



Code of Conduct

1. Information, Advice & Support Services

We have an open door policy for students to access our support services. Support services are not restricted to academic support they also include welfare support and or counselling. You can approach the Director of Studies and or the Student Contact Officer at any time during school hours.

2. Student support, welfare and guidance services

Student support services: (i) RPL assessment; (ii) options in learning; (iii) guidance on career options; (iv) one on one tutoring and or study groups; (v) pre-course interviews; (vi) training needs analysis; and (viii) information on our web-site; (VIV) workshops and conversation classes; (X) support and special programs; (XI) course progress requirements; (XII) Absenteeism and its impact on course progress and attendance

Welfare and guidance services. This includes Counselling, (i) Occupational Health and Safety; (ii) review of payment schedules when requested (iii) learning pathways and possible RPL & RCC opportunities; (iv) provision for special learning needs; (v) provision for special cultural and religious needs; and (vi) provision for special dietary needs, (vii) Accommodation issues

Student access to server, printing and internet

The administrator creates an account name and or student profile on the server.

- Students are given limited access to resources on the server.
- This restricts access to the other domains and or confidential information stored on the server.
- The student profile designates at least 1gig of space per student to store work
- Students have printer share capabilities
- Students are unable to save to their profile and download work to save to CD.

Internet access

- Students have access to the internet.
- Restrictions are placed on access to inappropriate websites. These restrictions are placed by the Administrator and or the ISP Company.
- Students can print from the screen
- Students cannot download and or save internet content to their profile and or save to CD.
- Time restrictions for access to internet may be implemented
- Students are not to abuse their right to access the internet

3. Change of Address

The student is obliged to notify the school of any change of address while enrolled at the school. This is to ensure that any notifications sent to the student e.g. advising of visa breaches are sent to the student's current address and or in case there is an emergency. Change of address is part of the terms and conditions contained in the application for enrolment and is in keeping with visa condition 8533

4. Withdrawal from a course

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Registrar.

If the student does not provide written notice of withdrawal before course completion, refunds will be calculated as per (g),(h) and (i) of the refund policy. If the student does not provide a notice of withdrawal and does not start the course on the agreed starting date, Refunds will be calculated as per (d),(e) and (f) of the refund policy as outlined below.

5. Changes to course fees

If there are any changes to be made to tuition and course related fees this will not be passed onto students who have already enrolled and or commenced training, however it will affect potential students. Any changes to course-related fees will take affect within two weeks of notifying potential students who may be affected. Information regarding these changes will occur well in advance through mail out, student notice board and our website.

6. Changes made to course timetables, staff, and delivery sequence

We reserve the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised through written notification, student portal, student notice-board and our website of any proposed changes.

7. Plagiarism

We will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct.

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin.
- Submission of another student's work in whole or in part as though it were your own work.
- Submission of work written by someone else and submitting that work on your behalf.

8. International Students



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International students are responsible for ensuring they maintain the conditions of their visa and abide by the schools policies, procedures, behaviour policy, and course progress and or attendance policies and procedures. Students have a responsibility to ensure they successfully complete their studies and within the duration of the Confirmation of enrolment.

9. Domestic Students

Students are responsible for ensuring they maintain the terms and conditions of their enrolment by adhering to the schools policies, procedures, behaviour policy, course progress and or attendance policies and procedures. Students have a responsibility to ensure they successfully complete their studies within the expected duration of the Confirmation of enrolment.

10. Entry requirements / selection

Academic requirements

International and Domestic students need to provide verified evidence of academic requirements.

High School Year 10-12 or equivalent

Proof of successful completion of Senior Secondary School or a qualification at Cert IV level or higher in Australia within two years of the application

11. Staff responsibilities for access/equity

Our organisation has a written access and equity policy and all staff are provided with copies which they must adhere to. Staff and students, in their induction to St George Institute, are made aware of our access and equity policy and that they may contact the Training Manager and/or the Registrar and their trainer for further information and/or support.

12. Course progress requirements

- a. We determine the course requirements that students must meet to achieve satisfactory course progress for each compulsory study period for the enrolled qualification. Students have access to course progress requirements through the course information provided to students at pre-enrolment and access to those requirements during study. The requirements for each course are documented in the student handbook and available on our website and at reception.
- b. At the end of each study period the student will be assessed against our course progress policy.

13. Visa Conditions

- a. Students must maintain a study load of 20 contact hours per week
- b. Students must maintain a rate of progress outlined in the course requirements and course progress policy to be able to complete the course in the scheduled timeframe and in accordance with their Confirmation of Enrolment
- c. Students must have Overseas Student Health Cover prior to arrival in Australia

14. Modes of Study or delivery

Class based: This is the main mode of delivery and takes place in a simulated workplace environment with 20 hours face to face tuition per week.

15. Issuing of Certificates

To be issued an AQF qualification the candidate must successfully complete and be assessed as competent against the core units of competence and elective units of competence for each qualification.

16. Statement of Attainment

A statement of attainment will be issued to students who, upon completion of their course have not achieved all of the required competencies for the course. A statement of attainment will also be issued if the student completes over and above the required electives for their qualification.

17. Methods of Assessment

Each unit of competence has one or more of the following methods of assessment; case studies, role play, evaluation, review, written tests, observation, written and or oral questioning, folio work, third party reports, projects/assignments. The delivery sequence of each qualification includes delivery of pre-requisite and holistic assessment of units of competence. The pre-requisite units are indicated with a single asterisk at the front of the unit code and the holistic units are indicated by a double asterisk at the end of the unit title.

Where possible, units are grouped together for combined assessment. All students have access to reassessment on appeal.

Assessment methods of holistic units will be collected based on evidence through direct observation, tests and third party evidence of on-the-job performance.

18. Flexible learning and assessment procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

1. All required resources for the delivery of any course are in place and maintained in good working order
2. Training and assessment will only be conducted by qualified staff
3. All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

19. Refunds

Student Default

- a. Refunds for student default apply to tuition fees only. Course monies (excluding tuition fees) will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.



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- b. If the student does not provide written notice of withdrawal before course completion. Refunds will be calculated as per 7(g) (h) and (i) of this policy. If the student does not provide a notice of withdrawal and does not start the course on the agreed starting date. Refunds will be calculated as per 7 (d), (e) and (f) of this policy.
- c. The Universal Education and Training Ltd will refund within 4 weeks of the receipt of written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed in this policy.
- d. If written notice is received up to 10 weeks prior to commencement of the course, the Universal Education and Training Ltd will fully refund minus a cancellation fee charge of A\$500
- e. If written notice is received more than 4 weeks and up to 10 weeks prior to commencement of the course, we will charge a cancellation fee of A\$500 + 30% fees withheld
- f. If written notice is received less than 4 weeks prior to commencement of the course. We will charge a cancellation fee of A\$500 cancellation fee + 50% fees withheld
- g. If written notice is received within 4 weeks or less after commencement of the course a cancellation fee of A\$500 + 70% fees withheld.
- h. If written notice is received more than 4 weeks and up to 10 weeks after the commencement date of the student's course, there will be no refund
- i. If written notice is received more than 10 weeks, after the commencement date of the student's course no refund of fees will be made.
- j. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
 - I. Failure to maintain satisfactory course progress (visa condition 8202)
 - II. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
 - III. Failure to pay course fees
 - IV. Any behaviour identified as resulting in enrolment cancellation in Universal Education and Training Ltd's Behaviour Policy/Code of Conduct.

20. Student behaviour Policy

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person/s who displays dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled. In any event the student will be notified in writing of our intention to suspend and or cancel enrolment.

Dysfunctional behaviour may include and is not limited to:

- a. continuous interruptions to the trainer while he/she is delivering the course content
 - b. smoking in non-smoking areas
 - c. attending classes under the influence of drugs and or alcohol
 - d. being disrespectful to other participants
 - e. harassment by using offensive language
 - f. sexual harassment
 - g. acting in an unsafe manner that places others and themselves at risk
 - h. continued absence on a regular basis without notification
 - i. deliberate and wilful damage to another student's property and or the school's property
 - j. bullying of students and staff whether physically, verbally and or electronically
 - k. verbal and physical abuse towards students and staff
- i. Any person who receives written notification of suspension and or has their enrolment cancelled has the right of appeal through our internal complaints and appeals process.
 - ii. The student has 20 working days from the date of notification in which to lodge a written appeal through our internal complaints and appeals process. Written notification must be lodged with the Director of Studies.
 - iii. If the student is unhappy with the outcome of the internal appeals process they have the right to make an appeal using the external processes.
 - iv. The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.
 - v. Cancellation of enrolment will be recorded on PRISMS

21. Provider Default

In the unlikely event that Universal Education and Training Ltd is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Universal Education and Training Ltd at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Universal Education and Training Ltd is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) [insert name of TAS here] will place you in a suitable alternative course at no extra cost to you.



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22. Overseas student health cover (OSHC)

This must be arranged and paid for before you arrive in Australia.

23. Privacy

Personal information statement

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

*The terms and conditions stated do not remove the right of the student to undertake action under Australia's consumer protection laws.
The Registered provider's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.*