PRE ENROLMENT INFORMATION BROCHURE

GEN INSTITUTE

ABN: 36 155 887 764 ACN: 155 887 764
National Provider Code: 41126 CRICOS: 03572F
web: www.gen.edu.au Version: 2025.1

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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 a broad spectrum of nationally accredited courses in Leadership and Management, Business, Hospitality, Painting and Decorating, and Building and Construction.

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) 2025, 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) 2025

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 three 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.
Campus 3: 91-97 Islington street, Collingwood, Victoria, 3066

Contact numbers: City Campus +613 96422193, Ascot Vale Campus +613 93728618, Collingwood Campus +613 94170310

Route map

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

how to get to Gen Institute (City Campus)

1-Flinders Street Railway Station/Elizabeth St (Melbourne City)

Tram 59 to Airport West

2-Collins St/Elizabeth St (Melbourne City)

Walking
343m - 6 mins

416-420 Collins St (Melbourne City)

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)

how to get to Gen Institute (Collingwood Campus)

Flinders Street Railway Station (Melbourne City)
Platform 1

Mernda **Train to Mernda**
8 stops - 16 mins

Collingwood Railway Station (Abbotsford)
Platform 2

Walk
349m - 6 mins

91-97 Islington St, Collingwood VIC 3066, Australia, (Abbotsford)

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 Painting & Decorating , Building & Construction(Building), Hospitality, Leadership & 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

Nationally Recognised Training

National Course Code:	BSB50420
CRICOS Course Code:	104314F
Delivery Mode:	Face to Face
Campuses:	91-97 Islington St, Collingwood, Vic 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 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 6.0 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.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Units of competency

(12 units must be completed for this qualification which includes 6 core & 6 elective units)

Unit code	Unit name	Core / Elective
BSBWHS521	Ensure a safe workplace for a work area	Elective
BSBCMM511	Communicate with influence	Core
BSBCRT511	Develop critical thinking in others	Core
BSBPEF502	Develop and use emotional intelligence	Core
BSBTWK503	Manage meetings	Elective
BSBOPS502	Manage business operational plans	Core
BSBTWK502	Manage team effectiveness	Core
BSBLDR523	Lead and manage effective workplace relationships	Core
BSBLDR522	Manage people performance	Elective
BSBFIN501	Manage budgets and financial plans	Elective
BSBOPS504	Manage business risk	Elective
BSBSUS511	Develop workplace policies and procedures for sustainability	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees Diploma of Leadership and Management **AUD $11000.00**
Material Fee for Diploma of Leadership and Management (Text Books) **AUD $1000.00**

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

Nationally Recognised Training

National Course Code: BSB60420
CRICOS Course Code: 107602G
Delivery Mode: Face to Face
Campuses: 91-97 Islington St, Collingwood, Vic
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 6.0 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.
- Must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
  or
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Units of competency

(10 units must be completed for this qualification which includes 5 core & 5 elective units)

Unit code	Unit name	Core / Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBLDR601	Lead and manage organisational change	Core

BSBLDR602	Provide leadership across the organisation	Core
BSBOPS601	Develop and implement business plans	Core
BSBSTR601	Manage innovation and continuous improvement	Core
BSBSTR602	Develop organisational strategies	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBTEC601	Review organisational digital strategy	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBXCM501	Lead communication in the workplace	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees Advanced Diploma of Leadership and Management **AUD $11000.00**
Material Fee for Advanced Diploma of Leadership and Management (Text Books) **AUD $1000.00**

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.

Diploma of Business

Nationally Recognised Training

National Course Code: BSB50120

CRICOS Course Code: 107603F

Delivery Mode: Face to Face

Campuses: 91-97 Islington St, Collingwood, Vic
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 in a variety of Business Services job roles. These individuals may have frontline management accountabilities.

Individuals in these roles carry out moderately complex tasks in a specialist field of expertise that requires business operations skills. They may possess substantial experience in a range of settings, but seek to further develop their skills across a wide range of business functions.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 6.0 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.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Units of competency

(12 units must be completed for this qualification which includes 5 core and 7 elective units.)

Unit code	Unit name	Core / Elective
BSBCRT511	Develop critical thinking in others	Core
BSBFIN501	Manage budgets and financial plans	Core
BSBOPS501	Manage business resources	Core
BSBSUS511	Develop workplace policies and procedures for sustainability	Core
BSBXCM501	Lead communication in the workplace	Core

BSBTWK503	Manage meetings	Elective
BSBOPS504	Manage business risk	Elective
BSBPMG430	Undertake project work	Elective
BSBTWK501	Lead diversity and inclusion	Elective
BSBMKG541	Identify and evaluate marketing opportunities	Elective
BSBLDR523	Lead and manage effective workplace relationships	Elective
BSBWHS521	Ensure a safe workplace for a work area	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees Diploma In Business **AUD $11000.00**
Material Fee Diploma In Business **AUD $1000.00**

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

Nationally Recognised Training

National Course Code: BSB60120

CRICOS Course Code: 107604E

Delivery Mode: Face to Face

Campuses: 91-97 Islington St, Collingwood, Vic
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 in a variety of Business Services job roles. These individuals may have general management accountabilities.

Individuals in these roles carry out complex tasks in a specialist field of expertise. They may undertake technical research and analysis, and will often contribute to setting the strategic direction for a work area.

The qualification is suited to individuals who are responsible for the supervision and leadership of a team or work area (including by managing staff performance and making staffing decisions).

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 6.0 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.
- Must have completed a Diploma or Advanced Diploma from the BSB Training Package (current or superseded equivalent versions).
  or
- Have two years equivalent full-time relevant workplace experience in an operational or leadership role in an enterprise

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Units of competency

(10 units must be completed for this qualification which includes 5 core and 5 elective units..

Unit code	Unit name	Core / Elective
BSBCRT611	Apply critical thinking for complex problem solving	Core
BSBFIN601	Manage organisational finances	Core

BSBOPS601	Develop and implement business plans	Core
BSBSUS601	Lead corporate social responsibility	Core
BSBTEC601	Review organisational digital strategy	Core
BSBSTR602	Develop organisational strategies	Elective
BSBLDR601	Lead and manage organisational change	Elective
BSBHRM614	Contribute to strategic workforce planning	Elective
BSBPEF501	Manage personal and professional development	Elective
BSBSTR601	Manage innovation and continuous improvement	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees Advanced Diploma of Business **AUD $11000.00**
Material Fee Advanced Diploma of Business **AUD $1000.00**

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:	CPC30620	
CRICOS Course Code:	103828K	
Delivery Mode:	Face to Face	
Campuses:	**Practical**	91-97 Islington St, Collingwood, Vic
	Theory	416-420 (Basement) Collins Street Melbourne, Vic

Duration:

Total duration for this qualification is 60 weeks (including 8 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.

Completion of the general construction induction training program, specified in the Safe Work Australia model Code of Practice: Construction Work, is required by anyone carrying out construction work. Achievement of CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Entry requirements

- 18 years or older
- Completion of Year 11 (Australia) or overseas equivalent
- IELTS 6.0 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 CPCWHS1001 – 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.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

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

(29 units must be completed for this qualification which includes 26 core units and 3 elective units.

Unit code	Unit name	Core / Elective
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Core
CPCCCM2012	Work safely at heights	Core
CPCCOM1012	Work effectively and sustainably in the construction industry	Core

CPCCOM1013	Plan and organise work	Core
CPCCOM1014	Conduct workplace communication	Core
CPCCOM1015	Carry out measurements and calculations	Core
CPCCOM2001	Read and interpret plans and specifications	Core
CPCCCM3005	Calculate costs of construction work	Core
CPCCCM3001	Operate elevated work platforms upto 11 meters	Core
CPCCPB3026	Erect and maintain trestle and plank systems	Core
CPCCPD2011	Handle and store painting and decorating materials	Core
CPCCPD2012	Use painting and decorating tools and equipment	Core
CPCCPD2013	Remove and replace doors and door and window components	Core
CPCCPD3021	Prepare existing coated surface for painting	Core
CPCCPD3035	Prepare uncoated surfaces for painting	Core
CPCCCM2008	Erect and dismantle restricted height scaffolding	Core
CPCCPD3022	Apply paint by brush and roller	Core
CPCCPD3023	Apply texture coat paint finishes by brush, roller and spray	Core
CPCCPD3024	Apply paint by spray	Core
CPCCPD3025	Match specific paint colours	Core
CPCCPD3026	Apply stains and clear timber finishes	Core
CPCCPD3027	Remove and apply wallpaper	Core
CPCCPD3028	Apply decorative paint finishes	Core
CPCCPD3031	Work safely with lead-painted surfaces in the painting industry	Core
CPCCPD3030	Apply protective paint coating systems	Core
CPCCPD3029	Remove graffiti and apply anti-graffiti coatings	Elective
CPCCPD3036	Work safely to encapsulate non-friable asbestos in the painting industry	Core
CPCCPD3034	Apply advanced decorative paint finishes	Elective
CPCCSP3003	Apply trowelled texture coat finishes	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees Certificate iii in Painting and Decorating **AUD $15000.00**
Material Fee Certificate iii in Painting and Decorating **AUD $1500.00**

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 (Building)

National Course Code:	CPC50220
CRICOS Code:	109367H
Delivery Mode:	Face to Face
Campuses:	91-97 Islington St, Collingwood, Vic 416-420 (Basement) Collins Street Melbourne, Vic

NATIONALLY RECOGNISED TRAINING

Duration:

Total duration for this qualification is 72 weeks (including 12 weeks holidays). Students study minimum 20 hours a week face to face.

Qualification Description

This qualification reflects the role of building professionals who apply knowledge of structural principles, risk and financial management, estimating, preparing and administering building and construction contracts, selecting contractors, overseeing the work and its quality and managing construction work in building projects including residential and commercial with the following limitations:

- Residential construction limited to National Construction Code Class 1 and 10 buildings to a maximum of 3 storeys.
- Commercial construction limited to National Construction Code Class 2 to 9 buildings, Type C and B construction.

Occupational titles may include:

- Builder
- General Foreperson
- Building Inspector

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. To achieve this qualification, the candidate must have access to a live building and construction workplace to meet the requirements detailed in the Assessment Requirements of core unit CPCCBC4008 Supervise communication and administration processes for building and construction projects.

Completion of the general construction induction training program specified by the model Code of Practice for Construction Work is required for any person who is to carry out construction work. Achievement of unit CPCCWHS1001 Prepare to work safely in the construction industry meets this requirement.

Builder licensing varies across States and Territories and requirements additional to the attainment of this qualification may be required.

Entry requirements

- 18 years or older
- Completion of Year 12 (Australia) or overseas equivalent
- IELTS 6.0 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 CPCWHS1001 – 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.

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

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.

Safety Requirement

Every student is required to wear their own Personal Protection Equipment(PPE):safety boots and protective clothing while visiting a building and construction workplace.

Units of competency

27 units must be completed for this qualification which includes 24core units and 3 elective units.

Unit code	Unit name	Core / Elective
BSBOPS504	Manage business risk	Core
BSBWHS513	Lead WHS risk management	Core
CPCCBC4001	Apply building codes and standards to the construction process for Class 1 and 10 buildings	Core
CPCCBC4003	Select, prepare and administer a construction contract	Core
CPCCBC4004	Identify and produce estimated costs for building and construction projects	Core
CPCCBC4005	Produce labour and material schedules for ordering	Core
CPCCBC4008	Supervise site communication and administration processes for building and construction projects	Core
CPCCBC4009	Apply legal requirements to building and construction projects	Core
CPCCBC4010	Apply structural principles to residential and commercial constructions	Core
CPCCBC4012	Read and interpret plans and specifications	Core
CPCCBC4013	Prepare and evaluate tender documentation	Core
CPCCBC4014	Prepare simple building sketches and drawings	Core
CPCCBC4018	Apply site surveys and set-out procedures to building and construction projects	Core
CPCCBC4053	Apply building codes and standards to the construction process for Class 2 to 9, Type C buildings	Core
CPCCBC5001	Apply building codes and standards to the construction process for Type B construction	Core
CPCCBC5002	Monitor costing systems on complex building and construction projects	Core
CPCCBC5003	Supervise the planning of onsite building and construction work	Core
CPCCBC5005	Select and manage building and construction contractors	Core
CPCCBC5007	Administer the legal obligations of a building and construction contractor	Core
CPCCBC5010	Manage construction work	Core

CPCCBC5011	Manage environmental management practices and processes in building and construction	Core
CPCCBC5013	Manage professional technical and legal reports on building and construction projects	Core
CPCCBC5018	Apply structural principles to the construction of buildings up to 3 storeys	Core
CPCCBC5019	Manage building and construction business finances	Core
BSBPMG532	Manage project quality	Elective
BSBPMG538	Manage project stakeholder engagement	Elective
BSBPMG422	Apply project quality management techniques	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees - Diploma of Building and Construction (Building) **AUD $17000.00**
Material Fee - Diploma of Building and Construction (Building) **AUD $1500.00**

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

Certificate III in Commercial Cookery

Nationally Recognised Training

National Course Code:	SIT30821	
CRICOS Course Code:	109859K	
Delivery Mode:	Face to Face	
Campuses:	**Practical**	238 Union Road Ascot vale, Vic
	Theory	416-420 (Basement) Collins Street Melbourne, Vic

Qualification Description

This qualification reflects the role of cooks who use a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. Using discretion and judgement, they work with some independence and under limited supervision using plans, policies and procedures to guide work activities.

Completion of this qualification contributes to recognition as a trade cook.

This qualification provides a pathway to work as a cook in organisations such as restaurants, hotels, clubs, pubs, cafes, and coffee shops.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- 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.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen all day.

Safety Requirement

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

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 52 weeks (including 10 weeks holidays) on a full-time basis for 20 hours per week face to face. Students need to gain competency in 25 units (20 core units and 5 elective units) to successfully complete this course.

Work Based Training

Students are required to complete a minimum of 48 food service periods of 4 hours each organising, preparing and cooking a variety of food items in a commercial kitchen to meet the qualification requirements of SIT30816 Certificate III in Commercial Cookery.

Students will have the option to arrange the WBT placement from Gen Institute by paying separate WBT Fees. WBT Fees will be charged separately, and WBT fee payment plan will be made available at the time of admission.

Course Structure

Competency Code	Competency Name	Core/Elective
SITXFSA005	Use hygienic practices for food safety	Core
SITHCCC023*	Use food preparation equipment	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXINV006*	Receive, store and maintain stock	Core
SITHCCC027*	Prepare dishes using basic methods of cookery	Core
SITHKOP009*	Clean kitchen premises and equipment	Core
SITHCCC040*	Prepare and serve cheese	Elective
SITHCCC028*	Prepare appetisers and salads	Core
SITHCCC029*	Prepare stocks, sauces and soups	Core
SITHCCC039*	Produce pates and terrines	Elective
SITXWHS005	Participate in safe work practices	Core
SITHCCC025*	Prepare and present sandwiches	Elective
SITHCCC031*	Prepare vegetarian and vegan dishes	Core
SITHCCC043*	Work effectively as a cook	Core
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC035*	Prepare poultry dishes	Core
SITHCCC036*	Prepare meat dishes	Core
SITHCCC037*	Prepare seafood dishes	Core
SITHCCC041*	Produce cakes, pastries and breads	Core
SITHPAT016*	Produce desserts	Core
SITHASC025*	Prepare Asian rice and noodles	Elective
SITHKOP010	Plan and cost recipes	Core
SITHCCC042*	Prepare food to meet special dietary requirements	Core
SITXHRM007	Coach others in job skills	Core
SITXWHS006	Identify hazards, assess and control safety risks	Elective

* HAS A PREREQUISITE UNIT SITXFSA005 Use hygienic practices for food safety

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees - Certificate III in Commercial Cookery **AUD $15000.00**
Material Fee - Certificate III in Commercial Cookery **AUD $2000**

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.

Teaching and Assessment Methods

Teaching is conducted in the classroom as well as in the commercial kitchen settings when required to simulate real work environment. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Certificate IV in Kitchen Management

Nationally Recognised Training

National Course Code:	SIT40521	
CRICOS Course Code:	109526J	
Delivery Mode:	Face to Face	
Campuses:	**Practical**	238 Union Road Ascot vale, Vic
	Theory	416-420 (Basement) Collins Street Melbourne, Vic

Qualification Description

This qualification reflects the role of chefs and cooks who have a supervisory or team leading role in the kitchen. They operate independently or with limited guidance from others and use discretion to solve non-routine problems.

This qualification provides a pathway to work in organisations such as restaurants, hotels, clubs, pubs, cafes and coffee shops, or to run a small business in these sectors.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- 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.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen all day.

Safety Requirement

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

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 64 weeks (including 6 weeks holidays) on a full-time basis for 20 hours per week face to face. Students need to gain competency in 33 units (27 core units and 6 elective units) to successfully complete this course.

Work Based Training

In case of a direct entry to SIT40521 Certificate IV in Kitchen Management, workbased training requirements apply to this course

Students will have the option to arrange the WBT placement from Gen Institute by paying separate WBT Fees. WBT Fees will be charged separately, and WBT fee payment plan will be made available at the time of admission.

Course Structure

Competency Code	Competency Name	Core/Elective
SITXFSA005	Use hygienic practices for food safety	Core
SITHCCC023*	Use food preparation equipment	Core
SITXFSA006	Participate in safe food handling practices	Core
SITXINV006*	Receive, store and maintain stock	Core
SITHCCC027*	Prepare dishes using basic methods of cookery	Core
SITHCCC028*	Prepare appetisers and salads	Core
SITHCCC029*	Prepare stocks, sauces and soups	Core
SITHCCC030*	Prepare vegetable, fruit, eggs and farinaceous dishes	Core
SITHCCC040*	Prepare and serve cheese	Elective
SITHASC025*	Prepare Asian rice and noodles	Elective
SITHCCC038*	Produce and serve food for buffets	Elective
SITXCOM010	Manage conflict	Core
SITHCCC043*	Work effectively as a cook	Core
SITHCCC031*	Prepare vegetarian and vegan dishes	Core
SITHCCC035*	Prepare poultry dishes	Core
SITHCCC036*	Prepare meat dishes	Core
SITHCCC037*	Prepare seafood dishes	Core
SITHCCC041*	Produce cakes, pastries and breads	Core
SITHPAT016*	Produce desserts	Core
SITHCCC039*	Produce pates and terrines	Elective
SITHKOP010	Plan and cost recipes	Core
SITHKOP015*	Design and cost menus	Core
SITXFSA008*	Develop and implement a food safety program	Core
SITXHRM008	Roster staff	Core
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXHRM009	Lead and manage people	Core
SITHCCC042*	Prepare food to meet special dietary requirements	Core
SITHKOP013*	Plan cooking operations	Core
SITHKOP012*	Develop recipes for special dietary requirements	Core
SITXMGT004	Monitor work operations	Core
SITXCCS015	Enhance customer service experiences	Elective
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXFIN009	Manage finances within a budget	Core

* HAS A PREREQUISITE UNIT SITXFSA005 Use hygienic practices for food safety

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees - Certificate IV in Kitchen Management **AUD $17000.00**
Material Fee - Certificate IV in Kitchen Management **AUD $2000**

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.

Teaching and Assessment Methods

Teaching is conducted in the classroom as well as in the commercial kitchen settings when required to simulate real work environment. The delivery will include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Diploma of Hospitality Management

Nationally Recognised Training

National Course Code:	SIT50422	
CRICOS Course Code:	114629D	
Delivery Mode:	Face to Face	
Campuses:	**Practical**	236-238 Union Road Ascot vale, Vic
	Theory	416-420 (Basement) Collins Street Melbourne, Vic

Qualification Description

This qualification reflects the role of highly skilled senior operators who use a broad range of hospitality skills combined with managerial skills and sound knowledge of industry to coordinate hospitality operations. They operate independently, have responsibility for others and make a range of operational business decisions.

This qualification provides a pathway to work in any hospitality industry sector as a departmental or small business manager. The diversity of employers includes restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multiskilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at at approved ELT centre.
- 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.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen/restaurant all day.

Safety Requirement

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

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 64 weeks (including 6 weeks of holidays). of full time study. Students study 20 hours per week face to face. Students need to gain competency in 28 units (11 core units and 17 elective units) to complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC023	Use food preparation equipment	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXINV006	Receive, store and maintain stock	Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Elective
SITHCCC036	Prepare meat dishes	Elective
SITHCCC037	Prepare seafood dishes	Elective
SITHPAT016	Produce desserts	Elective
SITHCCC042	Prepare food to meet special dietary requirements	Elective
SITHKOP013	Plan cooking operations	Elective
SITHKOP010	Plan and cost recipes	Elective
SITHKOP015	Design and cost menus	Elective
SITXFSA008	Develop and implement a food safety program	Elective
SITXMPR014	Develop and implement marketing strategies	Elective
SITXHRM008	Roster staff	Core
SITXHRM010	Recruit, select and induct staff	Elective
SITXMGT005	Establish and conduct business relationships	Core
SITXCOM010	Manage conflict	Core
SITXHRM009	Lead and manage people	Core
SITXFIN009	Manage finances within a budget	Core
SITXMGT004	Monitor work operations	Core
SITXCCS015	Enhance customer service experiences	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXWHS007	Implement and monitor work health and safety practices	Core
SITXHRM012	Monitor staff performance	Elective

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees - Diploma of Hospitality Management **AUD $17000.00**
Material Fee - Diploma of Hospitality Management **AUD $2000**

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

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.

Training and assessment methods

Training is conducted in the classroom as well as in training kitchen when required to simulate real work environment. The delivery may include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Advanced Diploma of Hospitality Management

National Course Code:	SIT60322	
CRICOS Course Code:	114990J	
Delivery Mode:	Face to Face	
Campuses:	**Practical**	236-238 Union Road Ascot vale, Vic
	Theory	416-420 (Basement) Collins Street Melbourne, Vic

Nationally Recognised Training

Qualification Description

This qualification reflects the role of highly skilled senior managers who use a broad range of hospitality skills combined with specialised managerial skills and substantial knowledge of industry to coordinate hospitality operations. They operate with significant autonomy and are responsible for making strategic business management decisions.

This qualification provides a pathway to work in any hospitality industry sector and for a diversity of employers including restaurants, hotels, motels, catering operations, clubs, pubs, cafés, and coffee shops. This qualification allows for multi-skilling and for acquiring targeted skills in accommodation services, cookery, food and beverage and gaming.

Entry Requirements

- Must be at least 18 years of age or over at the time of commencement of the course.
- Completed Year 12 (Australian) or equivalent.
- International students must meet Student Visa requirements and provide evidence of English language proficiency with a minimum score of IELTS 6.0 or equivalent or study minimum of 6 weeks of upper intermediate level ELICOS at approved ELT centre. (subject to assessment level of the student's country).
- 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.

Physical Requirements

Students who participate in this course will need the physical capability to lift and carry heavy pots; have unrestricted use of both hands to use kitchen tools and equipment efficiently and be able to stand up in a kitchen/restaurants all day.

Safety Requirement

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

Resource Requirements

- PC/Laptop or Tablet
- Speakers/Headphones and a Microphone
- A web camera
- Microsoft Office
- PDF Reader

Course Duration

Total duration for this qualification is 104 weeks (including 22 weeks of holidays) of Full time Study. Students study 20 hours per week face to face. Students need to gain competency in 33 units (14 Core units & 19 elective units) to successfully complete this course.

Course Structure

Unit Code	Unit Name	Core / Elective
SITXFSA005	Use hygienic practices for food safety	Elective
SITHCCC023	Use food preparation equipment	Elective
SITXFSA006	Participate in safe food handling practices	Elective
SITXINV006	Receive, store and maintain stock	Elective
SITHCCC027	Prepare dishes using basic methods of cookery	Elective
SITHCCC028	Prepare appetisers and salads	Elective
SITHCCC029	Prepare stocks, sauces and soups	Elective
SITHCCC030	Prepare vegetable, fruit, eggs and farinaceous dishes	Elective
SITHCCC031	Prepare vegetarian and vegan dishes	Elective
SITHCCC035	Prepare poultry dishes	Elective
SITHCCC036	Prepare meat dishes	Elective
SITHCCC037	Prepare seafood dishes	Elective
SITHCCC041	Produce cakes, pastries and breads	Elective
SITHASC025	Prepare Asian rice and noodles	Elective
SITHKOP013	Plan cooking operations	Elective
SITHCCC042	Prepare food to meet special dietary requirements	Elective
SITXHRM008	Roster staff	Elective
SITXWHS006	Identify hazards, assess and control safety risks	Elective
SITXMGT005	Establish and conduct business relationships	Core
SITXHRM009	Lead and manage people	Core
SITXFIN009	Manage finances within a budget	Core
SITXMGT004	Monitor work operations	Core
SITXFIN010	Prepare and monitor budgets	Core
SITXGLC002	Identify and manage legal risks and comply with law	Core
SITXCCS016	Develop and manage quality customer service practices	Core
SITXCOM010	Manage conflict	Elective
SITXHRM010	Recruit, select and induct staff	Core
BSBFIN601	Manage organisational finances	Core
SITXHRM012	Monitor staff performance	Core

SITXWHS008	Establish and maintain a work health and safety system	Core
SITXFIN011	Manage physical assets	Core
SITXMPR014	Develop and implement marketing strategies	Core
BSBOPS601	Develop and implement business plans	Core

Fees

Enrolment Fees – Non-Refundable **AUD $500.00** Per Student
Tuition Fees -Advanced diploma of Hospitality Management **AUD $20000.00**
Material Fee - Advanced diploma of Hospitality Management **AUD $2200**

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

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.

Training and assessment methods

Training is conducted in the classroom as well as in training kitchen when required to simulate real work environment. The delivery may include face to face teaching, lectures, discussions, research, learning activities, group work, and supervised practical sessions.

Assessments comprise of

- Demonstrations
- Written Questions Answers
- Case Studies
- Projects

Other Fees & Charges

Item	fees*	Description
WBT Fees (Optional) SIT30821 - Certificate III in Commercial Cookery*	AU$ 2000.00	
WBT Fee – Direct Entry to SIT40521 Certificate IV in Kitchen Management (optional)	AU$ 2000.00	
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 $600.00	
Changes to COE / Changes to course (If COE has to be changed)	AUD $500.00	
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 Hospitality and Painting & Decorating courses. The students have an option to source their own personal, protective equipment (PPE)

Safety Overalls $ 80* - Safety Boots $ 50* - Chef Uniform Set $80*
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
Managed student accommodation	$350- $500 per week
Shared Rental	$250- $450 per week
Homestay	$260-$415 per week
Rental	$550- $600 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 – **$24600- 29500**
Partner or spouse – **$8600- $9500**
Child – **$3670**

- Living expenses (in addition to housing)
- Groceries and eating out – $200 to $300 per week
- Gas, electricity – $100 to $150 per week
- Phone and Internet – $30 to $70 per week
- Public transport – $40 to $60 per week
- Car (after purchase) – $300 to $450 per week
- Entertainment – $150 to $250 per week

Visit https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-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 $1200-$1500 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 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's staff are 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, Resources and services available at the Campuses

Classrooms,Training kitchens and Simulated Painting workshop

Class rooms and workshops are fully equipped with audio-visual projection equipment and students and staff will have access to WIFI. Staff and students may use computers, photocopiers, television, scanners to facilitate successful teaching and learning.

In our purpose-built Painting workshop located at 91-97 Islington st, Collingwood campus you'll experience a study environment that's just like a real workplace.

Personal Protection Equipment:

Uniform/Protective clothing, safety boots and safety glasses are provided

Computer Access with Internet facility

The student lab is equipped with computers for your use. 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.

Printing and Scanning

All Gen Institute students are allowed access to the internet facilities for reasonable study use and printing @ 10cents per page.

Student ID card

You will receive a student ID card on orientation day 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.

First aid Kits

There are First Aid Kits available within the Campuses and staff will respond immediately to requests for first aid assistance.

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, barbeques that will allow all students enrolled to engage and participate

Library

A library section with books is made available in Gen Institute at both the campuses. All students are welcome to avail the facility.

Administration Offices located at City Campus, Ascot Vale Campus and Collingwood Campus

Gen Institute 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.

Student Support Officers are available at the campus.

Being an Overseas student is exciting, but it can also be challenging. The Student support Services at Gen Institute are specifically designed to help you while living and studying in Australia. The Student Support Officers (SSO) are always available for you to gain advice on both academic and personal issues. The Student Support Officer also offers professional and confidential advice in areas where they can help. During the orientation program the following details will be shared with all the students --

- Official point of contact for overseas students
- Contact at each campus
- Contact for Painting/Hospitality qualifications
- Contact for Business/Leadership & Management qualifications

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

- Public Transport information
- Accommodation information
- Referral to Legal services
- Resume preparation
- Job search support and workplace rights and responsibilities (remember that Overseas 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
- Extra tuition and support to be organized
- Timetable adjustments
- Personal strategies to improve the students ability to complete the course requirements
- Review of assessment strategies
- Variation of enrolment load
- Extension in duration of course

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.

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 48 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

PreEnrolment Review and LLND Skills Assessment
All students complete a Pre-Enrolment Review and Language, Literacy, Numeracy and Digital (LLND) Skills Assessment before starting their course. This process helps us to: • Understand your current skills, competencies, LLN levels, and digital literacy. • Confirm your readiness to complete your chosen qualification. • Check that the course is suitable for you based on your background, goals, and current abilities. • Identify and record any support or reasonable adjustments that may help you succeed. • Provide you with clear, individual advice about the suitability of the course and any recommended bridging or foundation support. What the process involves 1. Pre-Enrolment Review – A short interview and discussion about your background, study goals, and suitability for the course. 2. LLN Assessment – A set of tasks to assess your Language, Literacy and Numeracy skills using the Australian Core Skills Framework (ACSF). 3. Digital Literacy Skills Assessment – A set of tasks to assess your digital skills in line with the Australian Digital Capability Framework. When this happens The LLND Skills Assessment is normally completed before enrolment is confirmed. In some cases, it may be finalised after admission but always before the course start date. Outcome of the review The results of this process will be used to confirm your course suitability, finalise your enrolment, and plan any academic or wellbeing support you may need during your studies.

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

Refund Policy & Procedure

Scope

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

Purpose

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

Policy

This policy outlines Gen Institute's process for managing student refunds in compliance with: Standard 2.1 of the NVR Revised Standards for RTOs, which requires RTOs to provide clear and accurate information to students concerning fees, refunds, and related obligations, and to ensure that students have easy access to this information before and during their enrolment.

Relevant requirements of Standard 2.1 of the National Vocational Education and Training Regulator NVR Revised Standards for RTOs 2025 the following information is easily accessible by VET students: all fees, costs and charges associated with the provision of the training product which VET students may incur, including payment terms and conditions, any applicable refund policies and the availability of any relevant government training entitlements and subsidies; and

- any obligations or liabilities which may be imposed on VET students undertaking the training product, including any obligations requiring VET students to acquire any materials, equipment or IT, any costs and processes associated with withdrawing from training, any costs and processes associated with obtaining a Student Identifier, and any requirements for VET students to undertake work placements;
- the organisation provides all VET students with documentation prior to their enrolment or before any fees are required to be paid which sets out:
- the training which the organisation or third parties will provide the VET student;
- all fees, costs and charges which the VET student will be required to pay; and
- any obligations or liabilities which may be imposed by the organisation or third parties on the VET student; and
- that it informs VET students, as soon as practicable, of any changes to training products or the organisation's operations that may affect VET students, including any changes relating to the transition of superseded, deleted, or expired training products.
- Standard 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (ESOS), which requires Gen Institute to formalise enrolment through a written agreement with each overseas student. The written agreement must be signed or otherwise accepted by the student (or, if under 18, their parent or legal guardian) prior to accepting payment of tuition or non-tuition fees.

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

- The written agreement must:
  - List all tuition and non-tuition fees payable by the student, the periods to which those fees relate, and payment options (Standard 3.3.4).
  - Include details of any non-tuition fees the student may incur (Standard 3.3.5).
  - Set out the circumstances in which personal information about the student may be disclosed in accordance with the Privacy Act 1988 (Standard 3.3.6).
  - Outline the provider's internal and external complaints and appeals processes (Standard 3.3.7).
  - State that the student is responsible for keeping a copy of the written agreement and receipts of payments (Standard 3.3.8).

Definitions

CRICOS:	Commonwealth Register of Institutions and Courses for Overseas Students.
ESOS Act:	Education Services for Overseas Students Act 2000 of the Commonwealth of Australia.
ESOS Regulations:	Education Services for Overseas Students Regulations (made under the ESOS Act 2000).

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

Procedure

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

Overseas (International) Student Refund Procedure

1. Communication of Fees and Refund Information

Prior to Enrolment:

- All students are provided with clear, accurate, and current information about fees, charges, payment terms, and refund policies.
- This information is made available through:
  - Course promotional materials;
  - The Gen Institute website;
  - The Student Handbook;
  - The 3.5 – Offer Letter and Acceptance Agreement.

Written Agreement:

- Each student receives a written agreement before any payment is accepted.
- The agreement includes:
  - All tuition and non-tuition fees;
  - Payment terms and options;
  - The refund policy and process;
  - Information about the Tuition Protection Service (TPS);
  - Details of the complaints and appeals process.

Refund Request Conditions

All refund requests are subject to the following conditions:

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

Refund Application and Calculation

A. Submitting a Refund Application

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

B. Calculation of Refund Period

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

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

C. Method of Refund Payment

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

D. ESOS Compliance and Documentation

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

E. Approval Process

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

F. Recordkeeping

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

G. Complaints and Appeals

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

4. Refund Scenarios

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

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

5. Refund Calculation Table

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

* Monthly Calculation Note:

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

Additional Notes

- Total Course Fee Components:
  - Tuition fees received by Gen Institute for the student's enrolment.
  - Non-tuition fees (such as material fees), if applicable, received by Gen Institute in relation to the student.

- Special Circumstances:
  - Exceptional cases (e.g., compassionate or compelling circumstances) may be considered for a full or partial refund of unspent tuition fees, less the enrolment fee, as per Gen Institute's policy.

6. Non-Refundable Circumstances

Refunds will not be granted in the following situations:

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

(b) Visa and Regulatory Issues
- The student breaches their visa conditions, resulting in cancellation of their student visa by the Department of Home Affairs.

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

7. Provider Default and Course Non-Delivery

- If the course:
  - Does not commence on the agreed start date and the student does not accept a new start date, the student will be entitled to a full refund of all course fees.
  - Ceases to be provided at any point after commencement but before completion, the student will be entitled to a full refund of unused course fees.
- Refunds will be processed and paid in full within 14 calendar days of the default event.
- Instead of issuing a refund, Gen Institute may offer the student placement in an alternative course at no additional cost. If the student accepts this alternative arrangement, Gen Institute is no longer obligated to refund the tuition fees paid for the original course.

8. Advance Fee Collection Limit

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

9. Change in Visa Status

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

10. Tuition Protection Service (TPS)

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

Refund Procedure for Domestic Students

A. Refund Application Submission

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

B. Calculation of Days for Refund Eligibility

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

C. Refund Calculation Table

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

Procedure

- Refund applications must be processed by the Administration Manager within 28 calendar days from the date the application is lodged.
- If the student is deemed eligible for a refund, the payment will be issued within 20 working days of the refund being approved.
- Refund amounts will be calculated in accordance with the Refund Calculation Table above.
- Any outstanding debts to Gen Institute will be deducted from the refundable amount.
- Refunds will be paid in Australian dollars, typically via electronic funds transfer, to the person or entity who made the original payment.
- A written explanation of the refund calculation and a copy of the signed Refund Agreement will accompany each refund.
- All refund details and associated documents will be recorded and maintained in the student's individual file, Student Management System, and MYOB.
- The Administration Manager is responsible for calculating the refund amount, and the Operations Manager or CEO for final approval.
- The availability of Gen Institute's Complaints and Appeals Process does not affect the student's right to pursue action under Australian consumer protection laws.

Provider Default Scenario (Domestic Students)

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

Roles and Responsibilities

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

Accounts Department	Processes approved refund payments within required timeframes

Forms

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

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

All refund requests, decisions, calculations, and supporting documents are kept in the student's individual file, as well as in the Student Management System and MYOB. For international students, records are kept for at least two years after the student stops being enrolled, as required by ESOS.

Feedbacks, Complaints and Appeals policy and procedure – Standard 2.7 and 2.8

Scope

This policy and procedure applies to all staff, students, and third parties engaged with Gen Institute, ensuring a consistent approach to managing feedback, complaints, and appeals across the organisation.

Purpose

The purpose of this policy is to ensure an accessible, transparent, and effective process for managing feedback, complaints, and appeals. By doing so, Gen Institute aims to enhance the overall quality of its operations, strengthen stakeholder confidence, and foster a culture of continuous improvement.

Policy

The policy supports Standard 2.7 and 2.8 of NVR Revised Standards for RTOs 2025 which state that

- Feedback and complaints management addresses concerns and informs continuous improvement of the NVR registered training organisation
- Effective appeal processes are available to VET students where decisions of the NVR registered training organisation or a third party adversely affect the student

This policy also supports 'Standard 10 – Complaints and Appeals' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which ensures all overseas students have access to fair, timely, and transparent complaints and appeals processes, including access to an independent external review at no or low cost

This policy and procedure also supports Standard 2.1 of SRTO's 2025 - VET students have access to clear and accurate information concerning the organisation

Gen Institute recognises that, despite its commitment to high-quality services, complaints or appeals may arise. All students and stakeholders are encouraged to provide feedback and are supported to lodge formal complaints or appeals without incurring any cost. The procedures outlined ensure that all feedback, complaints, and appeals are handled fairly, transparently, confidentially, and within reasonable timeframes, with the aim of achieving a satisfactory resolution for all parties involved. Feedback, complaints, and appeals are systematically recorded and analysed to identify trends and inform ongoing improvements to training, assessment, and student support services, thereby contributing to a culture of continuous improvement and stakeholder trust

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:	A process where a student seeks review of a decision by an independent external body, such as the Overseas Student Ombudsman Website: http://www.ombudsman.gov.au Call: 1300 362 072* (within Australia) Call +61 2 5117 3600. (Outside Australia) Online Form available on website Email: ombudsman@ombudsman.gov.au Post: GPO Box 442, Canberra ACT 2601
Formal Complaint:	A complaint managed under the formal complaints and appeals procedure
Informal Complaint:	A complaint managed under the informal complaints and appeals procedure, typically resolved at the point of service or through direct communication
Internal Appeal:	An appeal to a Staff member at Gen Institute.
Overseas Student:	A person holding an Australian student visa, enrolled in a CRICOS registered course, as a Student of Gen.

Party:	A person lodging an Appeal and/or the Respondent.
Privacy:	Information protected under the Information Privacy Act (Vic) in accordance with Gen's Information Privacy Policy.
Procedures:	The Institute's Procedures published on the Gen's website and in the student Handbook.
Respondent:	A person who must respond to the Appeal on behalf of Gen Institute.
Staff:	Any person employed by Gen Institute at the time of the Complaint including full-time, part-time, sessional or casual Staff.
Student:	Any person enrolled as a student of Gen Institute.
Support Person:	An observer (who is not legally trained) who accompanies a Party during the complaint or appeals process.
Gen / Institute / RTO:	Refers to Gen Institute pty ltd trading as Gen Institute.
Working Day:	A day on which Gen Institute is open for business, excluding weekends and designated Institute holidays.

Procedure:

1. Feedback

Gen Institute values student input and both actively collects feedback and encourages all VET students to provide feedback on any aspect of its operations, services, staff, or third-party providers.

- Accessible Feedback Channels:
  Feedback can be provided through a variety of accessible channels, including:
  - In person to any staff member or at Student Services
  - Via email to the dedicated feedback address
  - Through online feedback forms available on the Gen website
  - During scheduled student surveys
  - Directly to relevant staff during classes or meetings

- Clear Communication and Support:
  Information about how to provide feedback and the available channels is clearly communicated to students at orientation, in the Student Handbook, and on the Gen website, ensuring all students are aware of their options and supported throughout the process.

- **Recording and Continuous Review:**
  All feedback is formally recorded and reviewed at the end of each month by management to ensure student input informs decision-making and drives continuous improvement in training, assessment, and support services.

- **Culture of Openness:**
  Gen Institute promotes a culture of openness and transparency assuring students that they can provide honest feedback without fear of penalty or disadvantage.

  Anonymous Feedback Mechanisms: Gen Institute implements anonymous feedback systems, such as suggestion boxes at all campuses, where students can share their thoughts on courses, instructors, or institutional policies without revealing their identities.
  Transparent Follow-Up on Feedback: Gen Institute has a structured process for handling student feedback and ensures clear communication of outcomes to students. For instance, if students express concerns about a course structure or a trainer's strict approach, the operations manager engages with the trainer to gain their perspective and understand the context of the feedback. Such issues often arise from misunderstandings or misaligned expectations among students. To address this, the operations manager may organize a session with the entire class to clarify course requirements and expectations. Simultaneously, the manager coaches the trainer on effectively communicating their expectations to students and fostering an environment where students feel comfortable sharing feedback. This open dialogue enables real-time adjustments to meet students' learning needs.

2. Informal Complaints Process

- Wherever possible, Gen Institute encourages the resolution of complaints through informal means before initiating the formal complaint process.
- Students are encouraged to address concerns directly with the relevant staff member or Student Support Officer, if appropriate.

- Informal resolution may include:
  - Seeking advice or clarification regarding the concern
  - Engaging in open and respectful discussion with the relevant parties
  - Mediation facilitated by the Operations team, where necessary
- Any staff member may assist in resolving issues informally, and students are supported throughout this process.
- Students may approach a Student Support Officer for assistance at any time.
- If the issue is resolved informally, no further action is required; however, the matter may be documented for continuous improvement purposes and reported to management for review.
- All staff should be aware that if an informal complaint may legal ramifications, students should be encouraged to lodge a formal complaint. E.g. a harassment concern, negligence in ensuring a safe learning environment or breach of privacy etc
- Once a formal complaint is lodged, the formal complaint procedures outlined in this policy must be followed

3. Formal Complaints Procedure
Where informal resolution is unsuccessful or inappropriate, Gen Institute provides a structured and transparent formal complaints process to ensure procedural fairness, timely resolution, and continuous improvement.

Step 1 – Submission
- Formal complaints must be submitted using the 10.1 Complaints & Appeals Form, available from Student Services, the Gen Institute website, or upon request.
- Completed forms can be submitted in person to Student Services or electronically via the designated email address sso@gen.edu.au).
- The complaint must include:
  - Submission date
  - Complainant's name
  - Nature of the complaint
  - Date(s) of the event(s) giving rise to the complaint
  - Any supporting documentation or attachments
- All complaints are accepted regarding Gen Institute, its staff, contractors, or third parties delivering services on behalf of the organisation.

Step 2: Registering and Acknowledgement
- Upon receipt of the complaint form, the Operations Manager will:
  - Enter the complaint into the Complaints and Appeals Register
  - Notify the Operations Manager of the complaint
  - Forward all related documentation

Student Services will acknowledge the complaint in writing within two (2) working days, outlining the process, expected timeframes, and the complainant's rights, including procedural fairness and support throughout the process.

The Complaints and Appeals Register will record:
- Date of submission
- Complainant's name
- Description of the complaint or appeal
- Determined resolution
- Date of resolution

Step 3 – Investigation and Resolution
- The complaint will be assigned to an impartial staff member who has not been involved in the subject matter of the complaint.
- All parties related to the complaint will be given the opportunity to provide relevant information and respond to the issues raised.
- Meetings may be convened with the complainant, respondent, and any relevant witnesses as required. The complainant has the option to be accompanied by a support person (not legally trained) at any stage. For eg: A friend, family member or guardian
- Investigations will be conducted promptly, objectively, and confidentially, upholding the principles of natural justice and procedural fairness.
- The Operations Manager ensures a resolution is reached and communicated in writing within ten (10) working days of the complaint being lodged, wherever practicable.
- If additional time is required, the complainant is informed of the delay and provided with regular progress updates until the matter is resolved

Step 4 - Notification of Outcome

- The Operations Manager ensures a resolution is reached and communicated in writing within ten (10) working days of the complaint being lodged, wherever practicable.
- If additional time is required, the complainant is informed of the delay and provided with regular progress updates until the matter is resolved

Step 5 - Right to Appeal and Escalation

- Upon notification of the formal complaint outcome, students are informed of their right to further action through an appeal of the formal complaint outcome
- If the complainant is dissatisfied with the outcome of the formal complaint, the complaint may be escalated in the following order:
  - First to the Operations Manager, who will review the matter and provide a written response within ten (10) working days.
  - If still unresolved, the matter may be further escalated to the Chief Executive Officer (CEO), who will conduct a final internal review and provide a written decision within ten (10) working days.

Step 6 - External Review
For domestic students:

- Where internal processes do not resolve the complaint to the complainant's satisfaction, an external review may be sought through the external mediation and the complaint may be referred to: melbournemediationcentre.com.au - https://www.melbournemediationcentre.com.au

Dispute Settlement Centre of Victoria - https://www.disputes.vic.gov.au › about-us › mediation

For International students

- Where internal processes do not resolve the complaint to the complainant's satisfaction, an external review may be sought through the Overseas Students Ombudsman (OSO) at no or low cost.
- Details for the OSO are provided in all written outcome correspondence and are available on the Gen Institute website and in the Student Handbook:
  - Phone: 1300 362 072
  - Online Form: www.ombudsman.gov.au/contact-us
- Gen Institute will cooperate fully with any external investigation and implement recommendations as appropriate.

Step 7: Support and Accessibility

- All students are supported throughout the process, including the option to be accompanied by a support person (not legally trained) at any stage.
- Information about the complaints process, including timeframes and avenues for further action, is publicly available and easily accessible via the Student Handbook, website, wall posters and orientation materials

Documentation and Recordkeeping

- All complaints, investigations, and outcomes are documented in the Complaints and Appeals Register and maintained securely and confidentially, accessible only to authorised personnel, in accordance with privacy legislation and Gen's Information Privacy Policy.
- Documentation includes:
  - The original complaint and supporting evidence
  - Acknowledgement correspondence
  - Records of investigation, meetings, and communications
  - Written outcome notifications
  - Records of any escalation or external review

Continuous Improvement

- Trends and outcomes from complaints are reviewed regularly by management to identify areas for improvement in training, assessment, and support services.
- Where systemic issues are identified, actions are recorded in the Continuous Improvement Register and implemented as part of Gen Institute's quality assurance framework.

4. Appeals Procedure

Gen Institute provides a clear, accessible, and fair appeals process for students who wish to request a review of decisions affecting their progress, enrolment, assessment outcomes, or other matters. The appeals process is designed to uphold the principles of natural justice and procedural fairness, and is available at no cost to students.

Grounds for Appeal

- Students may appeal decisions relating to:
  - Assessment outcomes
  - Deferral, suspension, or cancellation of enrolment
  - Any other decision or outcome following a formal complaint
- Appeals must be based on reasonable grounds, such as:
  - Perceived procedural irregularity
  - New evidence not previously considered
  - Unreasonable or unjust decision

Step 1: Informal Resolution

- Students are encouraged to discuss the matter with the relevant staff member or Student Support Officer to seek informal resolution, where appropriate.
- Early intervention and open communication are promoted to address concerns promptly and prevent escalation.
- If the matter is resolved informally, the outcome may be documented for continuous improvement purposes

Step 2: Submission of Formal Appeal

- If the issue remains unresolved, the student may lodge a formal appeal by completing the Complaints & Appeals Form, available from Student Services or the Gen Institute website.
- The appeal must include:
  - A clear explanation of the grounds for appeal and why the decision is considered unfair
  - Any supporting documentation or evidence
  - The Student Support Officer is available to assist in completing and submitting the form.
  - Appeals must be lodged within 20 working days of notification of the decision.
- Suspension or cancellation of enrolment will not take effect until the internal appeals process is completed.

Step 3: Acknowledgement

- Upon receipt of the formal appeal, Student Services will acknowledge the appeal in writing within two (2) working days.
- The acknowledgement will outline the next steps, expected timeframes, and the student's rights, including the right to procedural fairness and to be accompanied by a support person.

Step 4: Internal Investigation

  - The appeal will be assigned to an impartial staff member or panel who was not involved in the original decision.
  - All parties involved in the original decision will be given the opportunity to respond in writing and/or participate in a meeting if required.
  - The investigation is conducted promptly, objectively, and confidentially, considering all relevant evidence and ensuring the student's right to be heard.
  - Meetings may be convened with the student, relevant staff, or witnesses as necessary to gather additional information.
- The formal appeals process will begin within 10 working days of the appeal being lodged.

Step 5: Written Outcome

- A written outcome, including the reasons for the decision and any actions to be taken, will be provided to the student within ten (10) working days of the appeal being lodged, wherever practicable.
- If additional time is required due to the complexity of the matter, the student will be informed of the delay and provided with regular progress updates until the matter is resolved.
- The outcome letter will include information about the next steps available to the student if they remain dissatisfied.

Step 6: Further Internal Appeal

- If the student is dissatisfied with the outcome, the appeal may be escalated to the Operations Manager, and, if still unresolved, to the Chief Executive Officer (CEO).
- Each escalation will be reviewed by a different, impartial decision-maker not previously involved in the matter.
- Written outcomes will be provided within ten (10) working days at each stage of escalation, and the student will be informed of their right to external review if still dissatisfied.

Step 7: External Appeal
For domestic students:

- If the internal appeals process does not resolve the matter to the student's satisfaction, an external review through may be sought through the external mediation and the appeal may be referred to: melbournemediationcentre.com.au - https://www.melbournemediationcentre.com.au

Dispute Settlement Centre of Victoria - https://www.disputes.vic.gov.au › about-us › mediation

For International students

- If the internal appeals process does not resolve the matter to the student's satisfaction, the student may seek an external review through the Overseas Students Ombudsman (OSO) at no or low cost.
- Contact details for the OSO are provided in all written outcome correspondence and are available in the Student Handbook and on the Gen website:
  - Phone: 1300 362 072
  - Online Form: www.ombudsman.gov.au/contact-us
- Postal Address: GPO Box 442, Canberra ACT 2601
- Gen Institute will cooperate fully with any external investigation and implement recommendations as appropriate.
- The decision of the OSO is final. Further action beyond this point lies outside Gen's internal procedures. Students may be referred to external government agencies such as the Department of Education or the Department of Home Affairs

Support and Accessibility

- At any stage, the student may appoint a support person (not legally trained) to attend meetings or discussions related to the appeal.
- Information about the appeals process, including timeframes and avenues for further action, is publicly available and easily accessible via the Student Handbook, website, and orientation materials.

Documentation and Continuous Improvement

- All appeals, investigations, and outcomes are documented in the Complaints and Appeals Register, Student Management System, and retained in the student's admin file in accordance with privacy legislation.
- Management reviews the appeals data on a monthly basis to identify trends and inform continuous improvement of training, assessment, and support services.
- If an appeal is substantiated, Gen will implement the required corrective or preventive actions within 30 days and notify the student. Such decisions are reviewed at internal Continuous Improvement Meetings to ensure procedures are appropriately updated.

Review

The policy is reviewed annually, or as required, to ensure ongoing compliance with relevant standards and to support continuous improvement in the quality of training and assessment provided by Gen Institute

Responsibilities

- Chief Executive Officer
- Operations Manager
- Student Support Officer

Policy Base

- Standards for Registered Training Organisations (SRTOs) 2025
- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)

Forms & documents

- 10.1 Complaints & Appeals Form
- Complaints and Appeals Register
- Feedback forms
- Continuous Improvement Register
- Record Keeping Forms

Defer, Suspend or Cancelling Overseas Student Enrolment Policy - Standard 9

PURPOSE

The purpose of this policy is to put in place a framework that ensures the processes of Deferring, Suspending or Cancelling the Students Enrolment adhers to the standard 9 of the National Code.

SCOPE

This policy applies to all the staff 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 their course through formal agreement and only 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 can 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

Overseas 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 DEPARTMENT OF HOME AFFAIRS 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's wellbeing (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, 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 Administration 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 in which a 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 will be required to re-apply once the initial suspension period has expired.
- DHA's policy requires 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 Administration Department.
- Students wishing to cancel their enrolment prior to completing 6 months of study in their principal 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 Transfer between registered providers Policy and Procedure.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and DEPARTMENT OF HOME AFFAIRS 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 Administration 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 Administration 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 SVTS 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 Administration Department.
- All 9.1 Defer, Suspend or Cancel Enrolment form documentation for the cancellation will be kept in the student file and Department of education 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

1. Students must not help or receive assistance from other students
2. Students must not request the loan of or lend materials or devices to other students
3. Students must not bring any materials into the examination room other than those specified for that examination
4. 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 in accordance with previously identified criteria. 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.
- Department of Home Affair'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 Department of Home Affairs.
- 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 relation 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 Department of Home Affairs. 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 within two weeks or fourteen days the students will be reported based on non-commencement. Then Gen Institute must report the student to Department of Home Affairs.

When the student is 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 the student has not notified Gen Institute in writing, the student enrolment will be 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, the enrolment will is also be 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 that he or she will not be commencing 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 required to inform Department of Education and Training / DEPARTHMENT OF HOME AFFAIRS 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 / DEPARTHMENT OF HOME AFFAIRS 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 procedure 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 been 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 Cessation 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

↓

Admin Manager Reports the student deferral in the PRISMS and makes changes in the start and end date accordingly. (Notify student of DEPARTMENT OF HOME AFFAIRS 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 DEPARTMENT OF HOME AFFAIRS 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 DEPARTMENT OF HOME AFFAIRS 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).

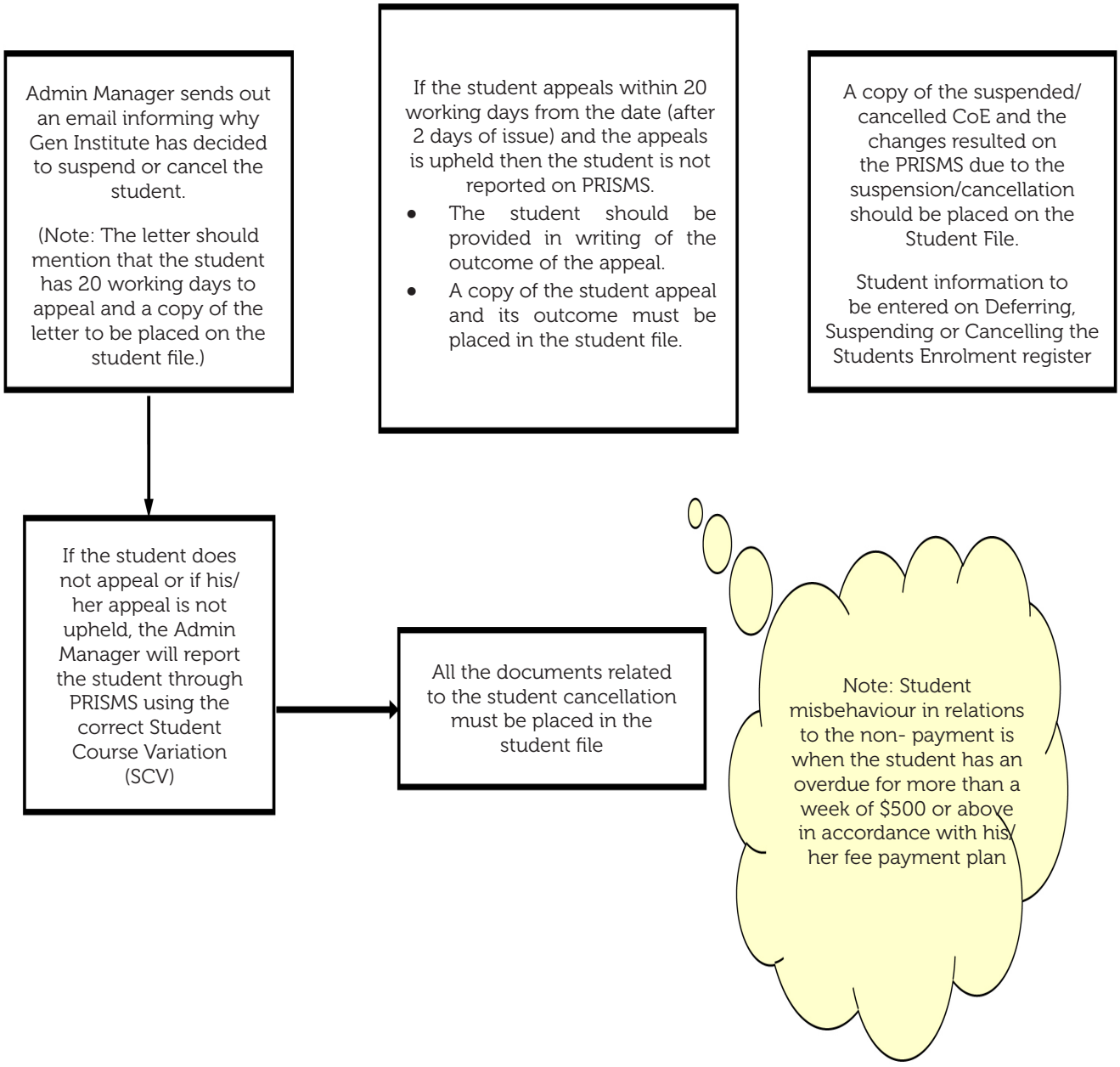
↓

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

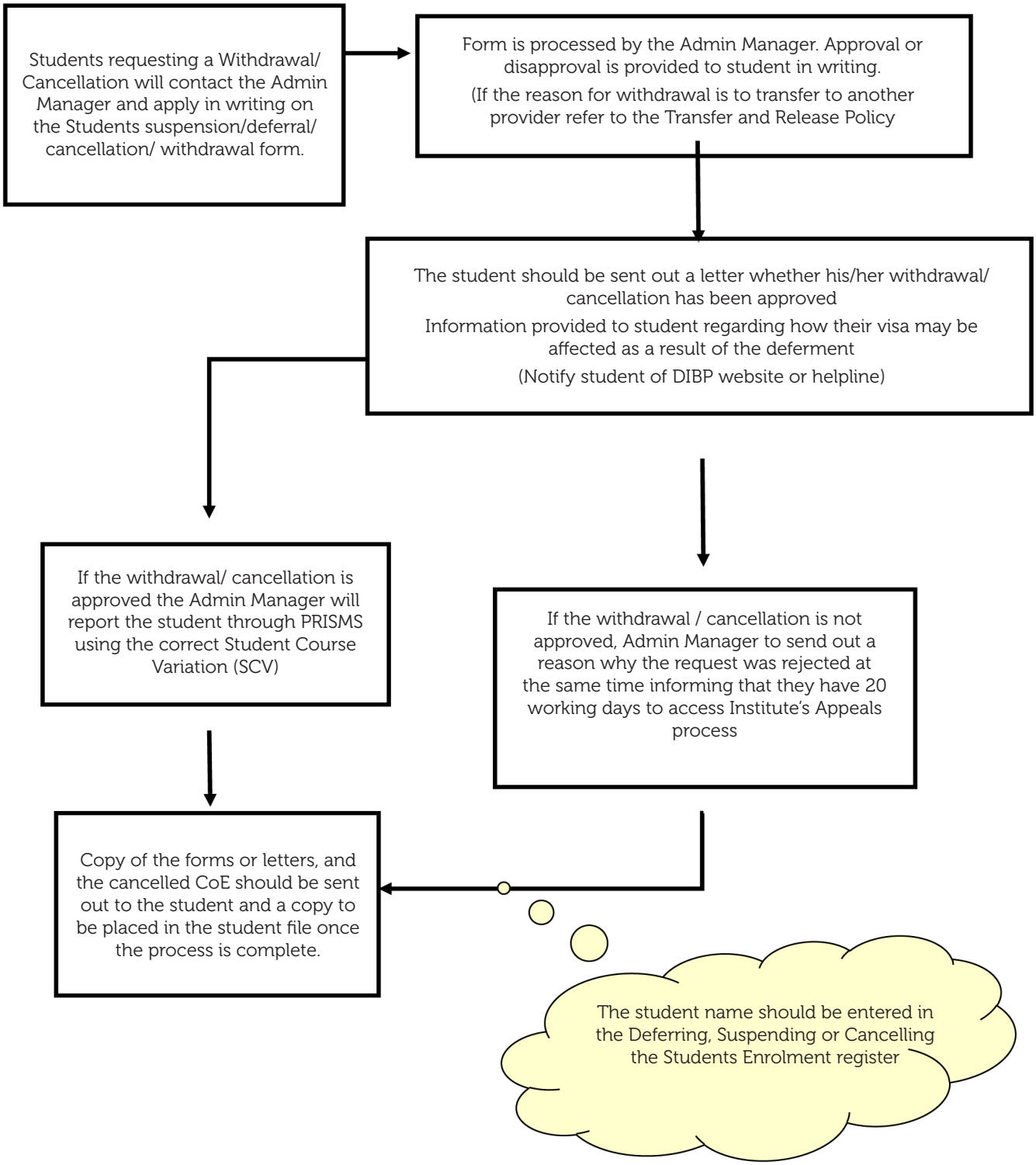
↓

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)



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.

Overseas Students Visa Requirement Policy & Procedure

Purpose

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

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

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

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

Scope

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

Policy

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

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

Definitions

At Risk:	An 'At Risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements. For instance when a student fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 25% or more units in a term
Course:	Program of study for the attainment of a testamur or certificate.
Course Progression Progress:	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
Compassionate or compelling	Compassionate or compelling circumstances are Generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include: • serious illness or injury, where a medical certificate states that the student was unable to attend classes • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) • major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies • a traumatic experience which could include but is not limited to: ▪ involvement in or witnessing of an accident or ▪ a crime committed against the student or ▪ the student has been a witness to a crime and this has impacted the student (these cases should be supported by police or psychologists' reports)

Date of Result	The date when the final result for a unit of competency is recorded
Expected duration	For the purposes of Standard 8, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration of the course mentioned on CRICOS register. The course duration includes approved holiday periods.
DHA	Department of Home Affairs
Intervention Management Tool:	A method, tool or process that allows the following processes: • Recording of submission of assessment tasks and the grade awarded, • Identifies if the student is above or below the designated 'At Risk' level, • Recording of communication with student.
Intervention Strategy:	Any documented action targeted at addressing the needs of an 'at risk' student.
Satisfactory Progress:	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given Term
Unsatisfactory Progress:	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that Term.
Term/ Study Period:	Please see attached Annexure 2 for Term schedule
Student	An Overseas student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

Satisfactory course progress

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

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

Course Progression Monitoring

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

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

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

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

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

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

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

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

A student may appeal on the following grounds:

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

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

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

i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Gen Institute does not report the student, and if required provides intervention to the student to help them complete the qualification in time.
ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support is provided to the student through Gen Institute's intervention strategy and the Institute does not report the student.

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

i. The student has chosen not to access the complaints and appeals processes within the 20 working day period,
ii. The student withdraws from the appeals process, or
iii. The process is completed and results in a decision supporting Gen Institute (i.e. the student's appeal was unsuccessful).
iv. Though, Gen Institute subscribes to the Department of Home Affairs approved Standard 8 of the National Code 2018, 'Monitor Course progress', it is strongly recommended that students maintain attendance of all scheduled classes, as all vocational courses are competency based and are evaluated on formative assessments such as class activities, observation, practice, demonstration, oral or written

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

Steps followed to monitor and ensure satisfactory course progress

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

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

Procedure to contact

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

- The respective SSO (Student Support Officer) informs the student about the early intervention strategy devised, by phone or e- mails sent by Gen Institute
- Throughout the intervention the student is constantly informed of the consequences arising from not being able to achieve satisfactory course progress by the SSO
- When a decision has been taken to report a student, the institute informs the student in writing of the intention to report to Department Of Home Affairs and also advises them of their right to appeal this intention and explains the procedure for appeal.

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

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in based on the outcome of the unit. The assessment shall be conducted by qualified trainers / assessors using the RTO's assessment tools/methods and recording processes as required. Academic results are recorded on the My gen portal once the trainer has finished assessing the unit

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

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

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

Recording student attendance

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

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

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

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

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

When is early intervention strategy initiated
Gen Institute monitors the student's course progress from the initial stages of the enrolment. Gen Institute understands that each student is different and the support needed for each student to complete their course successfully also varies. Although course progress is monitored in accordance to the Department of Education and Training- Department of Home Affairs course progress policy, Gen Institute also monitors attendance of the students. It is evident that the course progress of the student cannot be satisfactory when the student does not attend classes and so student attendance is a strong indicator of how the student is progressing in the course they have enrolled in.

Early interventions are done in the following scenarios:

- **Attendance** - Student who misses class for three consecutive days will be identified and will be called by the SSO and an early intervention for the student will be triggered
- **Participation in class** - Gen Institute believes that student participation in various activities conducted in the class is essential and is also a good indicator of how the student is progressing in the course they are enrolled in. When a trainer identifies that although a student is attending classes but is not participating in the activities or is having difficulties in understanding what is taught in the class, the trainer intimates it to the corresponding SSO and intervention is triggered for the student.
- **Not Competent Result** - Gen Institute monitors the course progress on a unit level. If a student fails in one of the assessment of a unit, the trainer and assessor will provide feedback to the student in relation to the assessment. If

the trainer/assessor finds out that the result of the assessment is due to a reason that needs intervention, the matter will be reported to the SSO and early intervention will commence. At an instance when the student fails in the final outcome of the entire unit an early intervention is triggered.

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

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

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

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

- Student not participating in class activities
- Change in students' behaviours in class and showing no interest in class
- Student proactively mentioning issues he or she is facing
- Student failing in one assessment of a unit

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

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

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

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

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

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

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

Any student who is below 75% academic progress in their current term after falling below 50% in their previous term
Students shall be sent an '8.3 Poor Academic Performance during second TERM' notifying they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to Department Of Home Affairs

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

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

Please refer to the Course Progress flow chart for complete process

When a student's projected academic progress falls below 50% for 2 consecutive terms
My GEN triggers '8.4 poor academic performance letter and 8.7 breach recorded letter indicating they are going to be reported to Department Of Home Affairs for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% of the units for two consecutive terms.

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

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

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

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

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

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

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

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 a particular term". When a student is identified as being at risk, the system flags the student by generating the appropriate letter in the student portal and the intervention strategy is activated The SSO follows the below procedure for intervention:

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

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

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

Early Intervention and Intervention strategies includes provision for:

i. Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled
ii. Opportunities for participating in further counselling. Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence
iii. Reasonable adjustments like below will be made for students where required:
iv. Make training and assessment materials and methods more accessible.
    1. Training and assessment methods that suit most Students may hinder access for some Students with a disability. Gen Education is able to present information through a range of methods to assist Students with a disability.
    2. Adapt the physical environment and equipment to better suit the Student with disability
v. LLN support will be organised for students who need additional assistance
vi. Amending / delaying payment plan to accommodate in case the students site financial hardships

Consequences of unsatisfactory course progress

vii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enroll in units or subjects in which they were assessed as "NYC", or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
viii. Advising students that unsatisfactory course progress in a second consecutive term could lead to the student being reported to the Department Of Home Affairs and cancellation of his or her visa,
ix. if the student does not respond to the intervention strategy devised for him or her either during or at the end of the term depending on the outcome of any appeals process"
x. Usefulness of undertaking additional English Language training or assistance if required
xi. Referring students for external support and welfare services such as:
    a) counselling – personal issues
    b) legal services
    c) emergency and health services
    d) facilities and resources
    e) complaints and appeals processes
    f) any student visa condition that relates to the course they are studying

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

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

Not Yet Competent

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

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

- If a student has successfully completed at least 50% of the required assessment tasks for the unit, a "Not Yet Competent" will be recorded, however this situation could be managed within the term by the trainer/s to support the student becoming Competent in the Unit. This could include the implementation of Intervention Strategies as per the Course Progress Policy and Procedures.
- If the student is not yet competent in more than 50% of the assessment tasks, a "Not Yet Competent" will be recorded, and the student will need to repeat the unit/module. This effectively means that the student in this situation is deemed to have "failed" the unit.

Student absence

- If the student is absent with an acceptable documented reason

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

- If the student is absent without an acceptable documented reason

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

Re sits/re submits of assessment tasks – outside the academic delivery term in which the assessment was scheduled
To "re sit" means, to undertake an assessment task which has not previously been attempted by the student in the term in which the unit was delivered. The task needs to be developed by the trainer, and the assessment to be supervised by the trainer. It occurs outside the academic term in which the task was scheduled.

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

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

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

- 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.
- The trainer will then re-schedule the re sits/resubmits.
- The trainer will provide feedback to the student as to the outcome of the re-sit/re-submit
- My GEN portal records the updated outcome of the unit .

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

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

Complaints and Appeals Procedure
A student may appeal on the following grounds:

a) The Institute's failure to record or calculate a student's course progress accurately
b) Compassionate or compelling circumstances or
c) The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Appeals against the Institute's intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. A decision will be made within five working days of the appeal, and a written statement of the decision will be provided to the student.

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

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

a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that term), the Institute will not report the student
b) If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute's intervention strategy and the student will not be reported

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

If the appeal is not successful, based on the operations managers advice, the admin manager will report the student to Department Of Home Affairs through the PRISMS system after the decision has been made for the appeal. At this time the

Student Administration Officer will remind the student of the Institute's Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

Responsibilities
- CEO
- Trainers
- Administration Manager
- Student Support Officer

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

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

Annexure 1

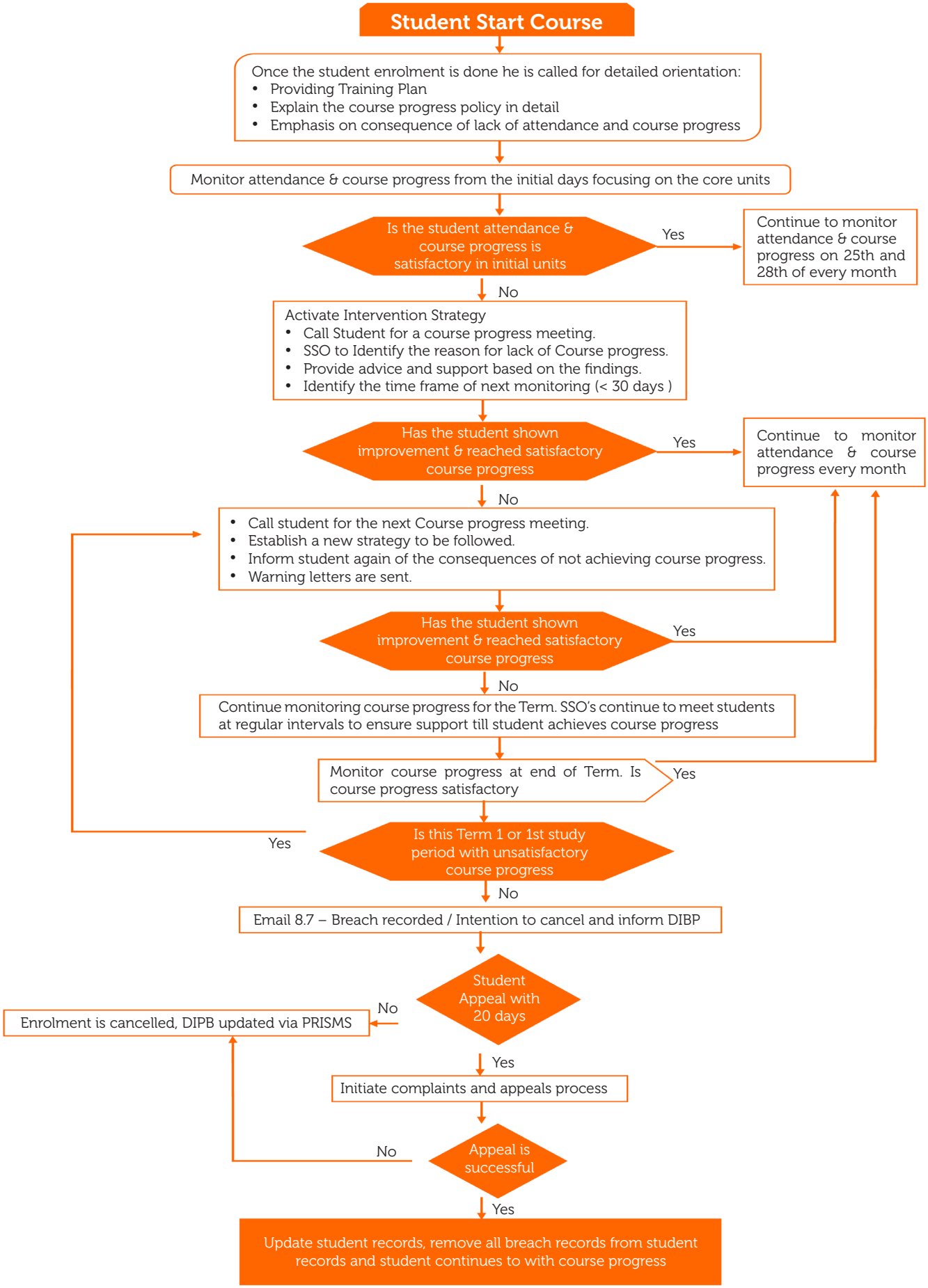
Intervention Reason / scenario	Action	Owner
- Poor participation in class - Change in students' behaviors in class and showing no interest in class - Student proactively mentioning issues he or she is facing	Call the student for a meeting, understand reasons and provide required support	SSO
When the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

Annexure 2

Terms Schedule						Durations & Terms in case of Package Courses		
S No	Code	Course	Total Duration	Study Periods	Term duration in weeks for each study Period	Total Duration	Study Periods	Term duration in weeks for each study Period
1	SIT30821	Certificate III in Commercial Cookery	52 Weeks	4	Term 1- 13 weeks	NA	NA	
					Term 2- 13 weeks			
					Term 3- 13 weeks			
					Term 4- 13 weeks			
2	SIT40521	Certificate IV in Kitchen Management	64 Weeks	5	Term 1- 13 weeks	19 Weeks	3	
					Term 2- 13 weeks			Term 1- 7 weeks
					Term 3- 13 weeks			Term 2- 6 weeks
					Term 4- 13 weeks			Term 3- 6 weeks
					Term 5- 12 weeks			
3	SIT50422	Diploma of Hospitality Management	64 Weeks	5	Term 1- 13 weeks	25 Weeks	3	
					Term 2- 13 weeks			Term 1- 9 weeks
					Term 3- 13 weeks			Term 2- 8 weeks
					Term 4- 13 weeks			Term 3- 8 weeks
					Term 5- 12 weeks			
4	SIT60322	Advanced Diploma of Hospitality Management	104 Weeks	8	Term 1- 13 weeks	24 Weeks	3	
					Term 2- 13 weeks			
					Term 3- 13 weeks			Term 1- 8 weeks
					Term 4- 13 weeks			Term 2- 8 weeks
					Term 5- 14 weeks			Term 3- 8 weeks
					Term 6- 14 weeks			
					Term 7- 14 weeks			
					Term 8- 14 weeks			

5	CPC30620	Certificate Ill in Painting & Decorating	60 Weeks	5	Term 1- 12 weeks Term 2- 12 weeks Term 3- 12 weeks Term 4- 12 weeks Term 5- 12 weeks	
6	CPC50220	Diploma of Building and Construction (Building)	70 Weeks	5	Term 1- 14 weeks Term 2 - 14 weeks Term 3- 14 weeks Term 4- 14 weeks Term 5- 14 weeks	
7	BSB50120	Diploma of Business	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks	
8	BSB60120	Advanced Diploma of Business	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks	
9	BSB50420	Diploma of Leadership and Management	52 Weeks	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks	
10	BSB60420	Advance Diploma of Leadership and Management	52 WeeKs	4	Term 1- 13 weeks Term 2- 13 weeks Term 3- 13 weeks Term 4- 13 weeks	

Flow Chart-Course Progress Policy Implementation



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), Overseas 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 Overseas 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 Overseas 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 Overseas 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 Overseas 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.

2025 GEN INSTITUTE Academic Calander

JANUARY

	S	M	T	W	T	F	S
				1	2	3	4
week 1	5	6	7	8	9	10	11
week 2	12	13	14	15	16	17	18
week 3	19	20	21	22	23	24	25
week 4	26	27	28	29	30	31	

FEBRUARY

	S	M	T	W	T	F	S
							1
week 5	2	3	4	5	6	7	8
week 6	9	10	11	12	13	14	15
week 7	16	17	18	19	20	21	22
week 8	23	24	25	26	27	28	

MARCH

	S	M	T	W	T	F	S
							1
week 9	2	3	4	5	6	7	8
week 10	9	10	11	12	13	14	15
week 11	16	17	18	19	20	21	22
week 12	23	24	25	26	27	28	29
week 13	30	31					

APRIL

	S	M	T	W	T	F	S
			1	2	3	4	5
Term Break	6	7	8	9	10	11	12
Term Break	13	14	15	16	17	18	19
week 14	20	21	22	23	24	25	26
week 15	27	28	29	30			

MAY

	S	M	T	W	T	F	S
					1	2	3
week 16	4	5	6	7	8	9	10
week 17	11	12	13	14	15	16	17
week 18	18	19	20	21	22	23	24
week 19	25	26	27	28	29	30	31

JUNE

	S	M	T	W	T	F	S
Week 20	1	2	3	4	5	6	7
Week 21	8	9	10	11	12	13	14
week 22	15	16	17	18	19	20	21
week 23	22	23	24	25	26	27	28
week 24	29	30					

JULY

	S	M	T	W	T	F	S
			1	2	3	4	5
Term Break	6	7	8	9	10	11	12
Term Break	13	14	15	16	17	18	19
week 25	20	21	22	23	24	25	26
week 26	27	28	29	30	31		

AUGUST

	S	M	T	W	T	F	S
						1	2
week 27	3	4	5	6	7	8	9
week 28	10	11	12	13	14	15	16
week 29	17	18	19	20	21	22	23
week 30	24	25	26	27	28	29	30
	31						

SEPTEMBER

	S	M	T	W	T	F	S
week 31		1	2	3	4	5	6
week 32	7	8	9	10	11	12	13
week 33	14	15	16	17	18	19	20
Term Break	21	22	23	24	25	26	27
Term Break	28	29	30				

OCTOBER

	S	M	T	W	T	F	S
				1	2	3	4
week 34	5	6	7	8	9	10	11
week 35	12	13	14	15	16	17	18
week 36	19	20	21	22	23	24	25
week 37	26	27	28	29	30	31	

NOVEMBER

	S	M	T	W	T	F	S
							1
week 38	2	3	4	5	6	7	8
week 39	9	10	11	12	13	14	15
week 40	16	17	18	19	20	21	22
week 41	23	24	25	26	27	28	29
	30						

DECEMBER

	S	M	T	W	T	F	S
week 42		1	2	3	4	5	6
week 43	7	8	9	10	11	12	13
week 44	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	31			

Study Week | Term Break | Public Holidays

GEN| Version 1.0 Dec22'| for 2025

AFL day is subject to change pending final announcement

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

Useful Info & Reference Links

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/

Support	Website	Phone no.
Emergency–Police, Fire, Ambulance		000
Alcohol and Drug Foundation	www.adf.org.au	1300858584
Anxiety Support	www.beyondblue.org.au	1300224636
Accommodation	http://melbourne.gumtree.com.auhttp://www.domain.com.auhttp://www.realestate.com.au	
Asthma	www.asthmaustralia.org.au	1800278462
Crime stoppers Victoria	www.crimestoppers.vic.com.au	1800333000
Consumer Affairs Victoria–International Students	www.consumer.vic.gov.au/internationalstudents	1300558181
Depression(National Initiative)	www.beyondblue.org.au	1300224636
Department of Health and Human Services (Melbourne CBD Office)	www.dhhs.vic.gov.au	1300650172
Department of Home Affairs	www.homeaffairs.gov.au	131881
Disabilities	www.ideas.org.au	1800029904
Domestic violence	www.respectvictoria.vic.gov.au	1800737732
Epilepsy	www.epilepsy.org.au	1300374537
Gambling Helpline	www.gamblinghelponline.org.au	1800858858
Grief support	www.solace.org.au	53311344
Lifeline	www.lifeline.org.au	131144
Melbourne Water	www.melbournewater.com.au	131722
National Accreditation Authority for Translators and interpreters	www.naati.com.au/	0396423301
Overseas Students Ombudsman	www.ombudsman.gov.au	1300362072
Study Melbourne Student Centre (SMSC)	www.studymelbourne.vic.gov.au	1800056449
Telephone Interpreter Service	www.tisnational.gov.au/	131450

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National Provider Code: 41126 CRICOS: 03572F
Version: 2025.1