG506	Plan market research	Elective
BSBADM506	Manage business document design and development	Elective
BSBMKG501	Identify and evaluate marketing opportunities	Elective
BSBMKG523	Design and develop an integrated marketing communication plan	Elective
BSBHRM405	Support the recruitment, selection and induction of staff	Elective
BSBDIV601	Develop and implement diversity policy	Elective
BSBPMG522	Undertake project work	Elective
BSBRSK501	Manage Risk	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Diploma In Business AUD $8000.00
Material Fee Diploma In Business AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Project Report
- Observation
- Written Questions
- Case Study

Advanced Diploma of Business

National Course Code: BSB60215
CRICOS Course Code: 094370G
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

Duration:

Total duration for this qualification is 52 weeks (including 10 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification reflects the role of individuals with significant experience in a senior administrative role who are seeking to develop expertise across a wider range of business functions.

The qualification is suited to individuals who possess significant theoretical business skills and knowledge and wish to consolidate and build pathways to further educational or employment opportunities.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(8 units must be completed for this qualification which includes all electives.

Unit code	Unit name	Core / Elective
BSBFIM601	Manage finances	Elective
BSBHRM602	Manage human resources strategic planning	Elective
BSBMKG608	Develop organisational marketing objectives	Elective
BSBMKG609	Develop a marketing plan	Elective
BSBMKG603	Manage the marketing process	Elective
BSBADV602	Develop an advertising campaign	Elective
BSBINN601	Lead and Manage organisational change	Elective
BSBSUS501	Develop workplace policy and procedures for sustainability	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Advanced Diploma of Business AUD $10000.00
Material Fee Advanced Diploma of Business AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Project Report
- Observation
- Written Questions
- Case Study

Certificate III in Painting and Decorating

Nationally Recognised Training

National Course Code: CPC30611
CRICOS Course Code: 098344k
Delivery Mode: Face to Face
Campuses: **Practical** 238 Union Road,Ascot Vale, Vic
Theory 416-420 (Basement) Collins Street Melbourne, Vic

Duration:

Total duration for this qualification is 60 weeks (including 10 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification provides a trade outcome in painting and decorating for residential and commercial construction work. Occupational titles may include:

Painter and decorator.

The qualification has core unit of competency requirements that cover common skills for the construction industry, as well as two specialist fields of work.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCOHS1001A covers this requirement.

Entry requirements

- 18 years or older
- Completion of Year 11 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.
- Completion of unit CPCCWHS1001 – Prepare to work safely in the construction industry, students would be required to undertake training and assessment of this unit at Gen Institute or any other RTO prior to enrolling into this qualification.

Physical Requirements:

Students who participate in this course will be required to undertake manual handling and physical labour. Those with a history of back or health issues may not be appropriate to take this course.

Units of competency

(27 units must be completed for this qualification which includes 23 Core units and 4 electives.

Unit code	Unit name	Core / Elective
CPCCCM1012A	Work effectively and sustainably in the construction industry	Core
CPCCCM1013A	Plan and organise work	Core
CPCCCM1014A	Conduct workplace communication	Core
CPCCCM1015A	Carry out measurements and calculations	Core
CPCCCM2001A	Read and interpret plans and specification	Core
CPCCCM2003B	Calculate and cost construction work	Core

CPCCOHS2001A	Apply OHS requirements, policies and procedures in the construction industry	Core
CPCCCM2010B	Work safely at heights	Core
CPCCCM3001C	Operate elevated work platforms	Core
CPCCPB3026B	Erect and maintain trestle and plank systems	Core
CPCCPD2011A	Handle painting and decorating materials	Core
CPCCPD2012A	Use painting and decorating tools and equipment	Core
CPCCPD2013A	Remove and replace doors and door and window components	Core
CPCCPD3021A	Prepare surfaces for painting	Core
CPCCCM2008B	Erect and dismantle restricted height scaffolding	Core
CPCCPD3022A	Apply paint by brush and roller	Core
CPCCPD3023A	Apply texture coat paint finishes by brush, roller and spray	Core
CPCCPD3024A	Apply paint by spray	Core
CPCCPD3025A	Match specified paint colour	Core
CPCCPD3026A	Apply stains and clear timber finishes	Core
CPCCPD3027A	Apply wallpaper	Core
CPCCPD3028A	Apply decorative paint finishes	Core
CPCCPD3031A	Implement safe lead paint and asbestos work practices in the painting industry	Core
CPCCPD3029A	Remove graffiti and apply protective coatings	Elective
CPCCPD3030B	Apply protective paint coating systems	Elective
CPCCPD3032A	Apply advanced wallpaper techniques	Elective
CPCCSP3003A	Apply trowelled texture coat finishes	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Certificate iii in Painting and Decorating AUD $11000.00
Material Fee Certificate iii in Painting and Decorating AUD $800.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Project Report
- Questioning
- Demonstration/Observation
- Written Questions
- Case Study
- Third Party Report

Safety Requirement

Every student is required to wear their own Personal Protection Equipment(PPE):safety boots and protective clothing at every training session/practical demonstration session.

Diploma of Building and Construction (Management)

Nationally Recognised Training

National Course Code: CPC50308
CRICOS Course Code: 094373D
Delivery Mode: Face to Face
Campuses: 416-420 (Basement) Collins Street Melbourne, Vic
238 Union Road,Ascot Vale, Vic

Duration:

Total duration for this qualification is 52 weeks (including 10 Weeks Holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification is designed to meet the needs of senior managers within building and construction firms.

Occupational titles may include:

- Project manager
- Construction manager
- Estimating manager
- Sales manager.

The qualification has core unit of competency requirements that cover common skills for the construction industry.

The construction industry strongly affirms that training and assessment leading to recognition of skills must be undertaken in a real or very closely simulated workplace environment and this qualification requires all units of competency to be delivered in this context.

Completion of the general induction training program specified by the National Code of Practice for Induction Training for Construction Work (ASCC 2007) is required before entering a construction work site. Achievement of unit CPCCOHS1001A covers this requirement.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 5.5 or equivalent
- Meet Student Visa requirements where applicable
- Prospective students seeking for enrolment at Gen Institute will have to successfully complete a placement test at the required ACSF level of qualification that provides Gen Institute insight into student's capability and helps it make a decision on whether the student possess sufficient LLN skills to pursue the qualification they are looking to be enrolled in.

Units of competency

(12 units must be completed for this qualification which includes 5 Core units and 7 electives.

Unit code	Unit name	Core / Elective
BSBFIM501A	Manage budgets and financial plans	Core
BSBHRM402A	Recruit, select and induct staff	Core
BSBITU402	Develop and use complex spreadsheets	Elective
BSBITU404	Produce complex desktop published documents	Elective
BSBMGT515A	Manage operational plan	Core

BSBOHS504B	Apply principles of OHS risk management	Core
BSBRSK501	Manage risk	Elective
BSBMGT502	Manage People Performance	Elective
BSBCUS501	Manage quality customer service	Elective
BSBWOR501	Manage personal work priorities and professional development	Elective
BSBWOR502B	Ensure team effectiveness	Core
BSBSLS502	Lead and manage a sales team	Elective

Fees

Enrolment Fees – Non-Refundable AUD $200.00 Per Student
Tuition Fees Diploma of Building and Construction(Management) AUD $10000.00
Material Fee Diploma of Building and Construction(Management) AUD $300.00

Course fee and itemized fee details are available on http://gen.edu.au/fees-and-charges/ Payment plan option is available to students. All fees are subject to change at any time.

Recognition of Prior Learning and Credit Transfer

Learners with prior learning and work experience can apply for Recognition of Prior Learning (RPL). Learners who have completed corresponding units of competency and/or units contained within the packaging rules can apply for Credit Transfer.

Assessment methods

Assessment is carried out on a range of following tasks:

- Projects
- Written Questions Answers
- Case Studies and Demonstrations

Other Fees & Charges

Item	fees*	Description
RPL (Recognition of prior Learning)/Credit transfer	AUD $200.00	Per Unit
Re-assessment during a term break	AUD $200.00	Per Unit
Airport Pickup Fee (Internal Arrangement)	AUD $95.00	
Late Payment processing Fee	AUD $100.00	
Re Enrolment Fee after Cancellation of COE (Due to Non Payment / Disciplinary Action)	AUD $400.00	
Changes to COE / Changes to course (If COE has to be changed)	AUD $200.00	
Printing	AUD $0.10	Per Page
Re-issue of student ID card	AUD $10.00	
Re-issue of Course Completed Certificate & Statement of Result	AUD $50.00	
Re-issue of Statement of Attainment	AUD $50.00	
Photocopy / Printing / Note Books / Pens and Other Stationary Items	You have to Pay separately	
OSHC charges may vary according to health insurance providers and Duration of cover		

Additional cost

Following additional costs may apply to student enrolled in Painting and Decorating course. The students have an option to source their own personal, protective equipment (PPE)

Safety Overalls $ 80* – Safety Boots $ 50*
Price are subject to Change without prior Notice*

Please Note -- Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis.

Accommodation costs

Accommodation costs will vary from city to city and the following is an estimate of Melbourne accommodation.

Type of Accommodation	Average Cost
Hostels and Guesthouses –	$90 to $150 per week
Shared Rental	$85 to $215 per week
Homestay	$250 to $325 per week
Rental	$165 to $440 per week

Source: International Student Guide Melbourne, Inside Guides – copy available at Head Office or by visiting http://www.insiderguides.com.au/

Living costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the cost of living in Australia student should budget for accommodation, food, health care, transport, books, clothing and entertainment.

This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle (All costs are in Australian dollars.

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa.

Below is a guide on the requirements you must meet to study in Australia:
You – **$20500 – 22000**
Partner or spouse – **$7100**
Child – **$3040**

- Living expenses (in addition to housing)
- Groceries and eating out – $80 to $280 per week
- Gas, electricity – $35 to $140 per week
- Phone and Internet – $20 to $55 per week
- Public transport – $15 to $55 per week
- Car (after purchase) – $150 to $260 per week
- Entertainment – $80 to $150 per week

Visit https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs for further information regarding how much your lifestyle will cost and an overall view of expenses.

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

Please note:

- All costs indicated above are per year in Australian dollars and are subject to change. To convert to your own currency, visit http://www.xe.com/.
- For further information on living costs in Melbourne please refer to the Live in Victoria website (www.liveinvictoria.vic.gov.au) which has a guide to living costs in Victoria.
- Costs indicated above do not include expenses relating to mobile phones, cars or computer expenses.

Overseas student health cover (OSHC)

As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out of hospital and in hospital medical services to help you maintain your health.

The following cost is valid as of December2018 and price is subject to change. Further information on the price of OSHC and provider details can be gained by contacting Gen Institute.

Overseas Student Health Cover	Approximately $550.00-$800.00 for 12 months Per Person Approximate Standard Cover

School aged Dependants

If you are to be accompanied by any school aged dependant's you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or private school. In both cases you will be required to pay any fees.

Course credit and recognised Prior learning (RPL)

Recognition of AQF Qualifications (Credit Transfer) If you are seeking national recognition for AQF Qualifications and/ or Statements of Attainment awarded by another recognised training organisation, you must either present the original documents for photocopying or appropriately verified copies of original documents. The copies will be kept in your student file. Only original, verified AQF Qualifications and Statements of Attainment will be fully recognised. Gen Institute offers the opportunity to apply for credit transfer at the time of enrolment. Recognition of prior learning (RPL) is defined in the AQF as follows: Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit. Course Credit or RPL may affect the duration of your course and, therefore, the duration of your visa. Where credit is granted, it is important to remember that your visa conditions require that you maintain a full-time enrolment load. You must apply for Course Credit or RPL at the time of enrolment. For more information, please refer to the RPL and Credit Transfer Policy.

To apply for Credit Transfer a 12.1 Application form for RPL or Credit Transfer must be completed with certified copies of the academic transcript attached.

Orientation Program

All successful applicants receive an orientation program on the first day of the course to familiarize them with the institute's services, facilities and procedures. They receive a Student Manual and Orientation Guide that introduce them the services they can receive at Gen Institute and provide them with general information about life in Australia. All Students receive complete orientation of the Institute's facilities and services upon their arrival. A one to one interview is a part of the orientation to identify the LLN skills of each student. If students need any LLN assistance, they need to consult the SSO (Student Support Officer).

Students will be informed of their orientation time once they have been enrolled in the course.

During orientation, students should expect the following to take place:

- Information about studying and living in Australia, and the expectations of students at Gen Institute
- A guided tour of Gen Institute's relevant campus
- Completing all relevant student forms and an Agent survey (if applicable)
- Information about Gen Institute's policies and procedures.
- Finalise any outstanding fees
- Photo taken and collection of their student identification card
- Information on course training plan and collection of timetable
- Opportunities for the student to apply for their USI
- Students to receive a copy of their learning resources, materials and uniform / protective clothing (if applicable)

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 access to the Support officer through 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 organise social events that allow all students enrolled with Gen Institute to mingle and socialise. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

Arrival services

Please let us know if you would like a representative of Gen Institute to meet you at the airport. A representative of Gen Institute will greet you at the airport and transfer you to your pre-arranged accommodation. There is a fee involved with this service.

Accommodation Options

Gen Institute does not offer any accommodation services and students are required to organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the College, students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Student Support officer can provide information, advice, and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia.

The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

Home stay/Private Board

This is a common form of accommodation is where students live with an Australian family. Homestay or private board is where you live with a family, couple or single person/s in their own home.

There are many 'Homestay Providers' operating in Australia and these arrangement will vary from Full Board, Part board, or Board in Exchange. The most common arrangements for Home stay will usually consist of a furnished room, two or three meals per day and bills (except telephone and internet). Some Home stay providers may even do your laundry.

The family is generally chosen by the Home stay Provider and allow students an excellent way of settling into the country.

Hostels & Guesthouses

Generally, these are temporary accommodation arrangements and are available. Prices will depend on shared facilities, meals provided, shared rooms, etc.

Student apartment

Student apartments are large centres containing rooms of various sizes (1 to 5 bedrooms). They usually come fully furnished with internet, 24-hour support and often in great locations.

Residential college

Residential colleges are typically located within a short distance from major universities. What you generally get is a fully furnished bedroom which is cleaned weekly, meals, internet and shared kitchen and bathroom facilities. This is a great way to meet people!

Private leasing/rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and the non-going bills. Generally, tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the Institute. Rental costs usually increase the closer the property is to the city centre.

Rental property prices vary from suburb to suburb. Check realestate.com.au or The Age newspaper for the current cost of renting in Melbourne.

Also visit http://tuv.org.au (for rental advice) or http://flatmates.com.au (to find a room in a property.

Facilities and services available at all Campuses.

Administration offices located city campus and Ascot Vale Campus

Administration can help you about all the facilities on campus. If you are not sure about where to go or who to ask about anything on campus, ask our friendly and helpful Administration staff at the reception desk. If you require a letter for Immigration, you need to give the Administration staff at least 2 days' notice before you require the letter.

Student ID card

Upon your arrival you will receive a student ID card which can be used to enter all campuses. Please note that if you lose your student ID card, there will be a replacement cost involved.

Student Support officers are available at city campus and Ascot Vale campus

Being an international student is exciting, but it can also be challenging. The Student Services at Gen Institute is specifically designed to help you while living and studying in Australia. The Student Support Officers (SSO)is always available for you to gain advice on both academic and personal issues. The Student Services Officer also offers professional and confidential advice in areas where they can help.

All The services and information the SSO is able to provide is at no cost to students:

- Public Transport information
- Accommodation information on your rights and responsibilities as a tenant
- Legal issues such as going to court
- Resume preparation
- Job search support and workplace rights and responsibilities (remember that international students on Student Visas cannot work more than 20 hours a week)
- Police powers in Australia, and your rights when dealing with police.
- Counselling and welfare service-Student Support Services Officer is able to make appointments for these services

Another service available from this office is information on future careers, or further study after you finish your course at Gen Institute. Please make an appointment or drop-in to the office. Please be aware that some courses have early closing dates and pre-requisites, so it is important to get into the office to get your application and pre-requisites organised.

Computer access

The Computer Rooms have high-quality computers for your use when not being used by a class and also there are two lounges, one in each campus for internet usage and socialising. These computers have software to facilitate you do your work, and you can access the Internet from both campuses. All Gen Institute students will have computer access.

This allows you to access the World Wide Web and your email. If you are having problems logging on, please see an SSO.

Printing and Internet usage

All Gen Institutes students are allowed access to the internet facilities for reasonable study use and Printing @ 10cents per page. At the orientation session the student is given$10.00 credit.

Student common lounges

Students are encouraged to use the facilities available in the Student Common lounge. This area is comfortable for student to relax and meet others. There are separate lunch areas for you to eat your lunch as well as lounges for you to relax during a break. Remember, this is your area–please keep it clean. There is also shared access to computers and internet for student use within this lounge area.

The student support officer will occasionally organise social events that allow all students enrolled

Unique Student Identifier (USI)

Students must also have a Unique Student Identifier (USI) and provide this to ACE. See contact details table for the link to apply for a USI.

- requires every enrolling student to provide their Unique Student Identifier (USI). This will be recorded within the Student Management System
- Gen Institute will verify the USI by using the automated service available in the Student Management System.
- Gen Institute will not issue AQF certification documentation to an individual without being in receipt of a verified USI for that individual.

- Certificates and Statement of Attainment do not have the USI number listed
- Where a student has an exemption from the USI requirement under the Student Identifiers Act Gen Institute will inform the student prior to either the completion of the enrolment or commencement of training and assessment, (whichever occurs first), that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Student Identifiers Registrar.
- The USI is recorded in the student's file in the Student Management System

Working in australia

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods (Term Breaks). This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on https://immi.homeaffairs.gov.au/

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work.

The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements, you can visit www.fairwork.gov.au.. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

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.**
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

Located at 420 B Collins St, Melbourne and 238 Union Rd, Ascot Vale

*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

Refunds Policy And Procedure Purpose

The following procedures ensure all students are treated fairly and with integrity when applying for refunds.

Scope

This policy applies to all staff of Gen Institute that are responsible for the processing of the Refund application and/ or arranging for the payment of refund, collecting outstanding tuition fees and/or attending to student queries in respect to refund and payable tuition fees

Policy

This policy/procedure supports 'Standard 3' of 'The National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'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.' And

The policy supports Standard 5 clause 5.3

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to the student support officer, and then forwarded to the admin manager for processing and the following procedures followed in assessing the application.

- All 'refunds' are to be signed off by Operations Manager.
- Refund application processed within 28 days of the application being placed.
- Once a decision has been made and if the student is entitled to a refund, the payment shall be made within 20 Working Days
- Enrolment fee at Gen Institute is non-refundable.

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.
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.
International Student:	A person (whether within or outside Australia) who holds a Student Visa and is an 'overseas Student' as defined by the ESOS Act.

Procedure

All refund information is made available to students through the enrolment process and is included on the letter of offer which the student signs prior to acceptance into a course of study with Gen Institute and money accepted from a student.

All refund requests are subject to following conditions:

The College must have had received funds in order for any refund application to be reviewed (i.e. cheques are cleared, telegraphic transfers have been received);

Any outstanding amounts owed to the College must have been paid in full before requesting for a refund else the outstanding amounts will be deducted from the refund

In case of VISA refusal refund requests, student needs to provide authenticated evidence along with the application

For offshore applicants:

If the student visa application or visa renewal is refused by the Australian Government, a full refund of course fees less the enrolment fee will be made.

For onshore applicants:

In case of Visa refused after Course start date or after commencement of studies or refusal of Visa extension by the department of Home affairs for an international student who currently holds Student visa in Australia, or an individual who currently has study rights based on his current Visa conditions [i.e in cases where individuals are trying to convert other Visa types to a student Visa]

Refunds will be processed using the method in the Calculations table

No refunds will be granted where:

a) An international student currently in Australia has their student visa cancelled by Department of Home Affairs for a breach of visa conditions.
b) An international student currently in Australia has their student visa extension application refused by Department of Home Affairs after the commencement of their studies, for not meeting visa requirements.
c) The visa is refused by DHA for the reason of providing misleading information or fraudulent documentation submitted in the visa application.

Special Circumstances: Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less Enrolment fee will be refunded.

Refunds due to non-delivery of course by rto (eSoS 3.2)

Please note that Government Legislation requires tuition fees and application fees to be refunded in full if:

- The course does not start on the agreed starting date which is notified in the 3.5 Letter of Offer and Acceptance Agreement.
- The course stops being provided after it starts and before it is completed.
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000, the ESOS Regulations 2001 and Tuition Protection Service (TPS).
- Refunds under these conditions will be paid in full within 10days.

Gen Institute may arrange for another course to be provided to students at no extra cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Gen Institute will not be liable to refund the money owed for the original enrolment.

Refunds based upon refund application

All applications for refund must be made in writing by way of the refund application and submitted to the student support officer and then it will be forwarded to the admin manager for processing.

Where the student withdraws from the course without notification or breaches their Visa conditions, no refund is payable.

When student defaults or where written notice of withdrawal is received by the College before the agreed start date of the course, the refunds will be calculated only on the prepaid tuition fees.

Refund will not be applicable on the tuition fee paid which is due at the time of student default.

Refund application is to be signed off by the operations manager within 28 days from the date of refund application being lodged. If student is entitled for a refund, the payment shall be made within 20 working days

Any initial deposit paid by the student is not subject to refund after the student's visa has been granted.

The refund is calculated based on the following table.

Enrolment Fee	Non Refundable
Tuition Fees	
Visa refused Prior to Course start date	100% refund of tuition fees
Visa refused after Course start date / Visa extension is refused	Tuition fee received from student less the Enrolment fee, Other non-tuition fee and Tuition fee up to the Visa refused date(Calculated on weekly Basis)*

Withdrawal notified in writing and received by the Institute 10 Weeks or more prior to course commencement	100% refund of tuition fees
Withdrawal notified in writing and received by the Institute 28 days or more prior to course commencement.	70% refund of tuition fees
Withdrawal notified in writing and received by the Institute less than 28 days prior to course commencement.	No refund of current course tuition fees
Course withdrawn by Gen Institute.	100% refund of tuition fees
Gen Institute is unable to provide the course for which the original offer was made.	100% refund of tuition fees

* The unused tuition fee is calculated based on the duration the student has been enrolled.

The fee for a course is the sum of:

(a) The tuition fees received by Gen Institute in respect of the student; and

(b) The non-tuition fees (Material Fee) if any received by Gen Institute in respect of the student

1. Counting of Days Starts from Next Day of the receipt of form by Gen Institute and end day will be calculated 1 day before course commencement (example: If refund application reaches Gen Institute the 1st of a month the counting Starts from 2nd and If a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month) and VISA Refused applies to only students applying from overseas and not the VISA extension or Change of Visa type. Proof from Immigration department of VISA Refusal must be submitted along with the refund application form.
2. Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer @ Reception or Online www.gen.edu.au
3. Refunds will be paid to the student or to the person nominated by the student on the refund application in Australian dollars. By a bank draft or telegraphic or electronic transfer (or other approved payment options). Bank fees or postage charge apply.
4. Refund requests to International banks are be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.
5. All refunds must be in accordance with ESOS requirements and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.
6. A written explanation (3.4 Refund Calculation Statement) as to how the refund was calculated and a copy of the 3.5 Letter of Offer and Acceptance agreement that was signed by the student must accompany student refunds.
7. Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager / CEO for final approval.
8. Details of refunds provided must be maintained in individual student files.
9. The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law.(ESOS 3.2)
10. In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by Gen Institute at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid to date.
11. Gen Institute will not collect tuition fee exceeding $1500 in advance. Where the visa requirements for the students are involved and the student wishes to pay more than $1500 , Gen Institute is covered by Tuition Protection Service
12. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled course unless withdrawn earlier.

The tuition Protection Service (tPS)

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

Complete their studies in another course or with another education provider or

Receive a refund of their unspent tuition fees.

"In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation.

Some of the key features are:
A new national TPS which will replace a range of existing tuition assurance arrangements.

A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).

Specified providers to keep initial prepaid fees in a separate account until a student commences study. Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously)." More details about these and related reforms can be found at https://tps.gov.au

Refund for Domestic Students

Refund application is to be processed by the admin manager within 28 days from the date of application lodged. If student is entitled for a refund, the payment shall be made within 20 Working days. The refund is calculated based on the following table.(ESOS 3.2)

Enrolment Fee	Non Refundable
Tuition Fees	
Withdrawal before the commencement date	100% refund of tuition fees
Withdrawal on or after the commencement date	No refund
Course withdrawn by Gen Institute	100% refund of tuition fees
Gen Institute is unable to provide the course for which the original offer was made	100% refund of tuition fees

- Counting of Days Starts from Next Day of the receipt of form by Gen Institute and end day will be calculated 1 day before course commencement (example: If refund application reaches Gen Institute on the 1st of a month the counting Starts from 2nd and If a student is starting on 3rd of a Month then the days counted will be until 2nd of that Month.)
- Refund application requests must be made in writing on the Refund Application Form provided by the Institute. The refund application form is available on request from Student support Officer @ Reception or Online www.gen.edu.au
- All refunds must be in accordance to this policy and the refund agreement signed by the student and maintained in their individual student file, Student Management System and in MYOB.
- A written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student must accompany student refunds.
- Admin Manager will calculate the refunds if applicable and send the completed form to the Operations Manager for final approval.
- Details of refunds provided must be maintained in individual student files.
- The availability of the Complaints and Appeals process, does not remove the right of the student to take action under Australia's consumer protection law.
- In the event that the course did not start on the agreed start date (and the student has not elected to commence the course on a new starting date), or the Course ceased to be provided by Gen Institute at any time after it started, but before it was completed, the student shall be entitled to a refund of all course money they have paid to date.

Complaints and Appeals policy and procedure Purpose

The policy relates to the institutes complaints and appeals processes, which are independent, easily and immediately accessible and inexpensive for the parties involved.

Scope

This policy and procedure applies to all Staff and students of Gen Institute.

Policy

This policy/procedure supports 'Standard 10 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'

And

This policy/procedure also supports clauses 5.2d of chapter 2 – Each learner is properly informed and protected, where Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

The RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

The policy supports Standard 6.Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Despite all efforts of Gen Institute to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. Each and every student has the opportunity to formally present his/her case at no cost to himself/herself. The following procedures provide students the opportunity to have Complaint & Appeal resolved and resolutions reached. This process incurs no cost to either party involved.

Definitions

Complaint:	Dissatisfaction with a service offered or treatment received at Gen Institute
Appeal:	Dissatisfied with a decision made by Gen Institute. Could be an Internal Appeal or an External Appeal.
Complainant:	The Student making a Complaint.
External Appeal:	Overseas Student Ombudsman Website: http://www.ombudsman.gov.au Call: 1300 362 072* (within Australia) Call +61 2 6276 0111. (Outside Australia) Online Form Email: http://www.ombudsman.gov.au Post: GPO Box 442, Canberra ACT 2601
Formal Complaint:	Means a Formal Complaint managed under the Complaint and appeal Procedure.
Informal Complaint:	Means an Informal Complaint managed under Complaint and appeal Procedure.
Internal Appeal:	An appeal to a Staff member at Gen Institute.
International Student:	A person holding an Australian student visa, enrolled in a CRICOS registered course, as a Student of Gen Institute.
Party:	Means a person lodging an Appeal and the Respondent.
Privacy:	Means information protected under the Information Privacy Act (Vic) in accordance with the Gen Institute's Information Privacy Policy.
Procedures:	Means Institutes Procedures published on the Gen Institute's website and student Handbook.
Respondent:	A person who must respond to the Appeal on behalf of the Gen Institute.
Staff:	Any person who is an employee of Gen Institute at the time of the Complaint and this includes full-time, part-time, sessional or casual Staff.

Student:	Any person enrolled as a student of Gen Institute.
Support Person:	Means an observer (who is not legally trained) who accompanies a Party during the Complaint.
Gen Institute/ Institute / RTO:	Means Gen Institute.
Working Day:	Seven but excluding days which are designated as Institute's holidays.

Complaints Procedure

Step 1	Try to resolve your concern with the staff member or student directly in an informal manner if possible.
Step 2 (Problem not resolved at Step 1)	Make an appointment with a Student Services staff member who will assist you in resolving the situation. Alternatively email your complaint to: sso@gen.edu.au Upon receipt of your complaint via email, the Student Support staff member will contact you to organize an appointment to discuss and resolve your complaint.
Step 3 (Problem not resolved at Step 2)	Complete an 10.1 Complaints & Appeals Form and submit to the Student Services staff member to take the complaint further. The Institute will undertake to investigate your concerns. This investigation will involve contacting the party ('s) against whom the complaint was made and allows them to respond in writing in relation to the complaint. Alternatively a meeting will be arranged with the parties involved.
Step 4 (Problem not resolved at Step 3)	Make an appointment with Operations manager through the Student Support Department at reception.
Step 5 (Problem not resolved at Step 4)	Make an appointment with the CEO through the Student Support Department at reception.
Step 6 (Problem not resolved at Step 5)	Seek resolution of the matter via an external appeal (see external appeals procedure in the policy below.).

*Please Note: You have the right to appoint an independent nominee to attend all discussions.

Appeals Procedure

Step 1	Contact the Student Support officer to try and resolve the issue in an informal manner.
Step 2 (Appeal not resolved at Step 1)	If the issue is not resolved, the Student Support officer will assist you to complete 10.1 Complaints & Appeals Form and will submit to the nominated staff member as per the attached process flow chart.
Step 3	The Institute will undertake to investigate your appeal. This investigation will involve contacting the party (is) who were involved in making the decision and allow them to respond in writing in relation to the appeal. Alternatively a meeting will be arranged with the parties involved.
Step 4 (Appeal not resolved at Step 3)	Continue through the internal appeals channel as per flow chart below.
Step 5 (Appeal not resolved at Step 4)	Seek resolution of the matter via an external appeal (see external appeal procedure in the policy below.).

*Please Note: You have the right to appoint an independent nominee to attend all discussions.

Complaints

Informal process

Where possible all non-formal attempts shall be made to resolve the Complaint or appeal. This may include advice, discussions, and Operations mediation in relation to the issue and the student's Complain or appeal. Any staff can be involved in this informal process to resolve issues but once a student has placed a formal complaint or appeal the above said procedures must be followed.

General complaints

All complaints or appeals are to be submitted through 10.1 Complaints and appeals form to the Admin manager. It is his responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

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

Once the 10.1 Complaints and appeals form is received it is to be entered into the Complaints and appeals Register which is monitored by the Operations Manager.

The information to be contained and updated within the 10.1 Complaints and appeals form is as follows: –
Submission date of complaint

- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

A student may be assisted or accompanied by a support person regardless of the nature of the Complaint & Appeal.

Once a complaint has been filed and logged in the Complaints and appeals register the Admin Manager shall notify Operations Manager of the complaint and provide any further documentation related to the matter.

The Operations Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the operations manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.

Copies of all documentation, outcomes and further action required will be placed into the complaints and appeals register by the admin manager and on the student file.

With the notification of the outcome of the formal complaint the students shall also be notified that they have the right to appeal. To appeal a decision Gen Institute must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

Operations complaints

Any student, potential student, or third party may submit a formal complaint to Gen Institute with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a third party.

Complaints should be submitted in writing using the complaints and appeal form
All formally submitted complaints or appeals are submitted to the Student Support Officer. It is his responsibility to deal with the complaint in the first instance. Complaints are to include the following information:

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

Once a formal complaint is received, it is to be entered into the 'complaints and appeals register' which is monitored by the

Operations Manager regularly. The information to be contained and updated within the register is as follows:

- Submission date of complaint
- Name of complainant;
- Description of complaint / appeal
- Determined Resolution; and
- Date of Resolution.

Each complainant or appellant will have the opportunity to formally present their case at no cost

A student may be assisted or accompanied by a support person regardless of the nature of the complaint throughout the process at all times.

Once a complaint has been filed and logged in the 'complaints and appeals register' the Student Admin Manager shall notify the Operations Manager of the complaint and provide any further documentation related to the matter.

The Operations Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint.

Once a decision has been reached the Operations Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing. Within the notification of the outcome of the formal complaint the students shall also be notified that they have the right to appeal. To appeal a decision Gen Institute must receive, in writing, grounds of the appeal. Students are referred to the appeals procedure.

The Operations Manager shall ensure that Gen Institute will act immediately on any substantiated complaint. If the internal or any external complaint handling or appeal process results in a decision that supports the student, Gen Institute will immediately implement any decision and/or corrective and preventative action that are required, and advise the student of the outcome.

Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student Admin Manager and on the students file.

Appealing a Decision

All students have the right to appeal decisions made by Gen Institute where reasonable grounds can be established. The areas in which a student may appeal a decision made by Gen Institute may include:

Assessments conducted

Deferral, suspension, or cancellation decisions made in relation to the student's enrolment

Or any other conclusion / decision that is made after a complaint has been dealt with by Gen Institute in the first instance.

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

To activate the appeals process the student is to complete 'complains and appeal form' which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from student administrations department.

The Operations Manager shall then determine the validity of the appeal and organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.

The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.

The Operations Manager shall ensure that Gen Institute acts on any substantiated appeal.

Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

Operations appeals

Where a student has appealed a decision or outcome of a formal complaint they are required to notify Gen Institute in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.

The appeal shall be lodged through student administrations and the student admin manger shall ensure the details of the appeal are added to the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decisions, Admin Manager will make sure the 'complaints and appeals register' is updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Gen Institute if they wish to proceed with the external appeals process.

Assessment appeals

Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted.

If this is still not to the student's satisfaction the student shall formally lodge an appeal by submitting a written letter outlining the reasons for the appeal. They shall lodge this with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by Gen Institute.

The student shall be notified in writing of the outcome with reasons for the decision Admin Manager will make sure the 'complaints and appeals register' is updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Gen Institute if they wish to proceed with the external appeals process.

Appealing deferrals, suspension or cancellation of enrolment decisions

Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal. The student should have extenuating circumstances as to why the decision should be reviewed and any supporting documentation supporting their appeal.

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

The appeal submitted shall be lodged with student administrations department and the appeal shall be entered into the 'complaints and appeals register'.

The Operations Manager shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.

The student shall be notified in writing of the outcome with reasons for the decision, and the 'complaints and appeals register' updated. The student shall also be provided the option of activating the external appeals process if they are not satisfied with the outcome. The student is required to notify Gen Institute if they wish to proceed with the external appeals process.

The Operations Manager shall ensure that Gen Institute will act immediately on any substantiated appeal. If the internal or any external complaint handling or appeal process results in a decision that supports the student, Gen Institute will immediately implement any decision and/or corrective and preventative action that are required, and advise the student of the outcome.

Guidelines

The complaint or appeal will be dealt with promptly and the length of time involved may vary in accordance with the complexities of the case. Under normal circumstances student can expect at least a provisional written response within 10 working days of presenting the complaint and appeal. If resolution takes longer, they will be kept informed on the progress of the case.

Student will be provided with a written outcome on their case including reasons.

Student must maintain the enrolment throughout the complaints and appeals process.

The complaints and appeals services available to students shall not incur any cost.

External appeals

If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, Gen Institute advises the student that he/she has the right to access the external appeals process. Where this is the case, the matter shall be referred to the external independent / third party mediator at no cost to the student. The third party mediation organisation is Overseas Students Ombudsman (OSO).

overseas Students ombudsman (oSo)
Phone number: 1300 362 072

online form
Postal address: GPo Box 442 canberra act 2601
Website : http://www.ombudsman.gov.au

The decision of this independent mediator is final and any further action the student wishes to take is outside Gen Institute policies and procedures. The student shall be referred to the government agencies such as DET and Department Of Home Affairs and this information can be gained from the Operations Manager.

Where a decision or outcome is in favour of the student, Gen Institute shall follow the required action to satisfy the students Complaint & Appeal as soon as practicable.

Recording Student complaints and appeals

Complaints that the student does not wish to formalise in writing should be recorded on a Student file Cover sheet, which is maintained by the admin department and sits in Admin File of a student.

Each complaint, appeal and its outcome is recorded on the Complaints and Appeals Register, Student Management System and a copy of the Complaints and Appeals Form is placed in the student's admin file.

Action of the outcome of complaints and or appeals

Where the complaints or appeals process results in a decision supporting the student complaint Gen Institute will within thirty days implement the required corrective/preventative action and advise the student of the outcome. This decision is reviewed internally in the continuous improvement meetings to make appropriate decision on the change in the procedure implemented my Gen Institute that led to the complaint to make sure such scenario does not repeat.

Deferring, Suspending or Cancelling the Students Enrolment Policy and Procedure

Purpose

The purpose of this policy is to put in place a framework that ensure the processes of Deferring, Suspending or Cancelling the Students Enrolment is done in line with the standard 9 of the ESOS ACT.

Scope

This policy applies to all the staffs of Gen Institute who are involved in the process of Deferment, suspension and Cancellation of Student's enrolment and all the students of Gen Institute.

Policy

This policy/procedure supports 'Standard 9 – Deferring, suspending or cancelling the student's enrolment' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which states:

'Registered providers may only enable students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement in certain limited circumstances."

The following procedures will ensure Gen Institute follows the required process when a student wishes to defer, suspend, or cancel their enrolment with Gen Institute.

Students are able to initiate deferral, suspension or cancellation of their studies during their stay in Australia only in certain limited circumstances as described below. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Students have the right to appeal a decision by Gen Institute to defer, suspend or cancel their studies and Gen Institute will not notify Department of Education and Training of a change to the enrolment status until the internal complains and appeals process is completed.(ESOS 9.3 AND 8)

Definitions

Application for Transfer Between Registered Providers	An application by a Student for Transfer Between Registered Providers (release).
DHA	Department of Home Affairs
ESOS Act:	The Education Services for Overseas Students Act 2000 of the Commonwealth of Australia, as amended from time to time.
National Code:	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, established pursuant to Part 4 of the ESOS Act, as amended from time to time.
Student Counsellor or equivalent:	Includes a student counsellor/student support officer/advisor or welfare officer appointed by the Institute and working at the Institute or, in the case of Students

International students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file and DHA shall be notified via PRISMS of the decision to defer the enrolment as a result of the student's request.(ESOS 9.1) (ESOS 9.3b)

Student Suspension (ESOS 9.2)

Gen Institute is only able to temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - A traumatic experience which could include:
  - Involvement in or witnessing of a serious accident;
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - Where Gen Institute is unable to offer a pre-requisite unit
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above are only some examples of what may be considered compassionate or compelling circumstances. The Operations manager will use their professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Gen Institute will consider documentary evidence provided to support the claim, and should keep copies of these documents in the student file.

- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form in and submit to the Student admin Department. Students will also be required to provide evidence of the compassionate or compelling circumstances in their 9.1 Defer, Suspend or Cancel Enrolment form (I.e. a medical certificate or police report, etc.) (ESOS 9.1)
- Students who would like to defer their studies must first speak to a staff member in the Student Administration to gain a 9.1 Defer, Suspend or Cancel Enrolment form and to ensure they understand the reasons that deferment may be granted. A 9.1 Defer, Suspend or Cancel Enrolment form must be completed which will need to be approved by the operations manager. This 9.1 Defer, Suspend or Cancel Enrolment form must include in detail the 'compassionate or Compelling circumstances' (ESOS 9.1)
- Where a suspension of enrolment is granted, Gen Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.
- DHA's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DHA.
- Students are to be informed in writing of the outcome of their 9.1 Defer, Suspend or Cancel Enrolment form and that it may affect their student visa. (ESOS 9.3a)
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and DHA shall be notified via PRISMS of the decision to suspend the enrolment as a result of the student's request. (ESOS 9.3b)

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further information can be gained from the aepp7 Transfer between registered providers
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and DHA shall be notified via PRISMS of the decision to cancel the enrolment as a result of the student's request.(ESOS 9.3b)

Domestic students

Student Deferral

- A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation will be kept in the student file
- The student will be informed by the admin manager once the deferment has been approved. The maximum time period approved for the deferment is 4 weeks. Once the 4 week time period lapses, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

Student Suspension (ESOS 9.2a)

- Students are able to suspend their enrolment during the study periods on the grounds of extenuating circumstances.
- These circumstances could include but are not limited to:
  - Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
  - Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
  - A traumatic experience which could include:
    - involvement in, or witnessing of a serious accident; or
    - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
  - Where Gen Institute is unable to offer a pre-requisite unit
- Students who feel the need to suspend the course will be encouraged to speak to the student support officer.
- Students will be required to complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- Where a suspension of enrolment is granted, Gen Institute will suspend an enrolment for an agreed period of time - to a maximum of 6 months. Once the student returns after the suspension period, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course... If the student does not return after the 6 month period, the enrolment will be cancelled by the admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the suspension will be kept in the student file and Department of education shall be notified via AVETMISS (If applicable) of the decision to suspend the enrolment as a result of the student's request.
- Gen Institute will request any assessments related to the units delivered until the suspension to be submitted.

Student Cancellation

- Students wishing to cancel their enrolment must complete a 9.1 Defer, Suspend or Cancel Enrolment form and submit to the Student admin Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and SVTS shall be notified via AVETMISS (if applicable) of the decision to cancel the enrolment as a result of the student's request.
- If the student decides to return to Gen Institute and continue studying the course, students must complete the enrolment process again and a new training plan will need to be put in place with the correct start and end date of the course

PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

Provider Deferral

Gen Institute may defer an enrolment where the course is not being offered at the proposed Date, site, or any other reason Gen Institute deems necessary to differ the course.

Provider Suspension (ESOS 9.2)

Gen Institute has the ability to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within Gen Institute:

Examinations

i. Students must not help or receive assistance from other students
ii. Students must not request the loan of or lend materials or devices to other students
iii. Students must not bring any materials into the examination room other than those specified for that examination
iv. Students must not use computer software or other devices during an examination other than those specified.

A student may be excluded from a final examination in a unit for any of the following reasons:

- unauthorised absence from class
- failure to meet unit requirements, for example non-submission of assignments or failure to attend class or mid-semester tests
- academic misconduct
- general misconduct (see below)

Other assessment tasks

- Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

General Misconduct

General misconduct is where a student:

- Acts dishonestly;
- Harasses other students or staff;
- Interferes with students or staff;
- Prevents or disrupts learning;
- Disobeys/fails to comply with contractual or legal requirements;
- Misuses, damages or steals Gen Institute's property or the property of others;
- Alters/defaces Gen Institute documents or records;
- Prejudices the good name of Gen Institute, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

a) Contravenes any rules or acts;
b) Prejudices the good name or reputation of Gen Institute;
c) Prejudices the good order and governance of Gen Institute or interferes with the
d) Freedom of other people to pursue their studies, carry out their functions or participate in the life of the Gen Institute;
e) Fails to comply with conditions agreed in the contract;

f) Wilfully disobeys or disregards any lawful order or direction from Gen Institute personnel;
g) Refuses to identify him or herself when lawfully asked to do so by an officer of Gen Institute;
h) Fails to comply with any penalty imposed for breach of discipline;
i) Misbehaves in a class, meeting or other activity under the control or supervision of Gen Institute, or on Gen Institute premises or other premises to which the student has access as a student of Gen Institute;
j) Obstructs any member of staff in the performance of their duties;
k) Acts dishonestly in relation to admission to Gen Institute;
l) Knowingly makes any false or misleading representation about things that concern the student as a student of Gen Institute or breaches any of Gen Institute rules;
m) Alters any documents or records;
n) Harasses or intimidates another student, a member of staff, a visitor to Gen Institute, or any other person while the student is engaged in study or other activity as an student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
o) Breaches any confidence of Gen Institute;
p) Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from Gen Institute premises while acting as an Gen Institute student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
q) Steals, destroys or damages a facility or property of Gen Institute or for which the Gen Institute is responsible; or is guilty of any improper conduct.

Where a student has been identified of Academic or General Misconduct the operations manager shall be informed and will make a decision on the penalty and the severity of the penalty. The operations manager may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

- Where a student has been identified with Academic or General Misconduct Gen Institute shall ensure the following:
  - Students must be treated fairly, with dignity and with due regard to their privacy
  - Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry by the operations manager to have so behaved.
  - Past misconduct is not evidence that a student has behaved in the same manner again.
  - Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalised more leniently than subsequent instances of misconduct.
- Students are able to access the COMPLAINTS AND APPEALS if they feel that the decision is unfair or they have other grounds to appeal the decision.(ESOS 8)
- If the student accesses Gen Institute's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.
- The penalties the operations manager can impose are:
  - Academic Misconduct could include a warning, a reduction in grades, receiving zero for an assessment, deemed NYC in the unit, or suspension of enrolment
  - A charge for any costs that the general misconduct may have caused
  - Temporary exclusion from Gen Institute in the form of suspending enrolment for a period of time.
- DHA's policy is that if a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DHA.
- Where the severity of misconduct is severe, the operations manager may decide to cancel the enrolment

Provider Cancellation

In some cases where the student's misconduct is severe, Gen Institute has the right to cancel the enrolment.

Non-payment of fee

In relations to the non-payment of fees the student will be sent out only one warning letter (where the student fails to pay tuition fees within 7 days of due date and the amount exceeds $500) informing them that they have 20 working days from the date after 2 days of issue to access the Gen Institute's complaints and appeals process. If the complaint and/or appeal are not upheld, or the student withdraws from the complaint and/or the appeal process, then Gen Institute must report the student to DHA. The suspension or cancelling of the student's enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student's welfare.

Non-Commencement of enrolment

When the student does not attend the orientation a student support officer will try to establish contact with the student through a telephone call and if the contact was not established for two weeks or fourteen days the students qualifies to be reported on the basis of non-commencement. Then Gen Institute must report the student to DHA.

When the student was due to commence studies but has not arrived in Australia nor contacted the Institute within 2 weeks of the semester's Start date to explain the reason for his or her non-commencement of studies and they have not notified Gen Institute in writing, is eligible for being cancelled on the basis of non-commencement. The student who has not returned from semester break and has not paid the next semester's fees and has not contacted Gen Institute within 2 weeks of the semester's commencement date to explain the reason for his or her non-commencement of studies is also eligible for being cancelled on the basis of non-commencement. In this case, no Notification of Intention to Cancel or suspend the student's enrolment letter will be issued, as the Institute has assumed that the student, by not paying his or her fees and not contacting Gen Institute, has indicated "inactively" that he or she will not be continuing with his or her studies.

Where the operations manager has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of Gen Institute to cancel the student's enrolment.(ESOS 9.3a)
- They must be informed of the fact that they have the right to appeal the decision by accessing the COMPLAINTS AND APPEALS and completing this appeal within 20 working days of the notification (ESOS 8) (ESOS 9.4)
- If the student accesses Gen Institute's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.(ESOS9.4)
- Students must also be informed that Gen Institute is obliged to inform Department of Education and Training / DHA via PRISMS after the 20 working day period and that they will be at risk of having their Visa cancelled.(ESOS 9.3b)

PROCEDURE FOR RECORDING AND REPORTING DEFERMENTS, SUSPENSION OR CANCELLATION OF ENROLMENTS

All 9.1 Defer, Suspend or Cancel Enrolment form and outcomes are to be kept in the Student file.

- All reports of misconduct, decisions and actions taken in relation to misconduct, and other related documentation must be kept in student file.(ESOS 9.1)
- Any decisions to initiate deferral, suspension or cancellation of an enrolment must be reported to Department of Education and Training / DHA via PRISMS.(ESOS 9.3b)
- Students are to be kept informed of any decisions or outcomes that relate to a deferment, suspension, or cancellation of enrolments.
- All students are to be given the opportunity to access the complaints and appeals before reporting any provider initiated suspensions or cancellations of enrolments via PRISMS occurs. The students have 20 working days to lodge a Complaint or an Appeal.(ESOS 8)
- Where a student decides to access this procedure within 20 working days of notification Gen Institute must wait until the process has finished before going ahead with the reporting of the student's enrolment changes via PRISMS.
- Identifying and entering the appropriate dates in PRISMS such as the last day of study and termination dates for different circumstances (i.e. student notify of seizure of study, provider-initiated cancelations) have to be determined based on the annexure 3 after this policy.

Responsibility:

The Admin Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implements its requirements and is responsible for ensuring that PRISMS are notified of any deferment, suspension or cancellation.

Associated documents:

- 9.1 Deferral, Suspension or Cancellation Form
- 9.2 Non-payment of Fees warning letters
- 9.3 Deferment approval letter or Refusal Letter
- 9.4 Breach Reported (Non Payment)
- 9.5 Breach Reported (Non Commencement)
- Complaints and Appeals Policy and Procedure
- 8.1 Complaint and Appeals form
- Student's Code of Conduct Policy and Procedure
- Deferring Suspending or Cancelling the Students Enrolment
- Plagiarism Policy and Procedure

DEFERRAL OF COMMENCEMENT PROCEDURE

Students requesting a deferment for e.g. due to not receiving their student visa in time to commence their program for the current term or other compassionate or compelling reasons will contact the Admin Manager and apply in writing. (Provide the related documents)

↓

The Admin Manager processes form. Approval or disapproval is provided to student in writing. A copy of it is retained on the student file.

↓

A letter is sent out by the Admin Manager with the:
Information provided to student regarding how their visa may be affected as a result of the deferment
Notify student of DHA website or helpline.

↓

Admin Manager Reports the student deferral in the PRISMS and makes changes in the start and end date accordingly. (Notify student of DHA website or helpline).

↓

The cancelled COE, the cancelled variation COE and the new COE is placed on the student file.
The student activity in regards to the process is logged in the Deferring, Suspending or Cancelling the Students Enrolment register

SUSPENSION OF STUDIES PROCEDURE

(Student Initiated)

Students requesting a Suspension based on compassionate or compelling reasons will contact the Admin Manager and apply in writing on the Students suspension/deferral/cancellation withdrawal form. (Provide the related documents)

↓

The Admin Manager processes form. Approval or disapproval is provided to student in writing. (A copy of it is retained on the student file.)

↓

If approved the Admin Manager consults with the assessor for the student's study plan. (Whether the student's end date would be affected so as to make changes accordingly on the COE in PRISMS) - Notify student of DHA website or helpline.

↓

Once change is made in Prisms, a letter with the amended COE/s is sent out by the Admin Manager with the:
Information provided to student regarding how their visa may be affected as a result of the deferment or suspension
Notify student of DHA website and or helpline.

↓

If not approved the Admin Manager will inform the student in writing the reason for disapproval and a copy of it is then placed on the student file. (The student must be informed they have 20 working days to access the Institute's complaints and appeals process).

↓

Admin Manager reports student via PRISMS that the student's enrolment is suspended and makes changes in the start and end date accordingly

↓

A copy of the suspended COE and the changes resulted on the PRISMS due to the suspension should be placed on the Student File.

SUSPENSION/CANCELLATION OF STUDIES PROCEDURE

(INSTITUTE Initiated)

Admin Manager sends out an Email informing why Gen Institute has decided to suspend or cancel the student.

(Note: The letter should mention that the student has 20 working days to appeal and a copy of the letter to be placed on the student file.)

If the student appeals within 20 working days from the date (after 2 days of issue) and the appeals is upheld then the student is not reported on PRISMS.

- The student should be provided in writing of the outcome of the appeal.
- A copy of the student appeal and its outcome must be placed in the student file.

A copy of the suspended/ cancelled CoE and the changes resulted on the PRISMS due to the suspension/ cancellation should be placed on the Student File. Student information to be entered on Deferring, Suspending or Cancelling the Students Enrolment register

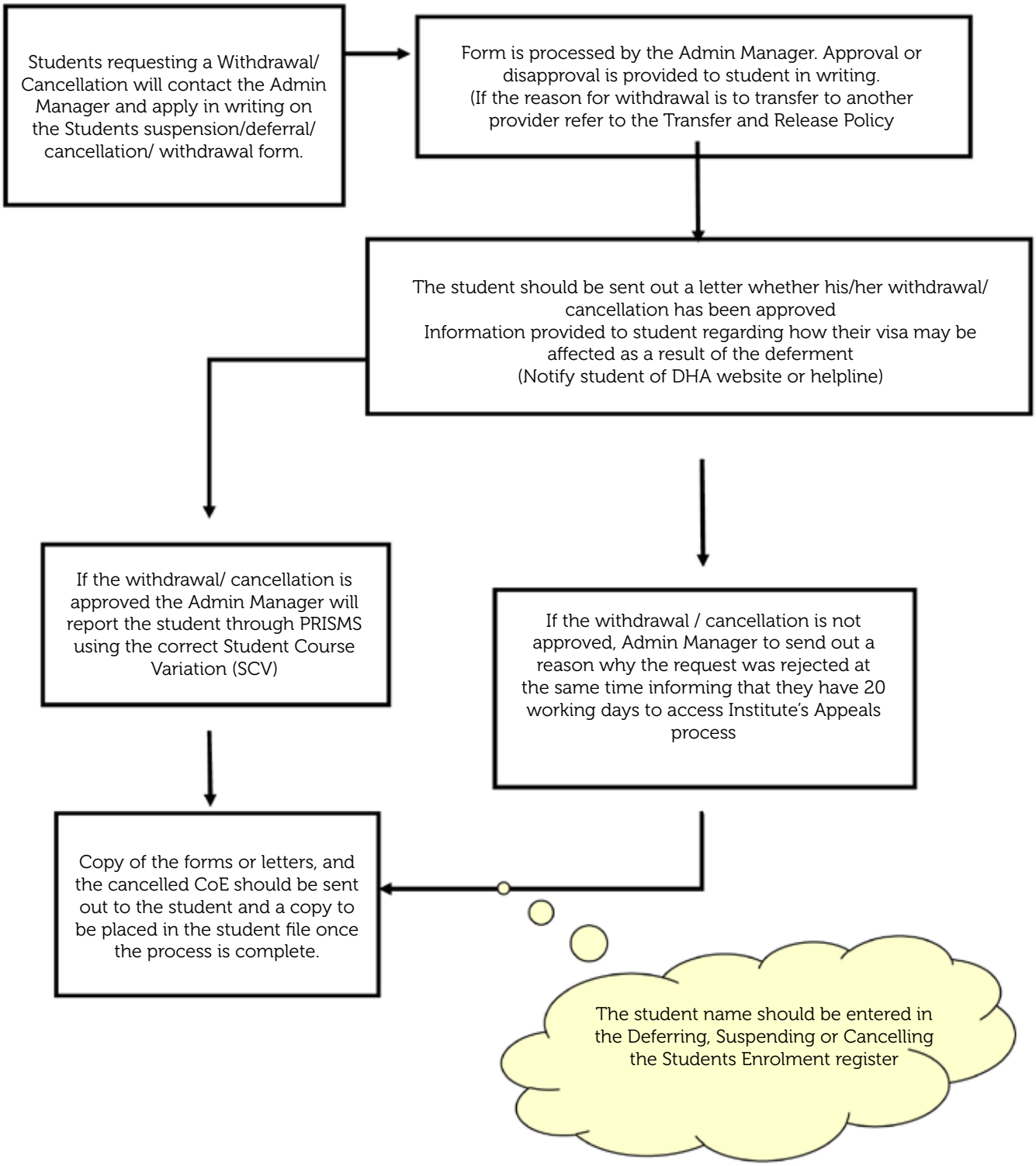
If the student does not appeal or if his/her appeal is not upheld, the Admin Manager will report the student through PRISMS using the correct Student Course Variation (SCV)

All the documents related to the student cancellation must be placed in the student file

Note: Student misbehaviour in relations to the non-payment is when the student has an overdue for more than a week of $500 or above in accordance with his/her fee payment plan

Withdrawal/Cancellation of Enrolment Procedure

(Student initiated)



Termination of Studies

While processing Student Course Variations (SCV) two dates are included as per reporting obligations for termination of studies in PRISMS. These dates are:

- the last day of the student's studies; and
- the day the student's studies are terminated (whether or not the termination takes effect on that day)

Below are the details on how last day of school and termination dates taken.

Annexure 3

Provider Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Provider decision to cease student enrolment	- Non-Payment of Fees - Disciplinary reasons - Unsatisfactory course progress	If the outcome of the appeals process finds in favor of the provider, the date the student's studies are terminated is the day after the completion of the internal appeals process. However, if the student ceases to attend classes before the appeal concludes – the first day they were not in class becomes the termination date. In the event that the student does not access the provider's internal complaints and appeal process, the date the student's studies are terminated would be the 21st day after the issuing of the written notice or earlier if the provider knows the date the student stopped attending classes.
Provider decision to cease student enrolment	- No longer Holding Student Visa	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	- Provider unable to deliver course	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study
Provider decision to cease student enrolment	- Student has Died	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study

Student Decision to terminate the studies

Termination of Studies	SCV Reason	Last day of School and Termination dates
Termination of Students study prior to completing the course (ie prior to the CoE end Date)	- Student completed Course Early	The date of termination of a student will be the next day of last day of the course.
Student Withdraws from course.	- Student left provider – transferred to another provider	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study. If a student timetable is from Monday through to Wednesday each week. The student advises the provider that they do not wish to continue and decides to terminate the enrolment. If the student's last actual day of study falls on a Monday, the date the student's studies are terminated would be the next "study" day - Tuesday.
Student Withdraws from second semester while studying First semester	- Student notifies cessation of studies	The student advises during semester one that they will not be returning to study with the provider in semester two. Where a student informs the provider during semester one that they will not continue studies in a future semester, the provider is unable to process the SCV reporting for the student in PRISMS until the student's last actual day of study has passed.
Student withdraws from currently studying course	- Student notifies cessation of studies	The 'date of termination of a student's studies' is the first "study" day following the last actual day of study.

Maintaining Satisfactory Course Progress overseas

Students Visa requirements Standard 8

Purpose

The purpose of this policy is to ensure that Gen Institute has a structured process in place to track the performance of each international 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; (ESOS 8.1)
- 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 the Gen Institute will report students who do not meet course progress requirements via PRISMS.

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

Scope

This policy applies to all staff of Gen Institute who are responsible for recording, monitoring and reporting the academic progress of international 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 counseling 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'

And

Clause 1.1, Clause 1.2, Clause 1.7 of Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

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 study period
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 in which the trainer/assessor provides the final results of a unit of competency to the Administration staff.
Expected duration	For the purposes of Standard 9, 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 for students. The course duration includes approved holiday periods.
Department of Home Affairs	Department of Immigration and Border Protection – now called as 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 study period
Unsatisfactory Progress:	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
Term/ Study Period:	Please see attached Annexure 2 for study period schedule
Student	An international 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 study period is considered to be satisfactory course progress. The study period for each course varies depending on the duration of the course, for details please refer to Annexure 2 at the end of this policy.

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 study period. Please refer to Annexure 2 at the end of this policy for details of each study period.

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 study period and during Orientation, Gen Institute provides each student with a Training Plan incorporating the units for that study period 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 Training Plan. 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. All students are responsible for ensuring that they are aware of the support options available to them and must take advantage of those support options as appropriate

Gen Institute will assess each student's progress during and at the end of each study period (Please see attached annexure 2 for study periods). Course progress monitoring is done on a monthly basis during each study period. Students whose commencement does not align with the start dates will have their progress assessed for the duration of the study period, for example: student begins in week 5 of a 10-week study period shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory study period.

Course requirements have been defined for each Study Period 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 study period. 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 study period, 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 Institute'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 Institute'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 Institute'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 made satisfactory course progress, Gen Institute does not report the student, and 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 process, or
iii. The process is completed and results in a decision supporting Gen Institute (i.e. the student's appeal was unsuccessful).

Though, Gen Institute subscribes to the Department of Home Affairs (formerly known as 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 SSO informs the student in writing of the intention to report to Department of Home Affairs and 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'. This spreadsheet will calculate the projected academic progress for the study period based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in and successfully complete. The assessment shall be conducted by qualified trainers / assessors using the RTO's assessment tools/methods and recording processes as required. All academic results are entered in to the Students Records Management System by the Student Administration department.

It is the responsibility of the Student Administration Department and the Course Coordinator to ensure that the 'student's academic progress sheet' is updated after each assessment is completed and recorded. I.e. if there were 6 units assessed in a term in total and a student has been assessed as 'C' in 4 units and 'NYC' in 2 units for the term, the student's academic progress sheet would look like:

Term 1				
Student Name	**Student No.**	**Number of Units Assessed 'Competent'**	**Number of Units Assessed 'Not Yet Competent'**	**Academic Performance Percentage (%)**
John CITIZEN	GEN0001	4	2	66.67%

These records are checked regularly by the Operations Manager for currency and accuracy.

The trainer along with the SSO is 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.

Additionally, consolidated weekly attendance reports will be shared with SSO and trainers every Monday. Students who missed 3 classes consecutively in the previous week will be identified by the Student Support Manager as potentially at risk of not meeting satisfactory course progress. During the meeting the SSO will endeavour 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 monthly and is conducted on the 25th of each month. When it is identified that student is below 75% attendance for the previous month (i.e. from 25th of previous month to 24th of current 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 identify any issues that the student is 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 miss class for three consecutive days will be identified and will be called by the SSO and an early intervention for the student will commence.

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 if 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 assessments 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 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 mechanisms 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 study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy is activated within the first four weeks of the following study period.

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 always 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 study period

When a student fails a prerequisite unit it is considered as a high priority event that needs to be addressed. The SSO organises 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 finalised 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.

On the 28th day of each month the Administration Manager will review the academic progress of all students and monitor the following points (the reports obtained from monitoring the attendance from the 25th day of the month are also considered)

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 undertaken 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. The students are given the opportunity to be counselled about their progress if required. (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 the Administration Manager shall notify the Operations Manager and a '8.2 Poor Academic Performance in 1 TERM' shall be sent 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. (8.1 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 a '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 Operations 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 Operations 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

The student shall be sent a '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. (Student Academic Progress Breach Recorded Letter)

If the student accesses Gen Institute'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.

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 students. 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.

Steps followed as part of intervention process

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 the study period". When a student is identified by the Administration Manager. The Administration Manager advises SSO to activate intervention. 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 and filed appropriately.
iii. Meeting the student to obtain information/ validation underpinning unsatisfactory course progress using the feedback form 10.5 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, drug prescriptions, airline tickets and death notices must be submitted (in English).
   - Timeframes indicative of good intent with regarding course progress.

vi. Communicating timeframes and outcomes with trainers via student log (and in person if so required). 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 filing all student/ counsellor conversations.

Although timeframes are case specific and may therefore vary from student to student, second and third intervention meetings, if so required, 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 Institute 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

vii. Consequences of unsatisfactory course progress

viii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enrol 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

ix. Advising students that unsatisfactory course progress in a second consecutive compulsory study period could lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, if the student does not respond to the intervention strategy devised for him or her either during or at the end of the study period depending on the outcome of any appeals process"

x. Usefulness of undertaking additional English Language training or assistance

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 study period, 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, which in fact 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 study area 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 is then able to arrange a time with the teacher/trainer to re-sit/ or submit the assessment during the study period. 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 study period.

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 further 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) the trainer will update internal records as appropriate and inform the student support officer or their nominee of the outcome of the re-sit/re-submit by way of a signed copy of an updated A9 form.

Reporting 'Breach of Student academic Progress'

If Gen Institute identifies a student as not making satisfactory course progress in a second consecutive study period 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 the registered 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 grading 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 emailed 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 compulsory study period, and based on the opportunities given to the students and the students lack improvement or otherwise, as seen in the context of the current loading and cannot progress to the second compulsory study period, a decision could be arrived at, for determining whether a student should be reported to Department of Home Affairs or not. VET Coordinator is the functionary 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 study period), 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 interview history.

If the appeal is not successful, based on the VET Coordinator's advice, the Student Administration Officer/Admissions Officer 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 Student Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Responsibilities

CEO
Operations Manager
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 1 TERM – CP
8.3 Poor Academic Performance during second TERM – CP
8.4 Course Progress Report < - To be Generated from SMS
8.5 Course Progress Feedback CP
8.6 Intervention Strategy Recommendations Agreement –CP
8.7 Breach Recorded Letter –CP
8.8 Breach Reported –CP
8.9 Attendance Records
8.10 Attendance Warning Letter
8.11 Attendance Second Warning Letter

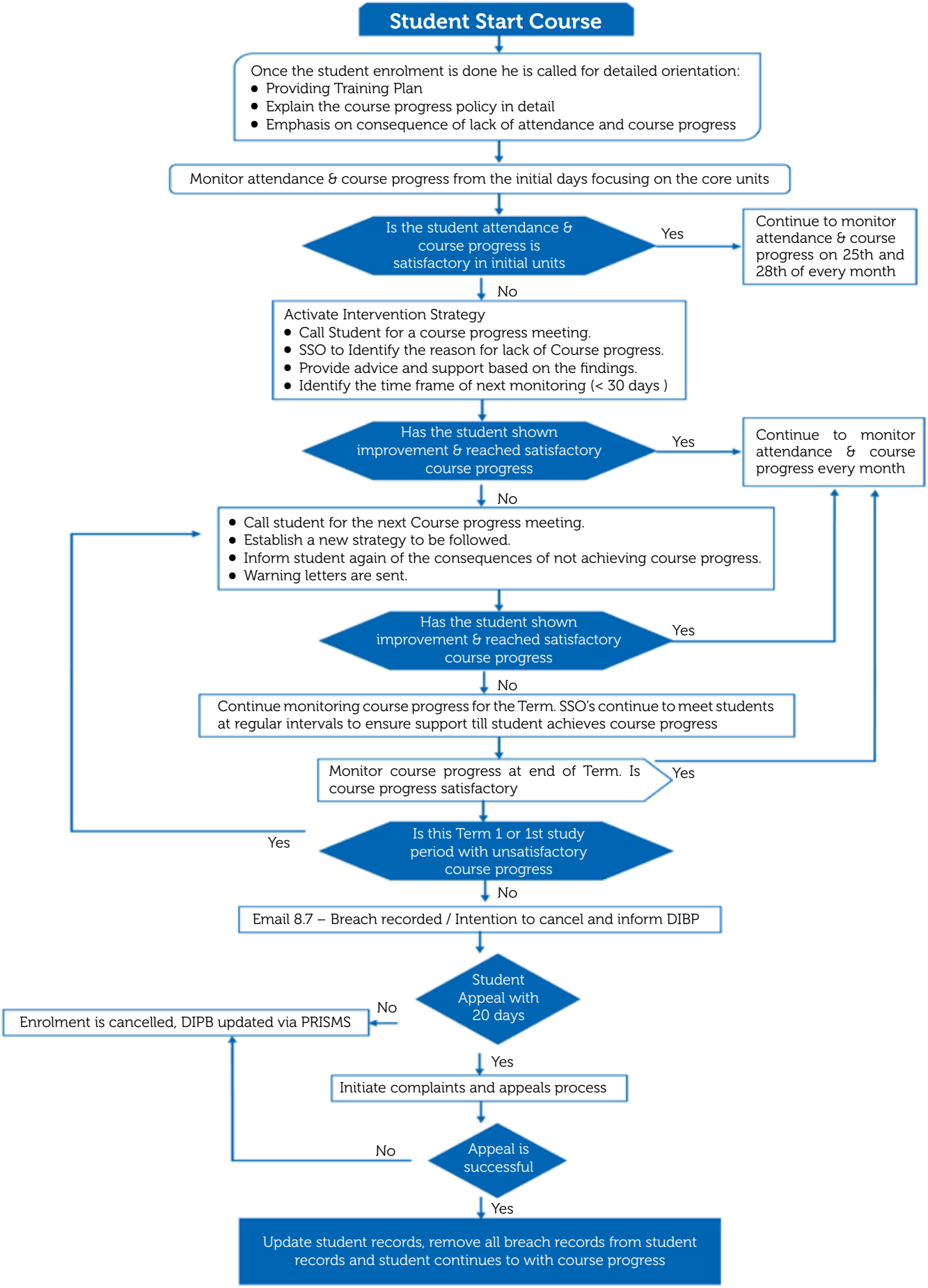
Annexure 1

Intervention reason / scenario	action	responsibility
- 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 8.10 Attendance warning letter to be emailed immediately	SSO
Failed in one assessment of a unit	Call the student for a meeting with SSO and Trainer	SSO
Attendance below 75% for previous month [25th of previous month to 24th of current month]	8.11 Attendance warning letter to be emailed immediately	SSO
When a student fails in one complete unit in a study period	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 to be emailed	SSO
Course progress below 50% for single Term	8.2 Poor Academic Performance letter to be emailed	SSO
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	SSO
Course progress below 50% in 2 consecutive terms	a) 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 b) Inform them of their ability to access the appeals and complaints process within 20 working days	SSO

Annexure 2

Study Period Schedule					
S No	Code	Course	Total Duration	Study Periods	Study Period weeks
1	BSB40215	Cert IV in Business	40 Weeks	4	SP1 - 10 Weeks
					SP2 - 10 Weeks
					SP3 - 10 Weeks
					SP4 - 10 Weeks
2	BSB50215	Diploma of Business			SP4 - 10 Weeks
					42 Weeks
					SP1 - 14 Weeks
					SP1 - 14 Weeks
3	BSB60215	Advanced Diploma of Business	52 Weeks	4	SP1 - 13 Weeks
					SP2 - 13 Weeks
					SP3 - 13 Weeks
					SP4 - 13 Weeks
4	BSB51918	Diploma of Leadership and Management	52 Weeks	4	SP1 - 13 Weeks
					SP2 - 13 Weeks
					SP3 - 13 Weeks
					SP4 - 13 Weeks
5	BSB61015	Advanced Diploma of Leadership and Management	52 Weeks	4	SP1 - 13 Weeks
					SP2 - 13 Weeks
					SP3 - 13 Weeks
					SP4 - 13 Weeks
6	CPC50308	Diploma of Building and Construction (Management)	52 Weeks	4	SP1 - 13 Weeks
					SP2 - 13 Weeks
					SP3 - 13 Weeks
					SP4 - 13 Weeks
7	CPC30611	Certificate III in Painting and Decorating	60 Weeks	5	SP1 - 12 Weeks
					SP2 - 12 Weeks
					SP3 - 12 Weeks
					SP4 - 12 Weeks
					SP5 - 12 Weeks

Flow Chart – Course Progress Policy



Completion within expected duration of Study Policy & Procedure

Purpose

The purpose of this policy and procedure is to monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of Enrolment (COE); and to make sure to extend the duration through the issuing of a new COE in limited circumstances only.

This policy and related procedure relate to the monitoring of students' academic performance and the consequent procedures for reporting to DHA of unsatisfactory performance.

Scope

This policy applies to all staffs of Gen Institute that are responsible to monitor Student Course Progress, Student Attendance and support ESOS Standard 8.

Policy

This policy/procedure supports 'Standard 8 – Completion within expected duration' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018'

To enable compliance with the National Code 2018 (Standard 8), international students are required to complete their studies within the expected duration of the program, as specified on the student's Confirmation of Enrolment (COE).

The following procedures ensure that students complete their studies within the expected duration of the course and Gen Institute only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for providers to international students.

Definitions

CoE:	Confirmation of Enrolment - A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular program of the registered provider.
Compassionate or Compelling Circumstances:	Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's program progress or wellbeing. These could include, but are not limited to: • Serious illness or injury, where a medical certificate states that the student was unable to attend classes; • Bereavement of close family members such as parents or grandparents; • Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or • A traumatic experience which could include: • Involvement in, or witnessing of a serious accident; • Witnessing or being the victim of a serious crime. • When this has impacted on the student. (Note these cases should be supported by police or psychologists' reports) • where the registered provider was unable to offer a pre-requisite course/unit; or • Inability to begin studying on the program commencement date due to delay in receiving a student visa.
Course / Unit:	Component of a program of education or training.

CRICOS:	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
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 is not different from the expected duration for domestic students. The expected duration is specified on the students CoE.
PRISMS:	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education by registered providers.

Procedure

- Students are required to complete their studies within the timeframe indicated on their COE and student visa. Gen Institute shall endeavour to ensure all students are given an opportunity to complete their studies within this timeframe. A copy of each student's COE will be kept on the student's file and variations to the COE will also be retained within the student file. Student will be enrolled in a minimum of 20 hours per week of study.
- Gen Institute does not provide any distance or on-line learning (for international students) to ensure the ability to maintain contact with students and monitor any issues that students may have.
- All students are required to attend the Institute on a full-time basis to ensure they meet the attendance requirements. This Academic Progress is monitored as indicated in the Monitoring international students' academic progress Policy and Procedure.
- Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis.
- Gen Institute will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as a result of:
  a. Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
  b. The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  c. An approved deferment or suspension of study has been granted under Standard 8
- Gen Institute will follow the steps outlined in the following policies and procedures where a student is identified of the above circumstances:
  a. Monitoring international students course progress
  b. Deferring, Suspending or cancelling the students Enrolment
- All meetings must be documented, and any strategies arranged must also be documented.
- All changes to a student's course duration is to be reported to the Department of Home Affairs via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.
- If Gen Institute extends the duration of the student's enrolment, Gen Institute will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Responsibilities

CEO
Operations Manager
Admin Manager
Assistant Admin 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).

Issuance of Certificate Policy

Gen Institute will issue to students who have completed an accredited unit(s) a Statement. In accordance with the 'AQF Qualifications Issuance Policy', Gen Institute will maintain a register of

- all AQF qualifications they are authorised to issue
- all AQF qualifications and Statements of Attainment they issue to graduates

Gen Institute will retain student records of Statements of Attainment and qualifications for a period of 30 years and provide reports of its student records of Statements of Attainment and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

The Statement of Attainment or Qualification will be issued within 30 calendar days of the student meeting the requirements of the unit of competency / competencies provided they have completed the 'Request for Certificate or Statement of Attainment' Form if they do not have any outstanding fees owing to Gen Institute.

Written agreements between the student and Gen Institute

Gen Institute will provide a 3.5 Letter of Offer and written agreement with you outlining the services and all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it.

Plagiarism

Plagiarism is the copying or imitation of someone else's work or ideas without acknowledging its original source. This includes obtaining information from books, the internet and from fellow students. This can sometimes happen when students study together and write down exactly the same information as each other when answering a question. Plagiarism is regarded as cheating and severe penalties may be imposed i.e. failing a unit of study if a student is found to have plagiarised work.

The esos Frame work

Please refer to the websites:

- http://gen.edu.au/esos-framework/
- https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx

Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Common wealth Register of Institutions and Courses for Overseas Students http://cricos.education.gov.au/default.aspx

Registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course including its location match the information on CRICOS.

Your rights

The ESOS framework protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there is arrangements in place for your accommodation, support and welfare.
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- Your right to get the education you paid for. The ESOS frame work includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.

Your right to know:

- How to use your provider's student support services;
- Who the contact officer or officers are for overseas students;
- If you can apply for course credit;
- When your enrolment can be deferred, suspended or cancelled;
- What your provider's requirements are for satisfactory progress in the courses you study;
- If attendance will be monitored for those courses;
- What will happen if you want to change providers; and

Your responsibilities

- As an overseas student on a student visa, you have responsibilities to:
- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- Meet the terms of the written agreement with your provider;
- Inform your provider if you change your address; • Maintain satisfactory course progress;
- If attendance is recorded for your course, follow your provider's attendance policy; and
- If you are under18, maintain your approved accommodation, support and general welfare arrangements

Contact Details

Who	Why	How?
Your Provider	For policies and procedures that effect you	Speak to Student support officer at Gen Institute. Go to www.gen.edu.au
Department of Education Science and Training (DEST)	For your ESOS rights and responsibilities	https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
Department of Home Affairs	For visa matters	https://www.homeaffairs.gov.au/ Phone 131 881 in Australia Contact the Home Affairs office in your Country.
Unique Student Identifier	To apply for your USI	www.usi.gov.au
ESOS Act 2000 and The National Code 2018	For complete information of The Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018	https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx
Tuition and Protection Services(TPS)	For information about TPS	https://tps.gov.au/StaticContent/Get/StudentInformation
Overseas Students Ombudsman	The Overseas Students Ombudsman can investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas	http://www.ombudsman.gov.au Ph: 1300 362 072 within Australia. Outside Australia call +61 2 6276 0111. Email: ombudsman@ombudsman.gov.au
Australian Tax Ofice	Information about declaring tax	https://www.ato.gov.au
Fair Work Australia	Information and advice about your workplace rights and obligations	https://www.fairwork.gov.au/

416-420(Basement) Collins St,
Melbourne, VIC, Australia 3000,
Telephone: +613-96422193
Email: admissions@gen.edu.au

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