

# Student Handbook



**PAX**  
INSTITUTE OF EDUCATION  
CRICOS: 03152D, RTO: 22207

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PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	<a href="http://www.pax.edu.au">www.pax.edu.au</a>
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: <a href="mailto:info@pax.edu.au">info@pax.edu.au</a>

Welcome to PAX Institute of Education!

*Thank you for considering PAX Institute of Education as your education and training destination in Melbourne, Australia. This handbook provides useful information about student life in Melbourne and PAX Institute of Education courses to help you make a decision on your qualification and career choices. You will also be studying in our campus in the heart of Melbourne CBD with all the bustling activities, restaurants, shops, state library, train station, and entertainment venues within walking distance.*

*PAX Institute of Education is one of the leading vocational education providers in Melbourne Australia offering quality and excellence in training. Here we believe that education is essential for empowerment and growth and provide a learning environment that fosters quality education and training with strong support services. We have experienced teaching staff who are committed to understanding your individual learning styles, competencies and career goals.*

*In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. The institutions delivering these qualifications to international students operate under a quality assured regime of ESOS (Essential Services to Overseas Students) and VQF (VET Quality Framework). Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.*

*PAX Institute of Education is committed to providing a positive and resourceful learning environment to all its students to enhance their learning experience at. At PAX Institute of Education, students have access to all levels of management to express their concerns, views and suggestions. We strongly believe in continuously improving our services in both academic and administrative areas that add value to student experience at PAX.*

*Although all efforts are made to ensure that details are correct at the time of release, we cannot guarantee that they will remain as described during the year. Please take the time to study it carefully and to ask your Trainer/assessor or Student Support staff anything about which you are unsure. You can access this handbook for reference throughout your student journey in PAX.*

*On behalf of the PAX Team I would like to once again extend warm welcome for your student journey at PAX Institute of Education.*

*Good Luck for your student journey!*

*Timple Jain*

Chief Executive Officer/ PEO

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## 1. KEY CONTACT DETAILS

Name	Position	Email
<b>Timple JAIN</b>	Chief Executive Officer (CEO)	<a href="mailto:timple.j@pax.edu.au">timple.j@pax.edu.au</a>
<b>Gaven Ferguson</b>	Operations Manager	<a href="mailto:gaven@pax.edu.au">gaven@pax.edu.au</a>
<b>Eliana Galvis</b>	Administration Manager	<a href="mailto:eliana@pax.edu.au">eliana@pax.edu.au</a>
<b>Harjobanpreet Singh (Joban)</b>	Admissions Officer	<a href="mailto:admissions@pax.edu.au">admissions@pax.edu.au</a>
<b>Diarys Hernandez</b>	Timetabling Officer	<a href="mailto:diarys@pax.edu.au">diarys@pax.edu.au</a>
<b>Camilo Gutierrez</b>	Academic Officer	<a href="mailto:camilo@pax.edu.au">camilo@pax.edu.au</a>
<b>Nithima Boonkaew (Ploy)</b>	Academic Officer	<a href="mailto:nithima@pax.edu.au">nithima@pax.edu.au</a>
<b>Jugraj Singh</b>	Academic Officer	<a href="mailto:jugraj@pax.edu.au">jugraj@pax.edu.au</a>
<b>Sonu KUMAR</b>	Finance Manager	<a href="mailto:finance@pax.edu.au">finance@pax.edu.au</a>
<b>Guilherme Silva</b>	Finance Officer	<a href="mailto:receivable@pax.edu.au">receivable@pax.edu.au</a>

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## 2. CAMPUS LOCATION AND INFORMATION

### Campus Location

PAX Institute is located in the heart of Melbourne CBD, a walking distance from the State Library, Melbourne Central training station and shopping mall, QV shopping centre, major university campuses and many more attractions and facilities that Melbourne CBD has to offer.

### **Find us on Google Map**



**Tel:** +61 3 9041 3466

**Email:** [info@pax.edu.au](mailto:info@pax.edu.au)

### **Main Campus**

16/190 Queen Street, Melbourne VIC 3000, Australia

### **Practical Training Kitchen**

54-56 La Trobe St, Melbourne VIC 3000

### **Automotive Workshop**

363 Mount Alexandra Road, Ascot Vale VIC 3032, Australia

### How to Reach There

#### **By Train**

The nearest Train Station is the *Melbourne Central* train station, followed by a short walk to the campus.

#### *Train Timetables*

<http://www.metrotrains.com.au/timetables/>

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## By Tram:

Melbourne CBD is a hub of most of the tram routes, with connections to surrounding suburbs. Trams are a major form of public transport in Melbourne, the capital city of the state of Victoria, Australia. As of May 2017, the Melbourne tramway network consists of 250 kilometres (160 miles) of track, 493 trams, 24 routes, and 1,763 tram stops (Yarra Trams, 2017).

### Yarra Trams

<http://www.yarratrams.com.au/>

## Public Transport in Melbourne (PTV, City of Melbourne)

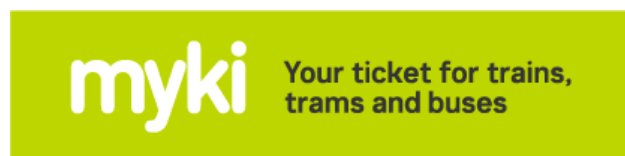
Melbourne's trains, trams and buses are an easy way to see all of the city's best attractions, sporting venues and shopping precincts. There's also the free City Circle Tram to help you get around to all the city's major attractions.

Public Transport Victoria (PTV) is a statutory authority that manages Victoria's train, tram and bus services. It provides a single contact point for you to gain information on public transport services, fares, tickets and initiatives;

<https://www.ptv.vic.gov.au/> For detailed information and timetables for trains, trams and buses, contact Public Transport Victoria on 1800 800 007.

## Ticketing

Myki is Melbourne's ticket to travel on the city's trains, trams and buses. It is a re-usable smart card that stores value to pay your public transport fare.



You can buy and top up a myki from:

- Close to 800 retailers where you see the myki sign, including all 7-Eleven stores
- Major train stations, such as Flinders Street station and Southern Cross station
- Myki machines at metropolitan train stations and some accessible tram stops and bus interchanges
- Online or by calling 1800 800 007 (delivered to an Australian address only).

You can also top up:

- At myki machines at railway stations
- Instantly on-board buses (to a maximum of \$20)

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- Online or by calling 1800 800 007 (allow 24 hours for top up to be processed)
- Once you have a myki and have topped it up, you're ready to travel. All you need to do is touch on at the myki reader (at the entry/exit points at train stations and on-board trams and buses) at the start of each trip. At the end of your trip, simply touch off when you exit the train station or vehicle.

Failure to show a valid myki (that is topped up and touched on) to a ticket inspector can lead to a fine.

To help you understand which myki to buy and how to manage your myki, visit the links below:

### ***Buy a myki***

Find out which myki card is best for you

### ***Top up your myki***

So, you always have a valid ticket for travel

### ***How to use myki***

Touch on and touch off

## **Campus Facilities**

Modern and fully equipped campus located in the heart of Melbourne's CBD on Queens Street. The campus boasts top student facilities and resources including;

- Free WIFI in the campus building
- Modern, large and fully fitted classrooms
- On-campus computer labs
- Student lounge

Major features;

- Modern and spacious campus
- Fully networked campus with modern networking hardware
- High speed broadband and Wi-Fi connectivity
- Spacious and tastefully furnished classrooms
- Projector and audio-visual equipment in each classroom
- Kitchenette for students
- Student lounge with recreational spaces and seating
- Student computer areas/desks
- Printing and photocopying facilities.

## **Guide to Melbourne**

Stylish, arty Melbourne is both dynamic and cosmopolitan, and it's proud of its place as Australia's sporting and cultural capital. The capital city of Victoria, Melbourne is Australia's second most populous city and offers a bohemian atmosphere surrounded by grand old buildings, a fantastic

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range of shopping, a famous foodie scene, plenty of night time entertainment and culture and an excellent public transport system that makes navigating the city very easy.

<http://www.visitmelbourne.com/>

<https://www.lonelyplanet.com/australia/melbourne>

The City Lane:

<https://thecitylane.com/melbourne-city-guide/>

Tourism Australia:

<https://www.australia.com/en/places/melbourne-and-surrounds/guide-to-melbourne.html>

### Minimum cost of living

The [Department of Home Affairs](#) (opens in a new window) has financial requirements you must meet in order to receive a student visa for Australia. The Australian Government specifies the minimum amount required to cover living costs for a 12-month period. This figure excludes tuition fees or the cost of travel to and from Australia.

- You - \$20,290
- Partner or spouse - \$7,100
- Child - \$3,040

All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/> (opens in a new window)

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## 3. ON ARRIVAL: COMMENCING YOUR COURSE

### Student Orientation

Student Orientation is a welcome and an orientation program for new students commencing their studies at PAX Institute. The program consists of presentation, campus tour, enrolment and information that helps new students settle into the new study environment. All incoming students are expected to attend PAX Institute's orientation program. The orientation session provides all new students with information about the training, assessment and support services, their responsibilities as student, key policies that impact upon their attendance, course progress and completion, and their rights and obligations at PAX Institute.

### Student ID Cards

You will receive a PAX Institute student card on commencement. Student card must be carried at all times when on campus and produced to verify identification when asked by PAX staff members.

### Health & Safety on Campus

PAX Institute will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end PAX Institute abides by the responsibilities specified by the OH&S Act 2004 and subsequent state and federal amendments. If the Students observe a safety hazard, they can report this to Training and Administration Manager who would address it and take necessary steps to eliminate or reduce potential risk.

### Timetables

Timetables are displayed on the PAX Institute Notice Board in the student area. They will be emailed to each student individually after the orientation and commencement of the course.

### Student Welfare Officer/s

PAX Institute understands that being in a new country, new environment and engaging in your studies can be quite challenging. We are here to help you through the process of your adjustment to the life in Australia and in fact through any of the issues you may face while studying at PAX Institute.

The college has a part-time, student welfare officer to provide student welfare related services including (but not limited to) accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management.

You can also visit the below websites for further assistance

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

<https://peoplepsychology.com.au/how-we-help/>

### Current Address Details

You **MUST** ALWAYS maintain a current residential address on your student file. If you have changed your address, please obtain a 'Change of Details Form' from the reception and fill it in within 7 days of the change and hand it back to them.

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## 4. WHERE TO GO WITH QUERIES

You can forward any of your queries to [info@pax.edu.au](mailto:info@pax.edu.au)

### 24 Hours Emergency Contact

**Chief Executive Officer /Principal Executive Officer – Ms. Timple Jain**

**Phone:** +61 3 9041 3466

**Mob:** 0434 053 115

**Email:** [timple@pax.edu.au](mailto:timple@pax.edu.au)

### Reception/Student Support Officers:

- Handles walk-in, telephone, website and email enquiries;
- If need be they will forward your queries further to the concerned department;
- Provide support services to students including providing local and travel information and general support;
- Resets student's system login password/ expiry date;
- Organize student uniforms, shoes and tool kits for Hospitality students;
- Assist you for Student Forms;
- You can submit your document requests at the reception and our team will ensure that your request is processed in a timely manner;
- Can fix your appointments with PAX Team;
- Will schedule your course progress meetings with the Academic Staff;
- Any other general queries.

### Marketing Officers Team

- Will liaise with you directly or through your Education Agent for your enrolment related queries;
- Will assist you for your admissions related queries;
- Will assist you in resolving post enrolment issues if any;
- In case you do not attend the Orientation session they will ensure that you are inducted before you start your course at PAX;
- They will assist the Academic Management team if your course progress is poor. They will counsel you for right measures to address your non-performance in the course.

### Admissions Team:

- Will liaise with you directly or through your PAX Marketing Officer/Education Agent for your admissions related queries;
- Create your student profile on Student Management System (SMS) and generate offer letters and course acceptance agreements;
- Generate your CoE's and update course commencements on PRISMS;
- Can address your current enrolment and future enrolment queries;
- Would be able to assist you for pathway programs at PAX;
- Will verify your Credit Transfer certificates/SOA's before forwarding them to the Compliance Team for assessing the CT's availed;
- Will schedule your Orientation Program.

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## **Administration Staff:**

The Administration Student Support team will assist to make your student journey smooth at PAX Institute. They maintain and monitor your course progress on Student Management System. They liaise with the Government bodies like PRISMS for student updates.

## **Administration Manager**

- The point of contact for your Timetables, Room allocations and scheduling Kitchen classes (for Hospitality students);
- Can assist you for course progress queries;
- Will be conducting Intervention Strategy Meetings and guide you for completing the course on time;
- Can assist you with any queries related to the training resources and trainers;
- Heads the Academic Student Support team;
- Can assist for any trouble shooter related to printing or computer labs.
- The point of contact for the deferment/suspension during your enrolment in a course (only on compassionate grounds), bona-fide letters course progress letters and invitation letters any other letters during your enrolment at PAX Institute;
- Processes Academic Progress Warning reports and forwards to Academic team for implementation of Intervention Strategy.
- Processes Intention to Report (ITR) Notice reports and forwards to Academic team for implementation.
- If the student still does not perform as per the requirement then reports the student on PRISMS for “Unsatisfactory course progress” as per PAX Course Progress and Intervention Strategy Policy and Procedure;
- The point of contact for all timetable;
- And Customised Timetables i.e. the students who have a special timetable as they have availed Credits Transfer of units in the enrolment of the course;
- Credit Transfer processing and related queries;
- Responsible for generation and Issuance of Statement of Attainment and Qualification Certificates after verifying the ‘Competency’ on the Student Management System.

## **Academic Student Support Team:**

- The Academic Student Support Officers will be one point of contact for any academic matters including Moodle;
- They will update your results on the Student Management System;
- They will monitor your attendance and course progress throughout your course;
- They will issue Bona-fide letters course progress letters and invitation letters or any other letters during your enrolment at PAX Institute
- They will also issue the Interim Results and update you every term for your academic progress.

## **Finance Team:**

- Will assist you for your Fee payment Plans;
- Will follow up and ensure that you honor your payment plans;
- Will verify your fees from time to time when you submit any request to PAX during your student journey;

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- Will follow up with you for Non-payment of fees regularly.
- Will report the students for 'Non-payment' of tuition fee as per the final recommendation from the Finance department.

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## 5. STUDENT CODE OF CONDUCT

PAX Institute is committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out PAX Institute expectations of students with respect to their academic and personal conduct and outlines PAX Institute's responsibilities to students.

This code applies to all the students of PAX enrolled with PAX in Australia, or students representing PAX in any event or activity in Australia or overseas. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

PAX Institute expects its student to;

- know the PAX Institute's rules and policies affecting them and comply with this Code of Conduct always;
- Treat all PAX staff, other students, and visitors to PAX Institute with courtesy, tolerance and respect;
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses;
- Identify themselves when required to do so by a PAX staff member and produce their student card on request to a college staff member fulfilling the requirements of their duties;
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare;
- Abstain from bullying, harassing, and any other unlawful activity or Unacceptable Student Behaviour whilst on campus or when representing PAX Institute in an activity or an event, including the online environment;
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to fear for their personal safety or well-being;
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment;
- Adhere to course requirements and classroom norms established in class;
- Attend the scheduled timetabled classes and maintain minimum 70% attendance in every term;
- Attend to the scheduled course progress meetings;
- Make timely payment of any fee, charge or penalty imposed by PAX Institute;
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, PAX Institute's reputation or good standing;
- Abide by the conditions of the Student Acceptance Agreement.

### Unacceptable Student Behaviour:

Unacceptable behaviour may include but is not limited to:

- Endangering the safety of self or others;
- Inappropriate physical contact and/or physical violence;
- Abusive and inappropriate language and tone of voice;
- Bullying and intimidation of any other person;

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- Being affected by drugs and/or alcohol;
- Consistently disrupting the work of learning in the classroom;
- Inappropriate isolation of a group member from group activities;
- Putting at risk the good reputation of any other person;
- Making racist or sexist comments to any other person;
- Demeaning another in any way;
- Constantly and inappropriately seeking attention;
- Behaving in a disruptive manner such as swearing, yelling, using offensive language;
- Inappropriate invasion of another's personal space;
- Stealing;
- Disobeying any reasonable direction given by PAX staff member;
- Viewing or distributing offensive material via the internet, e-mail or any other means;
- Plagiarism and cheating the assessment work;
- Use of mobile phones in the classroom environment.

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens college property, you may be suspended.

## Integrity in Academic Work

Students are expected to;

- Not engage in plagiarism or other academic misconduct (Ref: Plagiarism, Collusion and Academic Misconduct Policy);
- Actively participate in the learning process;
- Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise;
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student;
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material;
- Not behave in a way that disrupts or interferes with any training or academic activity of PAX Institute.

## PAX Institute Resources

Students have a general responsibility to safeguard, properly use and care for college resources. Fraud or theft by a student may result in dismissal or a legal action.

Students are expected to:

- Use and care for all college resources, such as equipment, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all college members.
- Not engage in behaviour that is detrimental to college property, including course materials;
- Not misuse computing or communications facilities in a manner which is unlawful, or which will be detrimental to the rights and properties of others.

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Students must use college resources only for purposes related to their studies. PAX Institute facilities and resources are necessarily provided in an accessible manner on trust to staff and students. PAX Institute information systems, including software and computer equipment, may be used only by PAX staff or PAX students.

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## 6. EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your Course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students Act 2000, or ESOS Act offers you financial protection in case your education institution does not deliver what it has promised you.

### Your responsibilities as an international student in Australia

#### **Your student visas**

As an international student on a student visa, you must:

- comply with your student visa conditions;
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa;
- tell your institution if you change your address or other contact details;
- meet the terms of your written agreement with your education institution;
- Maintain satisfactory attendance and course progress throughout the course.

Information about visa conditions for student visa holders is available on the Department of Immigration and

Border Protection's website at <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

Or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

#### **Academic integrity and misconduct**

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments. Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

### Your consumer rights and protections

#### **Protecting your tuition fees**

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students can either:

- complete their studies in another course or with another education institution, or
- Receive a refund of their unspent tuition fees.

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course,

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pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit <https://tps.gov.au/StaticContent/Get/StudentInformation> if you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

## **Working in Australia**

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws. The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit [www.fairwork.gov.au/awards-and-agreements](http://www.fairwork.gov.au/awards-and-agreements).

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit <https://www.fairwork.gov.au/employment-conditions/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.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](http://www.fairwork.gov.au). You can also call 13 13 94 from 8 am to 5.30 pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are **limited to 48 hours of work per fortnight** when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection website at <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500#>

## **Changing education institutions or courses**

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or

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- your original institution says they will release you, or
- You have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course. You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy.

If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the section below, making complaints and getting help.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

For more details about the legislative requirements around transferring courses, you can visit:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

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## 7. STUDENT SERVICES

We offer a range of Student Support Services to students free of cost which includes the following services but not limited to:

1. Academic Counselling
2. Course Progress and attendance
3. Credit Transfer
4. Student Fees
5. Access to student files
6. Deferment, Suspension and Cancellation
7. Accommodation
8. Banking
9. Disability support
10. IT Support
11. Health and Wellbeing
12. Any other assistance

Some of these services may require external referrals by PAX Institute. Please note that while PAX Institute arranges for these referrals free of charge, services you receive by parties other than PAX Institute may incur charges that are payable by the student.

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## 8. OTHER STUDENT SERVICES

### Consumer Protection

Australia has a strong consumer protection framework to protect the rights of Australian consumers, including international students in Australia. The Australian Consumer Law includes a national law guaranteeing consumer rights when buying goods and services. You should contact the relevant government trade and consumer agency in your state or territory, if you:

- Would like information about your consumer rights.
- Have a problem with a consumer good or service that you have bought or are considering buying.
- Would like to know how a business should behave under the law.
- Would like to make a complaint about a business.

Visit [australia.gov.au](http://australia.gov.au) (opens in a new window) or [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au) (opens in a new window) to find the relevant government agency for where you are living and studying.

### Overseas Students Ombudsman

The Overseas Students Ombudsman (OSO) investigates complaints about problems that overseas students have with private education and training institutions in Australia. The Ombudsman's services are free, independent and impartial. You can find out more about this service on their website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au) (opens in a new window). A number of OSO (opens in a new window) publications, including newsletters, can be found on the OSO website (opens in a new window).

### Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- Complete your studies in another course or with another institution, or
- Receive a refund of your unspent tuition fees.

Under the Tuition Protection Service international students have a number of rights and obligations. For more information visit the Tuition Protection Service (opens in a new window) website.

### Emergency matters

- **Contact details** – 000
- **Service details** - Life threatening situations, such as a car crash or a fire.

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### Local police – non urgent matters

- **Contact details** – 000
- **Service details** - Police attendance for non-urgent matters.

### Lifeline (opens in a new window)

- **Contact details** - 13 11 14
- **Service details** - Lifeline provides crisis support, suicide prevention and mental health support services across Australia. These can include stresses from work, family or society and physical and mental wellbeing. Lifeline offers support services by phone or through their online chat available on their website.

### Kids Helpline

- **Contact details** - 1800 551 800
- **Service details** - If you're between 5 and 25 and you're feeling depressed, worried, sad, angry or confused about things like your studies personal relationships, Kids Helpline offers free 24 hour, 7 day telephone counseling support (anonymous if you prefer).

### Poison Information Centre

- **Contact details** - 131 126
- **Service details** - Provides advice on the management, assessment and treatment of poisonous products including non-prescription pharmaceuticals, household and industrial chemicals, and plant and animal venom.

### Sexual Assault counseling service

- **Contact details** - Search online for 'rape crisis center' in your home state
- **Service details** - If you, or anyone you know, has experienced or is at risk of sexual assault, call one of the state-based sexual assault counseling services. These provide a free 24 hour, 7 day a week telephone counseling service (anonymous if you prefer). Many are connected to hospitals or government health departments to help you if the assault has left you with injuries.

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## 9. YOUR ACADEMIC JOURNEY

### Attendance

#### Is PAX Institute attendance based?

Attendance is closely linked to Course Progress. PAX strongly believes that attendance and course progress works hand-in-hand. The student will be successful in the course progress only if he/she attends the scheduled timetabled classes regularly and performs the learning activities in the classroom.

PAX has adopted and implemented a course progress policy and procedures for all the students enrolled in CRICOS registered courses. PAX may report students based on course progress. However, you are required to maintain minimum 70% attendance per term and attend at least 20 hours of face-to-face scheduled classes.

Student attendance in classroom learning and assessment session is strongly linked to academic performance. Further, in a competency-based environment, students need to demonstrate certain skills as part of their course which is best achieved during in-class assessment sessions. Missing classes and remaining absent without PAX's approval may impact on your course progress and course duration.

### Course Progress

#### What is Course Progress?

Course Progress is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies (The National Code 2018).

#### How does PAX Institute monitor student progress?

PAX Institute has a Course Progress Policy and Procedure in place that ensures that students studying at PAX maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

PAX Institute has adopted a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by PAX Institute to notify and counsel them through the intervention strategy - shall be reported to DET and DHA in accordance with the ESOS Act 2000 through PRISMS.

An **Unsatisfactory Course Progress** will be noted when a student is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a study period.

#### What intervention strategies are in place to support the student course progress issues?

In the first instance, the student will be informed of the course progress issue by the trainer/assessor in the classroom through assessment feedback during each academic term (or a

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study period). Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per PAX Institute's Reassessment Policy.

A range of intervention strategies are developed for different stages of intervention. These strategies include, but are not limited to;

- The trainer/assessor providing information and support;
- The student is allowed to resubmit assessment tasks or allowed to undertake assessments missed;
- The student is allowed undertaking extras classes;
- Undertaking reassessment in each of the failed units;
- Repeating failed units during the next study period by Attending additional classes;
- Being referred to Student Welfare Officer if the progress is thought to be affected by personal issues and situation of the student;
- Academic support in the areas such as developing research and paper/essay writing skills and general strategies for completing various types of assessments;
- Change of course;
- Course variation (extension of course duration due to compassionate reasons assessed by PAX).

### How are these strategies implemented?

Stages of Intervention	Time Frame	Action to be taken	Responsibility
<b>Stage 1:</b> Students who are deemed NYC or who have not submitted assessment per due date, in any Term of their studies will receive an <b>Early Intervention Email</b> .	The email will be sent by the Academic Team once the first NYC result is determined for a student.  The outcome will be recorded on the student management system.	- Monitoring of students with unsatisfactory academic progress during the study period; - Issuance of the <b>Early Intervention Email</b> ; - Meeting with Academic Support team as required.	Academic Support team
<b>Stage 2:</b> Students who would have a Course Progress below <50% in their Term, will receive a <b>Warning Email</b> .	The <b>Warning email</b> is issued in the third week (3rd week) of the Term Break. This is followed by <b>Intervention Meetings</b> between the students and Academic Department.	- Issuance of the <b>Warning Email</b> ; - <b>Call for Intervention Meeting</b> .	Academic Support team  Administration Manager
<b>Stage 3:</b> Students who would have a Course Progress below <50% in <b>the 2 consecutive terms, will receive a second warning letter</b> .	The <b>Warning email</b> is issued in the second week of the Term Break. This is followed by <b>Intervention Meetings</b> between the students and Academic Department.	- Issuance of the <b>Warning Email</b> ; - <b>Call for Intervention Meeting</b> .	Academic Support team  Administration Manager
<b>Stage 4:</b> Students who would have a Course Progress below <50% in <b>the 2 consecutive terms and have not been able to meet progress</b>	The <b>ITR Email</b> is issued between week 2 to 4 of the term.	- Issuance of an <b>email of Intention to Report (ITR)</b> .	Administration Manager

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requirements post second warning, will receive the Intention to Report (ITR) Email.			
<b>Stage 5:</b> A. Students who choose to access this Appeal process will not be reported if they appeal within 20 working days indicating PAX intention to notify.  B. Students who choose not to access this Appeal process will be reported in PRISMS.	Within 20 days of issuance of the notification of Intention to Report.	<ul style="list-style-type: none"> <li>- Students must continue to attend classes during the appeals process</li> <li>- <b>ITR Meeting</b> between the student and Academic Department is conducted</li> <li>- If the appeal is successful, then the student is given an opportunity to progress in their course and will not be reported.</li> <li>- If the appeal is unsuccessful, student is given 5 days to access the External Appeal</li> <li>- The student will be informed of the Outcome of the appeal through written notification on WISENET</li> <li>- The Appeal Registry is updated.</li> </ul> <p>PAX will notify the Secretary of the Department of Education through PRISMS within 10 working days after the appeal period.</p>	Administration Manager
<b>STAGE 6:</b>  Students choose to access External appeal	Within 5 days from the notification of the Outcome of the Appeal.	<ul style="list-style-type: none"> <li>- PAX will not report the student to DHA via PRISMS until the outcome of the External appeal is notified by the Ombudsman to PAX.</li> <li>- Students must continue to attend classes during the appeals process</li> <li>- Once the outcome is notified by the Ombudsman, PAX will take the advised action as per the PAX Course progress Policy and Procedure.</li> </ul>	Administration Manager

**The student's appeal is successful, the outcomes may vary according to the findings of the appeals process.**

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

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 must be provided to the student through the PAX's intervention strategy, and PAX does not report the student.

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## **The student's appeal is un-successful.**

The student will be notified of the outcome of the internal appeal and given 2 days to access the External appeal with Ombudsman website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

## **The student has chosen not to access the complaints and appeals processes within the 20-working day period.**

The student withdraws from the process, or the process is completed and results in a decision supporting PAX (i.e. the student's appeal was unsuccessful) PAX must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress within 10 working days after the appeal period.

## **Training & Learning in Australia**

One thing you may find is that the Education system is much different in Australia than your home country. So are the teaching and learning methods. It is important for you to understand this difference which would help your adjustment to the student life in Australia. PAX Institute is a Vocational education and Training provider and the system in this sector is much different to Higher Education (University) sector and the secondary education sector.

You are expected to display adult learning capabilities that involve much of independent learning. You will be provided with the help and guidance by trainers however it is expected that you would manage your time and workload independently.

## **Keys to Academic Success**

- Consistent Attendance (minimum 70% per term);
- Completion of work on time;
- Establish time management;
- Examine personal study habits;
- Participate in class discussions and activities;
- Seek help from Trainers outside class time;
- Learn to think critically;
- Use campus resources and study materials effectively;
- Improve writing skills (pre-write an outline, do a draft, re-read and prepare final submission).

## **Study Skills**

- Become a flexible reader (study reading, skimming and scanning);
- Improving concentration;
- Managing time (weekly schedule, term calendar);
- Having a good, prepared place to study.

## **Plagiarism**

In some cultures, using information from other sources is considered to be acceptable. In Australia, if the other source is not cited this is considered to be a bad thing. This is why it is looked on in a bad way. This is called **plagiarism**. Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes, but is not limited to, obtaining information from books, the Internet and fellow students.

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PAX Institute treats plagiarism as cheating. Cheating and plagiarism is a serious offence and will be treated seriously. The PAX imposes severe penalties on students who cheat and plagiarise.

To avoid plagiarizing, it is very important to acknowledge all sources in all assignments submitted for marking. Acknowledgement may be in the form of footnotes, endnotes or any other textual references. A reference list must be included at the end of an assignment if any acknowledgements have been made within the assignment, including sources that have been referred to but not cited within the assignment.

The words of another writer must be placed in quotation marks/inverted commas. These words must be followed by the author's name, the source (book, website etc.) and page number of the source. The author's complete details should also be included in the reference list at the end of the assignment.

It is also a serious act to help another student to plagiarise written work. This includes lending another student work that you have completed so that it can be copied and submitted as the other student's own work. PAX Institute treats these instances as seriously as plagiarism and will impose severe penalties on students found to be assisting other students to cheat and plagiarise.

Penalties for plagiarism are severe. A student who is identified as cheating or plagiarizing will receive Not Yet Competent. If you receive "NYC" due to plagiarised work, then the penalty for each reassessment is AUD\$300. You may appeal if you feel you've been accused incorrectly.

### **Resources**

The Learner Resources will be given to each student at the beginning of each term. Please make maximum use of these resources as they are specially designed to meet the course requirements and the criteria for competence.

### **Assessments & Reports**

The Students are provided with a Learner Guide for each unit of competency. The Learner Guide specifies the Assessment and Assessment criteria for each individual assessment.

PAX Institute Assessment and Reassessment Policies specify the following requirements which students must be aware of. These are available on the PAX Institute website. We have included them in this Handbook for your easy reference.

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.

**PAX Institute will ensure that all assessments are:**

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- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements;
- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve student performance;
- Based on a range of assessment practices or modes designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners;
- Promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own;
- Incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process;
- Be moderated or validated to ensure appropriateness to the unit/module and level of difficulty.

## Conditions of Assessment:

- On commencement, the students should review and understand all the course related information including course structure, prerequisites and competency requirements for each unit of competency.
- All assessment works for a unit of competency must be completed within the prescribed duration. Due dates for the assessments will be set by respective assessors on commencement of the unit and must be adhered to by all the students.
- The students have the responsibility to maintain the required attendance and participate in all the in-class activities and assessment/project tasks to be able to develop the required skills and knowledge.
- The students must keep record of their activities, assessments and research and take an active interest in exploring new concepts and ideas.
- There are only two assessment outcomes, "C" (Competent) and "NYC" (Not Yet Competent)
- To successfully complete this unit of competency, the student must complete and obtain a "C" results in ALL the assessment tasks and activities of this unit
- Each assessment can only be attempted a maximum number of times. If marked "NYC" in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re-enrol in the unit according to college's Re-assessment Policy.
- Student's completing partial course will be awarded a "Statement of Attainment" showing respective competencies achieved at PAX Institute.
- Other assessment conditions such as assessment due dates and conditions for group assessments may be separately set by the assessor under advice to the course coordinator.
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions (place, time, opportunity and supervision) as applicable.
- In-class assessment tasks must be completed during designated sessions in presence of an assessor.

## Special Needs and Reasonable Adjustment

This assessment strategy is applied in a flexible manner so as to ensure the resulting assessment is fair as well as valid and reliable. In particular, this requires the making of reasonable adjustments where special needs exist in regard to assessment. Examples of reasonable adjustment in assessment include:

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- Substitution of an oral assessment task for a written one;
- Provision of extra time;
- Use of an interpreter;
- Use of adaptive technology.

The existence or absence of special needs must be established, and an appropriate record kept of the efforts made to establish special need and the outcomes of those efforts. Where special needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of PAX Institute. Consequently, an appropriate method should be chosen to implement the same. The assessment should then be modified further, if appropriate and in line with the policy, to accommodate the identified special need. Reasonable adjustments should not decrease the rigor of the assessment but should accommodate the special need as much as is practical.

### **Assessment**

#### **What types of assessments does a unit contain?**

Depending on the course, a unit may contain written and practical tasks, case study, projects, presentations, tests, and exams. Some in-class activities may also contribute towards assessment in form of a portfolio.

#### **Do I need to complete all the assessments to pass a unit?**

Yes. To pass a unit, you need to complete all the given assessments and obtain a Competent “C” grade in each of the assessment tasks.

#### **When are the assessments conducted?**

The assessments are conducted at designated sessions during the academic term. Some assessments need to be completed in the class during in-class assessment sessions.

#### **How will I know about assessment schedule and sessions?**

You will be provided with a Timetable and assessment schedule, conditions, and requirements at the beginning of the term.

#### **Do I need to attend in-class assessment sessions?**

You **MUST** attend all the designated assessment sessions in order to meet the assessment requirements.

#### **What happens if I do not attend in-class assessment sessions and do not submit my assessments?**

You will be deemed Not Competent (NYC) in a unit if you fail to complete or submit any of the assessment tasks.

#### **What happens after I get an “NYC” (Not Yet Competent) in a unit?**

You will be subjected to PAX Institute Reassessment Policy.

The following conditions apply:

- If you have attended all the timetabled sessions but have either failed to submit a task or have been deemed “NYC” in a task; you will be given TWO (2) more opportunities to correct and/or submit your work before the end of the term.

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- For the Kitchen practicals tasks, you will then have ONE (1) more opportunity to correct and/or submit your work after the term. For some practical/role plays the trainers assist to complete the tasks within the term at no extra cost if you are deemed “NYC” in any of the assessment tasks.
- You will be required to pay \$100 (per unit) for the second opportunity which will be considered as a re-assessment.
- You may also be subjected to PAX Institute Course Progress policy if you do not pass in 50% or more units in an academic term.

### What is the impact of repeating a unit or more on my course and course duration?

- Generally, an extra load of a unit can be maintained along with the usual term load without affecting the course end date. However, if you continuously fail to complete the units and are deemed at risk of not meeting course progress, you will need to attend a course progress interview to discuss your options.
- If all reassessment options have been exhausted and you have been deemed Not Yet Competent (NYC) in one or more units, you will be asked to repeat (re-sit) the unit in the following term; which means that you will have an extra load in addition to your usual term load.
- Repeating an assessment due to plagiarism may cost \$300, failure after second attempt cost \$100.
- You will be required to attend an interview with the Training and Administration Manager/Academic Manager to organise a re-sit.

**PLEASE NOTE:** Due to Course Progress Intervention, if you need to repeat a number of units, this may result in extending your COE in which case you will need to pay for the extended term. If you think that you have not completed or are not able to complete any units during an academic term, you should make an appointment with the Training and Administration Manager/Academic Manager to discuss your situation and options.

### How can I ensure that I keep receiving all the important information and notifications from PAX Institute?

You have the responsibility to maintain your latest contact details with PAX Institute. If you think that you have not been receiving correspondences from PAX Institute, please contact PAX Institute reception and update your details. Our advice for students is to attend your classes to best understand the requirements, submit your assessments on time to avoid late fees and possible visa issues and to ask us for help if you need it.

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## 10. STUDENT ADMINISTRATION

### International Student Transfer

**Does PAX Institute have a policy in place to deal with international student transfers to and from other providers?**

The ESOS Act 2000 and National Code 2018 impose obligations on registered providers of education services to overseas students studying in Australia on a student visa (international students). Under Standard 7 of the National Code 2018, registered providers are restricted from enrolling a student on to a course of study, where that student is transferring from another provider and has not yet studied six months of their principal course of study. The college has a comprehensive International Student Transfer Policy and Procedure in place to ensure that all transfers are compliant with the standard.

### **What is a Principal Course of Study?**

Principal Course of Study is defined in the National Code 2018 as the “main course of study” that is or is due to be undertaken by an international student. This is generally the final program or highest qualification in a package of courses.

**Under what circumstances can the students be transferred from or to PAX Institute without meeting the six-month of principle course requirement?**

Six months of principal course of study is exempted where:

- The college (or the original registered provider) has ceased to be registered or the course in which the student is enrolled has ceased to be registered, or
- The college (or the original registered provider) has approved the release, or
- The college (or the original registered provider) has had a sanction imposed on its registration by the Australian government or state or territory government that prevents the student from continuing his or her principal course, or
- Any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

**Under what circumstance will PAX Institute approve release to transfer to another provider?**

PAX will grant a release on the CoE’s for release on PRISMS only where;

- The admissions team is able to generate a CoE on PRISMS after the other provider has given release on PRISMS and a valid enrolment offer has been made;
- There are no outstanding fees, complaint, appeal or any other disciplinary issues outstanding against the student;
- The transfer is deemed not to be in the best interest of the student.

**Do the students have to pay for release?**

No. When granted, release is provided Free of Charge on PRISMS along with all due student results and/or testamurs and Statement of Attainments as applicable.

**What happens if PAX Institute declines the request for a release?**

Where PAX Institute does not grant a release, the student will be provided with written reasons for refusing the request and informed of the student’s right to appeal the decision in accordance with PAX Institute’s Complaints and Appeals Policy and Procedure; and as per college’s obligations under

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Standard 10 of The National Code 2018. The student will continue to be enrolled at PAX Institute and if needed, provided counselling through the Student Welfare Officer.

## **Under what circumstances will PAX Institute accept a student from another provider?**

PAX Institute will not actively recruit or enrol a student wishing to transfer from another registered provider's course prior to the student completing six (6) months of their principal course of study, except in limited circumstances where;

- The original registered provider has approved the release on PRISMS, or
- The course in which the student is enrolled has ceased to be registered by another registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), or
- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course

## **Will PAX Institute acknowledge existing credits or prior learning of transferred students?**

PAX Institute provides RPL and Credit Transfer opportunities to all its prospective and existing students. The college has a comprehensive RPL and Credit Transfer Policy and Procedure in place to support its commitment for recognition of prior learning. PAX Institute recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses. All transferred students will be offered RPL and Credit Transfer opportunities and on successful completion granted appropriate credits in the PAX Institute courses.

## **Course Duration: Deferral, Suspension and Cancellation of Enrolment**

### **How does PAX Institute ensure that its students complete their courses in the intended timeframe?**

PAX has implemented a Course Completion with Expected Duration Policy to ensure that students complete their studies within the expected duration of the course and PAX Institute only extends the duration in the circumstances outlined in Standard 9 of the National Code of Practice for providers to international students. This policy is further complimented by college's Deferral, Suspension, and Cancellation of Enrolment Policy, and Course Progress Policy and Procedure.

Students are required to complete their studies within the timeframe indicated on their CoE and student visa. PAX Institute shall endeavour to ensure all students are given the opportunity to complete their studies within this timeframe. A copy of each student's CoE is kept on the student's file and variations to the CoE will also be retained within the student file.

### **Under what circumstance a variation to student course duration can be made?**

PAX 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 the result of:

- 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); or
- The college implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or

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- An approved deferment or suspension of study has been granted under Standard 9 of The National Code 2018.

### What is a Deferment?

Deferment is postponement of the commencement of a course of study. It must occur prior to start of a new academic term or a study period. Deferment is usually of the course start date and granted for a completed term; allowing a student to commence or re-commence their studies in subsequent academic terms.

### What is a suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. It may occur at any time during an academic term or a study period.

### Under what circumstance are deferment or suspension of studies granted?

Under the provisions of The National Code 2018 Standard 9, PAX Institute can only defer or temporarily suspend the enrolment of the student on the grounds of:

- Compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes); or
- Misbehaviour by the student.

If a student's deferral or suspension application is rejected, the student will have an option to appeal the decision within 20 working days after receiving the notification.

### What are compassionate or compelling circumstances?

These could include, but are not limited to:

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

### Can international students remain in Australia after being granted a deferral or a suspension of studies?

If a leave of absence, deferral, or suspension of studies is approved for 28 days or longer, DHA requires the students to leave Australia (unless there are exceptional circumstances).

As an international student, they must:

- Remain offshore for the duration of their leave (if it is longer than 28 days); and
- Return no more than one month prior to the commencement of their next term/semester

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A suspension of studies is a temporary postponement of an undertaken course of study and the student will need to apply for a deferment if the absence is likely to prolong beyond one academic term.

### Can PAX Institute suspend or cancel a student's enrolment?

The college may suspend or cancel a student enrolment on certain grounds including;

- Breach of Student Agreement conditions;
- Breach of Student Code of Conduct or due to any disciplinary reasons where the student's offence is clearly established, and the appeal process has been exhausted;
- Non-payment of tuition fees;
- Non-commencement of studies while onshore and absence for a period of 28 days or longer without prior approval from PAX Institute;
- Unsatisfactory course progress;
- Student misbehaviour.

### How is the deferral, suspension, or leave of absence requests processed?

Students need to apply for deferral and suspension of studies through the Deferment Application Form.

If an international student's arrival is delayed, PAX Institute will;

- Notify the Secretary of DET through PRISMS of the student's delayed arrival where the student's course end date remains the same; or
- Notify the Secretary of DET through PRISMS of the student's course deferral, issue a new CoE with the revised end date and inform the student to contact DHA.

For deferral after the course start date, PAX Institute will;

- Issue a letter to the student to inform them that any application to seek a deferral of his or her enrolment will be treated as a suspension of studies and may affect his or her student visa;
- Notify the Secretary of DET via PRISMS of the suspension and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

### Is there a maximum duration of deferral?

Yes. Deferral beyond the maximum period of one academic year will not be approved. Offers to students who do not take up a place after a deferral of one academic year will lapse. Students must re-apply for a later intake if/when they are ready to commence study and normal course fees will apply.

### Is there a maximum duration of suspension of studies?

Suspension of studies is a temporary postponement of an undertaken course of study. A suspension of studies is only granted up to the end of an academic term, after which, the student will need to apply for a deferment if the absence is likely to prolong.

### Deferring or Suspending a Course of Study: Initiated by Student

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- Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:
  - Serious illness;
  - Serious illness or death of a family member necessitating a return to the student's home country;
  - Serious injury;
  - Stressful family or personal situation or a traumatic experience;
  - Major political upheaval or natural disaster in the home country requiring emergency travel.
- Students will need to substantiate their claims with appropriate supporting documentation.
- Deferral or suspension of studies **cannot be used for weddings, honeymoon, personal travelling, undertaking hobbies, working or taking holidays/break etc., and will not be approved on such grounds.**
- Students who would like to defer the commencement of their studies or suspend their current course of study must first speak to the Student Admissions Officer in the case of deferment and the Course Manager or the Quality and Compliance Manager in the case of suspension.
- Prior to applying to suspend their studies, students must ensure that they have paid any outstanding course fees.
- After these measures have been taken, and the student still wishes to defer or suspend their studies, a Deferment Form must be completed and submitted to the Course Manager with verifiable supporting documents – tickets to and fro, medical certificates, death certificates etc.
- The form can be obtained from college reception or from PAX Institute website. The form must be submitted at least fourteen (14) working days prior to the requested deferral or suspension date.
- In the event that an application for deferment and suspension being approved or denied, the outcome will be notified to the applicant in writing and, if denied, reasons for the refusal will be given.
- In the event of an application for deferment or suspension of studies being approved, a designated college Administration Officer will notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.

### **Deferral, Suspension, or Cancellation: Initiated by PAX Institute**

- Students may also have their enrolment deferred, suspended or cancelled by PAX Institute in the event of:
  - Misbehaviour (as outlined in the Student Code of Conduct;
  - Breach of the Student Agreement (e.g., non-payment of fees);
  - Discovery of evidence of fraudulent documentation to gain admission to PAX Institute;
  - If the student behaves in a way which could potentially bring PAX Institute into disrepute;
  - The college implementing its intervention strategy for students at risk of not meeting satisfactory course progress (including where the student is clearly having

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difficulty in completing the course within the expected duration, as specified on the student's CoE.

- Students have the right to appeal a decision by PAX to defer, suspend or cancel their studies and PAX Institute will not notify the Secretary of DET via PRISMS of a change to the enrolment status until the internal complaints and appeals process is completed.
- Students are required to pay **Deferment fee** along when submitting their Deferment Application. This fee is used for processing the application and making the necessary changes to all legal documents required to be held and submitted by PAX Institute.
- In cases where deferral, suspension or cancellation of a student's enrolment is initiated by PAX Institute, the student will be notified in writing and given twenty (20) working days to access PAX Institute's internal complaints and appeals process.
- After all due processes have been completed, and PAX Institute decides to defer, suspend or cancel a student's enrolment, a designated college Administration Officer must notify the Secretary of DET via PRISMS within 10 working days of the change to the student's enrolment status. In the event, however, of PAX Institute cancelling a student's enrolment due to a breach of a condition of a student visa, PAX Institute Administration Officer must give the Secretary particulars of this breach via PRISMS as soon as practicable after the breach occurs.

## Withdrawing from a course of study

Students intending to have their enrolment cancelled through course withdrawal must first speak to the CEO and then with the Course Manager. Reasons given by the student for course withdrawal should be discussed and appropriate advice obtained. After these measures have been taken, and the student still wishes to withdraw from their studies, a Withdrawal from Course Form must be completed by the student and submitted to the Course Manager. Prior to applying to withdraw from their program, students must ensure that they have paid any outstanding course fees. The Withdrawal from Course Form can be obtained from college reception.

**Restricted Period:** If a student is intending to withdraw prior to the completion of six months of his/her principal course of study, they should be directed to and given access to PAX Institute's Transfer between Providers Policy. Students should be informed that colleges providing courses to international students are restricted from enrolling transferring students from other providers prior to the student completing six months of his or her principal course of study (National Code, 7.1).

When a student applies to withdraw from a course during this restricted period, the student must complete and submit a Withdrawal from Course Form which is accompanied by:

- a valid letter of offer from another provider;
- A detailed letter explaining clearly the reasons for seeking withdraw addressed to the Course Manager.

In the event that a student's application for withdrawal from an enrolled course(s) is approved, a designated college Administration Officer must notify the Secretary of DET via PRISMS within 14 days of the change to the student's enrolment status.

## Change of Course

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Students may choose to change a course of study if they think that the current course does not lead to their intended career or professional outcomes. As the course may have long-term implications on a student's career and academic aspirations, PAX Institute will discuss and ascertain the reason(s) for a change of course with the student prior to making a decision on the application. The college will ensure that the change of course is not being sought merely as a convenience by the students and may decline such request if the stated reasons fail to clearly demonstrate the need for a change of course.

Entry requirements for new courses, including any prerequisites, must be met and procedures for enrolment in the new course must be consistent with relevant requirements under Student Admission and Enrolment Policy & Procedure. Students, who wish to change their current course of study, and transfer to an alternative course within PAX Institute, should obtain a "Change of Course Form" from PAX Institute reception. They should fill this form out according to the form's instructions paying special attention to the reasons for which they wish to change their course of study. The completed and signed form should, then, be submitted to the Course Manager.

### **Student Complaints & Appeals**

In the event that a student has a complaint concerning any matter in relation to PAX Institute, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

A complaint can be lodged in writing by letter or by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the Student Welfare Officer. The student must lodge their complaint with only one member of staff at PAX Institute. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file.

PAX Institute treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

PAX Institute is committed to providing fair, safe and productive study environment to all its students. It recognises that in some instance's student may not agree with certain decisions, including assessments decision, made in relation to various academic or administrative matters. Students have the right to appeal the decisions.

Consideration of appeals will be dealt with fairly, consistently, promptly, with sensitivity to all parties and in accordance with PAX Institute's policies and quality principles. PAX Institute will acknowledge receipt of the complaint or appeal within 10 days of receipt of the complaint or appeal and will advise students of the next steps and what they can expect.

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PAX Institute appoints a Complaints and Appeals Committee comprising of at least three of the following senior staff members to consider all complaints and appeals;

- CEO
- Quality and Compliance Manager
- Training and Administration Manager
- Academic Manager
- Course Manager
- Course Coordinator
- Student Support Officer
- Staff Representative
- External or independent members may be invited where necessary.

All the appeals will be heard by the committee on a designated date. Minutes of the meeting will be taken and filed. Students will be notified of the outcome within five days of the outcome being reached.

If the complaint/appeal is against PAX Institute's decision to report the student for:

- Unsatisfactory course progress; or
- Unsatisfactory attendance; or
- Non-commencement of studies (including non-resumption after a leave period)

Then, PAX Institute will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external complaints/appeals process is complete and has supported PAX Institute's decision to report. PAX Institute will wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – it may result in automatic cancellation.

If the complaint/appeal is against PAX Institute's decision to:

- Defer or suspend a student's enrolment due to misbehaviour; or
- To cancel the student's enrolment for non-payment of fees

Then, PAX Institute only needs to await the outcome of the internal complaints/appeals process before notifying DET through PRISMS of the change to the student's enrolment.

Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- Leave Australia; and
- Show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE); or
- Provide DHA with evidence that he or she has accessed an external appeals process.

### External Referral

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International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their training provider. If the problem resolution fits within equal opportunity guidelines, it will be managed under college's relevant policies and procedures.

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## 11. COMPLETING YOUR STUDIES

### What is a Testamur/Certificate?

A testamur/Certificate is defined by the AQF as “an official certification document that confirms that a qualification has been awarded to an individual”.

### What guidelines does PAX Institute use in the format and content of its testamurs and statement of attainments?

- The PAX Institute complies with Australian Qualifications Framework (AQF) Qualifications Issuance Policy and follows the templates suggested by AQF.
- The PAX Institute ensure that all testamurs and statements of attainment meet the (AQF) requirements.
- Each testamur also contains the words, “The qualification is recognised within the Australian Qualifications Framework”.

### What fundamental principles are followed in issuing testamurs and statement of attainments?

A learner who has successfully completed all the required units of competency or modules (as specified in the Training Package qualification or accredited course) is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results.

PAX Institute ensures that;

- Graduates receive the certification documentation to which they are entitled;
- AQF qualifications are correctly identified in certification documentation;
- Nationally Recognised Training (NRT) logo is used according to NTR logo specification to promote and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment;
- The NRT logo is not used on the record of results.

### What is a Statement of Attainment?

A Statement of Attainment is issued by PAX Institute when an individual has completed one or more units of competency from nationally recognised qualification(s)/courses(s).

### When is a Statement of Attainment Issued?

A statement of attainment is only issued if a learner successfully completes one or more units of competency or modules or an accredited short course but does not meet the requirements for a qualification (as specified in the Training Package). The statement of attainment will list all of the units of competency or modules achieved at PAX Institute.

- The only logo required on statements of attainment is the Nationally Recognised Training (NRT) logo.
- A Statement of attainment does not include the Australian Qualifications Framework (AQF) words or logo.

### What are Learning Pathways?

Learning Pathways are formally approved links to enable students to enter and move between courses and programs in different sectors or within the same sector. Pathways may link courses and

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programs in the same or different areas of study. (Students may also develop their own informal learning pathways.)

## How does PAX Institute promote Learning Pathways?

PAX Institute is committed to providing learning pathways, within and across sectors, to facilitate the movement of students between chosen courses and qualifications. Such pathways may include access to qualifications within PAX Institute, articulation arrangements and/or credit granted within qualifications.

The level of RPL and Credit Transfers awarded within a specific learning pathway is guided by college's RPL and Credit Transfer Policy and Procedures and the requirements of the ESOS Act 2000, the National Code of Practice 2018 and AQF guidelines.

Learning pathways based on credit and articulation arrangements, when applied, will not unfairly advantage or disadvantage either the students entering the courses and programs with credit transfer or articulation or those students who enter directly.

The college complies with the AQF Qualifications Pathways Policy.

PAX Institute will issue a VET qualification or VET statement of attainment (as appropriate) to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course either through completion of PAX Institute courses or Recognition of Prior Learning (RPL). RPL assessment will be conducted in accordance with PAX Institute's RPL and Credit Transfer Policy and Procedure and inherent competency evidence requirements.

## Procedure for Issuance of Statement of Attainment

Where an AQF qualification is partially completed through the achievement of one or more endorsed units of competency, PAX Institute will issue a Statement of Attainment upon student's request.

- Students complete and submit a Request for Issuance of Academic Results, Attainment and Awards Form to the Student Records Officer;
- Course Co-ordinator obtains and verifies student results from the respective Academic Student Officer;
- Finance Department reviews the financial status of the student, for any pending fees;
- Course Coordinator prepares the Statement of Attainment;
- Statement of Attainment is checked, approved and signed by CEO and/or authorised delegate;
- Copies are made for the student electronic file;
- Statement of Attainment is issued to the student, unless there are pending student obligations including payment of outstanding fees. In such cases student is notified of the reason and is supported to meet the obligations for the SoA to be delivered to them.

## Procedure for Issuance of Testamur/Certificate

- Students applies on the Issuance of Awards, Statement of Attainment and completion letter Form to the Academic Student Support Officer;
- The Finance Officer verifies if the student has cleared all the outstanding dues;

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- Academic Student Support Officer verifies student results on WISENET and on the Student hard copy Academic Folder;
- VET Coordinator the Award using officially approved template;
- Each Award is assigned a unique number and records the award details in the “Register of Testamurs”;
- The CEO and/or authorised delegate signs the Award;
- The Award along with Statement of Result and Completion letter is issued to the student, unless there are pending student obligations including payment of outstanding fees. In such cases student is notified of the reason and is supported to meet the obligations for the award to be delivered to them.

## 12. FEE CHARGES AND PAYMENT

### Tuition Fees

Tuition fees are referred to “course fees”. These are related only to your course of study. Details of your tuition fees are included in your Letter of Offer.

Fees are reviewed annually and may increase.

### Non-Tuition Fees

Non tuition fees are all the other fees you are required to pay towards your studies. Some examples of non-tuition fees are Material fees, and enrolment fee. Details of your non-tuition fees are included in your Letter of Offer.

Fees are reviewed annually and may increase.

### Misc fees

Misc fees are the fees you are required to pay in exchange for additional services you may require. A schedule of all misc. fees is published on PAX Institute’s website.

Fees are reviewed annually and may increase.

### Health Insurance

The Australian Government requires that student visa holders be covered by medical insurance (Overseas Student Health Cover, OSHC) for the duration of their study in Australia. Students must make arrangements for their OSHC when accepting their offer of a place. OSHC is normally paid for the anticipated duration of the student’s program.

### Payment of Tuition Fees

Students are expected to finalise initial payment prior to issuance of the Confirmation of Enrolment (CoE).

Tuition fees are calculated and payable per term, in advance, by the PAX Payment Due date. A copy of the payment plan is provided to students, that includes dates and amounts.

A late payment of fees will incur a \$10/day additional penalty surcharge added to the original amount due.

### Difficulties with Payments

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## Student Handbook

Students who have difficulty paying their tuition fees due to financial hardship may apply to pay their tuition fees under a payment plan. Students permitted to pay by plan are required to pay a proportion of their fee liability before the payment plan will be approved. The remaining balance will be paid under a payment plan with an instalment amount defined by the Institute through a Direct Debit System or by cash.

Any declined direct debit transaction will attract a Finance Administration Fee.

Please note that all fees must be finalised in accordance with the agreed terms and conditions of the individual payment plan.

### Non-Payment of Fees

Students need to be aware of that non-payment of fees will lead to cancellation of enrolment. It is important for students to note that if they believe that they will have some difficulty paying their fees, they should talk to the Finance Team.

Students indebted to the Institute will not be issued with academic transcripts or any other official credentials and will not be permitted to graduate. In addition, currently enrolled students will be denied the following services:

- Results notification;
- Transcript printing;
- Certification;
- Timetabling;
- Approval of release by PAX;
- Progression;
- Any type of document request;
- Commencement to pathway course.

Failure to pay fees according to the payment guidelines may result in a student's enrolment being cancelled. If, with notice, a student's enrolment is cancelled for non-payments of fees and that student is subsequently permitted to have his/her enrolment reinstated, a \$250 reinstatement fee will be levied. A student whose enrolment is cancelled will retain her/his fee liability, so that re-enrolment in a subsequent year or semester will not be permitted until such a time as the debt is either paid in full or agreement reached between the student and the Payment Office.

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### 13. REFUND

- Refund application requests must be made in writing on the student refund request form provided at PAX Institute of education, or alternatively, the refund request form may be downloaded from the website [www.pax.edu.au](http://www.pax.edu.au)
- Filled in form must be submitted with the finance department.
- The CEO will approve the refund amount (if applicable).
- The Finance Officer will process the Refund after the approval.
- Refund will be made directly to the account stated in the refund request form and the student will be informed about the same via an email.
- If the student is not eligible for any refund, based on the circumstances as stated below, the student shall be informed of the same via an email by the Finance Department.
- Any refund given will be recorded in the Institutes student management system so that each student's financial status is known.

For detailed information on how the refund is calculated please visit PAX Institute's website to access the latest version of the Refund Policy.

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## 14. OTHER RELEVANT POLICIES

Please refer to PAX Institute website for all the relevant policies

<http://www.pax.edu.au/downloads.html>

Please note that as we thrive for quality and excellence, our policies and procedures are subject to periodical change. The latest version of each policy and form will always be accessible through our website. The latest version of each policy and procedure is taken to be “in force” from the date of publication.

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