

Student Handbook



PAX
INSTITUTE OF EDUCATION

CRICOS: 03152D, RTO: 22207

Table of Contents

1. KEY CONTACT DETAILS.....	5
2. CAMPUS LOCATION AND INFORMATION	6
Campus Location	6
How to Get There	6
Ticketing	7
Campus Facilities	8
Guide to Melbourne	8
Minimum Cost of Living	8
3. ON ARRIVAL: COMMENCING YOUR COURSE	9
Student Orientation.....	9
Student ID Cards.....	9
Health and Safety on Campus.....	9
Timetables.....	9
Student Welfare Officer	9
Current Address Details	10
4. WHERE TO GO WITH QUERIES	11
24-Hour Emergency Contact	11
Reception / Student Support Officers	11
Marketing Officers Team	11
Admissions Team	11
Administration Staff	12
Administration Manager.....	12
Academic Student Support Team	12
Finance Team	12
5. STUDENT CODE OF CONDUCT	13
Unacceptable Student Behaviour	13
Integrity in Academic Work.....	14
Use of PAX Institute Resources.....	14
6. EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)	16
Your Responsibilities as an International Student in Australia	16
Genuine Student (GS) Requirement.....	16
Academic Integrity and Misconduct	16
Your Consumer Rights and Protections.....	17
Working in Australia.....	17

Changing Education Institutions or Courses	17
7. STUDENT SERVICES	19
8. OTHER STUDENT SERVICES.....	20
Consumer Protection.....	20
Overseas Students Ombudsman.....	20
Tuition Protection Service.....	20
Emergency and Crisis Services.....	20
9. YOUR ACADEMIC JOURNEY	22
Attendance	22
Course Progress	22
Intervention Strategies.....	22
Training and Learning in Australia	23
Plagiarism	23
Assessment.....	24
Special Needs and Reasonable Adjustment.....	24
10. STUDENT ADMINISTRATION.....	25
International Student Transfer	25
Course Duration: Deferral, Suspension, and Cancellation of Enrolment	25
Student Complaints and Appeals.....	26
11. COMPLETING YOUR STUDIES.....	27
What is a Testamur/Certificate?.....	27
What is a Statement of Attainment?	27
Learning Pathways.....	27
12. FEE CHARGES AND PAYMENT.....	28
Tuition Fees.....	28
Non-Tuition Fees.....	28
Miscellaneous Fees.....	28
Health Insurance	28
Payment of Tuition Fees.....	28
Difficulties with Payments.....	28
Non-Payment of Fees.....	29
13. REFUND.....	30
14. OTHER RELEVANT POLICIES	31

Welcome to PAX Institute of Education!

Thank you for choosing 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 informed decisions about your qualification and career choices. You will also be studying at our campus in the heart of Melbourne CBD, with all the bustling activities, restaurants, shops, State Library, train stations, 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 we 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 governed by the Education Services for Overseas Students (ESOS) Act and the National Vocational Education and Training Regulator Act. Students acquiring nationally recognised qualifications can obtain credits for all 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 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 to add value to the 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 this handbook carefully and 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 at PAX.

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

Good luck for your student journey!

Timple Jain

Chief Executive Officer / Principal Executive Officer

1. KEY CONTACT DETAILS

Name	Position	Email
Timple JAIN	Chief Executive Officer (CEO)	timple.j@pax.edu.au
Camilo Calderon	Administration Manager	eliana@pax.edu.au
Camilo Calderon	Admissions Officer	admissions@pax.edu.au
Estefania Palacio	Timetabling Officer	diarys@pax.edu.au
Sonu KUMAR	Finance Manager	finance@pax.edu.au
Guilherme Silva	Finance Officer	receivable@pax.edu.au

General Enquiries: info@pax.edu.au | **Student Services:** studentservices@pax.edu.au

Phone: +61 3 9041 3466 | **Website:** www.pax.edu.au

2. CAMPUS LOCATION AND INFORMATION

Campus Location

PAX Institute is located in the heart of Melbourne CBD, a short walking distance from the State Library, Melbourne Central train 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 Maps



Tel: +61 3 9041 3466

Email: info@pax.edu.au

Main Campus

16/190 Queen Street, Melbourne VIC 3000, Australia

Practical Training Kitchen

54-56 La Trobe Street, Melbourne VIC 3000

Automotive Workshop

363 Mount Alexander Road, Ascot Vale VIC 3032, Australia

How to Get There

By Train

The nearest train station is Melbourne Central, followed by a short walk to the campus. For train timetables, visit:

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

By Tram

Melbourne CBD is a hub for most tram routes, with connections to surrounding suburbs. Melbourne has the world's largest operational urban tram network, consisting of 250

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	Website: www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
D-45 Pax Student Handbook V11 Version 11.0 Last Reviewed: 19 January 2026 Not controlled when printed Page 6 of 32			

kilometres of double track, approximately 500 trams on 24 routes, and around 1,700 tram stops. For tram information, visit:

<https://yarratrams.com.au/>

Free Tram Zone

Melbourne's Free Tram Zone covers travel within the central business district. You do not need to touch on or off with your myki when travelling only within this zone. The PAX campus is located within the Free Tram Zone. The zone is bounded by Spring Street, La Trobe Street, Swanston Street, and Flinders Street.

Public Transport Victoria (PTV)

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, contact PTV on 1800 800 007.

Ticketing



Myki is Melbourne's ticket to travel on the city's trains, trams, and buses. It is a reusable 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)

Once you have a myki and have topped it up, you're ready to travel. Simply touch on at the myki reader at the start of each trip (at entry/exit points at train stations and on board trams and buses). At the end of your trip, touch off when you exit the train station or vehicle.

Important: Failure to show a valid myki (topped up and touched on) to a ticket inspector can lead to a fine of up to \$290.

For more information on myki, visit:

<https://www.ptv.vic.gov.au/tickets/myki/>

Campus Facilities

Our modern and fully equipped campus is located in the heart of Melbourne's CBD on Queen Street. The campus boasts top student facilities and resources including:

- Free Wi-Fi in the campus building
- Modern, large, and fully fitted classrooms
- On-campus computer labs
- Student lounge with recreational spaces and seating
- Kitchenette for students
- Projector and audio-visual equipment in each classroom
- Printing and photocopying facilities
- Student computer areas/desks
- High-speed broadband connectivity

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

Melbourne is ranked among the top 5 best student cities in the world (QS Best Student Cities Rankings 2026) and is consistently ranked one of the world's most liveable cities.

For more information about Melbourne:

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

Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia. As of May 2024, 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.

Category	Annual Amount (AUD)
Primary Student	\$29,710
Partner or Spouse	\$10,394
Child	\$4,449

Note: These requirements were updated in May 2024. All costs are per year in Australian dollars. To convert to your own currency, visit www.xe.com

3. ON ARRIVAL: COMMENCING YOUR COURSE

Student Orientation

Student Orientation is a welcome and orientation program for new students commencing their studies at PAX Institute. The program consists of a presentation, campus tour, enrolment processes, 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:

- Training, assessment, and support services
- Student responsibilities
- Key policies that impact attendance, course progress, and completion
- Student rights and obligations at PAX Institute
- Learning Management System (LMS) access and navigation
- Health and safety procedures

Student ID Cards

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

Health and Safety on Campus

PAX Institute takes 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 Occupational Health and Safety Act 2004 (Vic) and the Occupational Health and Safety Regulations 2017 (Vic), including subsequent amendments.

If you observe a safety hazard, please report it to the Administration Manager, who will 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 orientation and commencement of the course.

Student Welfare Officer

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

The college has a Student Welfare Officer to provide welfare-related services including (but not limited to):

- Accommodation assistance
- Counselling and mental health support
- Crisis services
- Disability and equity issues
- Financial matters
- Legal issues
- Medical issues
- Peer mentoring
- Programs promoting social interaction
- Religious and spiritual matters
- Stress management

External Support Services

Study Melbourne Hub: <https://studymelbourne.vic.gov.au/>

Location: 17 Hardware Lane, Melbourne | Phone: 1800 056 449

Current Address Details

Important: You MUST ALWAYS maintain a current residential address on your student file. If you change your address, please complete a 'Change of Details Form' from reception within 7 days of the change. Under the ESOS National Code, PAX Institute is required to report address changes to the Department of Home Affairs.

4. WHERE TO GO WITH QUERIES

You can forward any of your queries to info@pax.edu.au

24-Hour Emergency Contact

Contact Person	Phone	Email
Ms Timple Jain CEO / Principal Executive Officer	Office: +61 3 9041 3466 Mobile: 0432 053 115	timple.i@pax.edu.au

Reception / Student Support Officers

Reception and Student Support Officers can assist you with:

- Walk-in, telephone, website, and email enquiries
- Forwarding queries to the relevant department
- Providing local and travel information and general support
- Resetting your system login password or expiry date
- Organising student uniforms, shoes, and tool kits for Hospitality students
- Assisting with student forms
- Processing document requests
- Scheduling appointments with PAX staff
- Scheduling course progress meetings with academic staff

Marketing Officers Team

- Liaising with you directly or through your Education Agent for enrolment-related queries
- Assisting with admissions-related queries
- Resolving post-enrolment issues
- Ensuring students who miss Orientation are inducted before starting their course
- Assisting the Academic Management team if your course progress is poor

Admissions Team

- Liaising with you directly or through your PAX Marketing Officer/Education Agent for admissions queries
- Creating your student profile on the Student Management System (SMS) and generating offer letters and course acceptance agreements
- Generating your CoE and updating course commencements on PRISMS
- Addressing current and future enrolment queries
- Assisting with pathway programs at PAX
- Verifying Credit Transfer certificates/Statements of Attainment
- Scheduling your Orientation Program

Administration Staff

The Administration Student Support team assists in making your student journey smooth at PAX Institute. They maintain and monitor your course progress on the Student Management System and liaise with government bodies like PRISMS for student updates.

Administration Manager

- Point of contact for timetables, room allocations, and scheduling kitchen classes
- Assisting with course progress queries
- Conducting Intervention Strategy Meetings
- Assisting with queries related to training resources and trainers
- Heading the Academic Student Support team
- Troubleshooting issues related to printing or computer labs
- Processing deferment/suspension requests (on compassionate grounds)
- Issuing bona fide letters, course progress letters, and invitation letters
- Processing Academic Progress Warning reports and Intention to Report (ITR) notices
- Processing Credit Transfer applications
- Issuing Statements of Attainment and Qualification Certificates

Academic Student Support Team

- Single point of contact for academic matters including Moodle
- Updating your results on the Student Management System
- Monitoring your attendance and course progress throughout your course
- Issuing interim results and updating you every term on your academic progress

Finance Team

- Assisting with fee payment plans
- Following up to ensure you honour your payment plans
- Verifying your fees when you submit requests during your student journey
- Following up on non-payment of fees
- Reporting students for non-payment of tuition fees as per Finance department recommendations

5. STUDENT CODE OF CONDUCT

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

This Code applies to all students 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, awards, and policies.

PAX Institute expects its students to:

- Know PAX Institute’s rules and policies affecting them and comply with this Code of Conduct at all times
- Treat all PAX staff, other students, and visitors with courtesy, tolerance, and respect
- Ensure their contact details are up to date and regularly read all communications and emails
- Identify themselves when required and produce their student card on request
- Treat others with respect so as not to compromise their health, safety, privacy, and welfare
- Abstain from bullying, harassing, and any other unlawful activity or unacceptable behaviour whilst on campus or representing PAX Institute, including in the online environment
- Not engage in behaviour that is perceived to be threatening or intimidating
- 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
- Attend scheduled timetabled classes and maintain minimum 70% attendance in every term
- Attend scheduled course progress meetings
- Make timely payment of any fee, charge, or penalty imposed by PAX Institute
- Ensure their actions do not harm or bring into disrepute PAX Institute’s reputation
- 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
- Being affected by drugs and/or alcohol
- Consistently disrupting 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
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, or using offensive language
- Inappropriate invasion of another's personal space
- Stealing
- Disobeying any reasonable direction given by a PAX staff member
- Viewing or distributing offensive material via the internet, email, or any other means
- Plagiarism and cheating in assessment work
- Using mobile phones in the classroom environment without permission

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 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 (refer to the 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 that would unfairly disadvantage or advantage themselves or another student
- Comply with assessment conditions, trainer/assessor instructions, and ensure proper use of copyright material
- Not behave in a way that disrupts or interferes with any training or academic activity of PAX Institute
- Not use artificial intelligence (AI) tools to generate assessment responses unless explicitly permitted by the trainer/assessor

Use of 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 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

- 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 detrimental to the rights and properties of others

PAX Institute facilities and resources are provided 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 for purposes related to their studies.

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 (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 Visa

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 within 7 days
- Meet the terms of your written agreement with your education institution
- Maintain satisfactory attendance and course progress throughout the course
- Meet the Genuine Student (GS) requirement

Information about visa conditions for student visa holders is available on the Department of Home Affairs website:

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

Or call 131 881 Monday to Friday from 8:30am to 4pm (except public holidays).

Genuine Student (GS) Requirement

The Genuine Student (GS) requirement replaced the previous Genuine Temporary Entrant (GTE) requirement. When applying for a student visa, you must demonstrate that you genuinely intend to stay in Australia temporarily to study. The Department of Home Affairs will assess whether:

- You have a genuine intention to study in Australia
- Your chosen course aligns with your educational background and career goals
- You have a genuine reason for choosing to study in Australia rather than your home country
- You have the financial capacity to support your stay
- You understand the conditions of your visa and intend to comply with them

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, including AI detection tools. Using ghost-writing services, asking someone to take an exam in your place, using AI tools to generate assessment responses without permission, 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

For more information on the TPS, visit:

<https://tps.gov.au/>

If you need assistance, call (02) 6271 3440.

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.

Work Hour Limits

You are limited to 48 hours of work per fortnight when your course is in session, and unlimited hours during out-of-session periods. This is to ensure you are mainly focused on your studies. A fortnight is calculated as any 14-day period starting on a Monday.

Important: Breaching your work hour conditions can have serious consequences for your visa. However, if you are being exploited at work, the Department of Home Affairs will not cancel your visa for reporting workplace exploitation, even if you worked more than the allowed hours.

For more information about your workplace rights:

Fair Work Ombudsman: www.fairwork.gov.au | Phone: 13 13 94

Changing Education Institutions or Courses

If you have not 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
- Your original institution agrees to release you, or
- You have a government sponsor and that sponsor provides written support for your change of 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.

For more details about transferring courses, visit:

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

7. STUDENT SERVICES

We offer a range of Student Support Services to students free of charge, which includes the following services (but is 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. Language, Literacy, and Numeracy (LLN) Support
13. 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 from parties other than PAX Institute may incur charges that are payable by the student.

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 the following websites for more information:

<https://www.australia.gov.au/>
<https://consumer.gov.au/>

Overseas Students Ombudsman

The Overseas Students Ombudsman 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.

Website: <https://www.ombudsman.gov.au/> | Phone: 1300 362 072

Tuition Protection Service

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution is unable to fully deliver your course of study. 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

For more information visit: <https://tps.gov.au/>

Emergency and Crisis Services

Service	Contact	Details
Emergency Services (Police, Fire, Ambulance)	000	Life-threatening situations ONLY
Police Assistance Line (Non-Urgent)	131 444	For non-urgent police matters
Lifeline	13 11 14	24/7 crisis support and suicide prevention
Beyond Blue	1300 22 4636	Depression and anxiety support

headspace	1800 650 890	Youth mental health (12-25 years)
Kids Helpline	1800 55 1800	Counselling for ages 5-25
Poisons Information Centre	13 11 26	Advice on poisonous products
Sexual Assault Crisis Line	1800 806 292	24/7 counselling service
Study Melbourne Hub	1800 056 449	Support for international students (7am-10pm)

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 work hand in hand. The student will be successful in course progress only if they attend the scheduled timetabled classes regularly and perform the learning activities in the classroom.

PAX has adopted and implemented a course progress policy and procedure for all 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
- Attend at least 20 hours of face-to-face scheduled classes

Student attendance in classroom learning and assessment sessions is strongly linked to academic performance. 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 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 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.

Unsatisfactory Course Progress

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.

Intervention Strategies

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
- Allowing the student to resubmit assessment tasks or undertake missed assessments
- Allowing the student to undertake extra classes
- Undertaking reassessment in each of the failed units
- Repeating failed units during the next study period by attending additional classes
- Being referred to the Student Welfare Officer if progress is thought to be affected by personal issues
- Academic support in areas such as research and essay writing skills
- Change of course
- Course variation (extension of course duration due to compassionate reasons assessed by PAX)

Training and Learning in Australia

One thing you may find is that the education system is quite different in Australia than in your home country. So are the teaching and learning methods. It is important for you to understand this difference, which will help your adjustment to student life in Australia.

PAX Institute is a Vocational Education and Training provider, and the system in this sector is different from the Higher Education (university) sector and the secondary education sector.

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

Keys to Academic Success

- Consistent attendance (minimum 70% per term)
- Completion of work on time
- Establish time management skills
- 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)

Plagiarism

In some cultures, using information from other sources is considered acceptable. In Australia, if the other source is not cited, this is considered plagiarism. Plagiarism occurs 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, fellow students, or using AI tools to generate content.

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

To avoid plagiarising:

- Acknowledge all sources in all assignments submitted for marking
- Use footnotes, endnotes, or other textual references
- Include a reference list at the end of your assignment
- Place the words of another writer in quotation marks
- Do not use AI tools to generate assessment responses unless explicitly permitted

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.

Penalties: A student identified as cheating or plagiarising will receive Not Yet Competent. If you receive "NYC" due to plagiarised work, the penalty for each reassessment is AUD\$300. You may appeal if you feel you have been accused incorrectly.

Assessment

What types of assessments does a unit contain?

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

Assessment Outcomes:

- "C" (Competent) – You have demonstrated the required skills and knowledge
- "NYC" (Not Yet Competent) – You have not yet demonstrated the required skills and knowledge

Special Needs and Reasonable Adjustment

PAX Institute's assessment strategy is applied in a flexible manner to ensure the resulting assessment is fair, valid, and reliable. In particular, this requires the making of reasonable adjustments where special needs exist. Examples of reasonable adjustment in assessment include:

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

If you have special needs, please speak to your trainer/assessor or the Administration Manager to discuss appropriate adjustments.

10. STUDENT ADMINISTRATION

International Student Transfer

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 onto 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.

Course Duration: Deferral, Suspension, and Cancellation of Enrolment

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.

What is a Deferment?

Deferment is postponement of the commencement of a course of study. It must occur prior to the start of a new academic term or study period. Deferment is usually of the course start date and granted for a completed term, allowing a student to commence or recommence 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 study period.

Under what circumstances 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

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
- A traumatic experience (involvement in or witnessing a serious accident; being the victim of a serious crime)
- Where PAX Institute was unable to offer a prerequisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa

Important: Deferral or suspension of studies cannot be used for weddings, honeymoons, personal travelling, undertaking hobbies, working, or taking holidays/breaks, and will not be approved on such grounds.

Student Complaints and 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 complaints will be treated in full confidence.

A complaint can be lodged in writing by letter, 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.

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

PAX Institute will acknowledge receipt of the complaint or appeal within 10 working days and will advise students of the next steps and what they can expect.

External Referral

International students who wish to lodge an external appeal can do so through the Overseas Students Ombudsman. 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.

Website: <https://www.ombudsman.gov.au/> | Phone: 1300 362 072

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.”

PAX Institute complies with Australian Qualifications Framework (AQF) Qualifications Issuance Policy and follows the templates suggested by AQF. PAX Institute ensures that all testamurs and statements of attainment meet AQF requirements.

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)/course(s).

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.

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 programs in the same or different areas of study.

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.

12. FEE CHARGES AND PAYMENT

Tuition Fees

Tuition fees are referred to as “course fees.” These relate 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 fees. Details of your non-tuition fees are included in your Letter of Offer. Fees are reviewed annually and may increase.

Miscellaneous Fees

Miscellaneous fees are fees you are required to pay in exchange for additional services you may require. A schedule of all miscellaneous 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, which includes dates and amounts.

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

Difficulties with Payments

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.

Non-Payment of Fees

Students need to be aware 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

13. REFUND

Refund application requests must be made in writing on the student refund request form provided at PAX Institute of Education. Alternatively, the refund request form may be downloaded from the website:

www.pax.edu.au

The refund process is as follows:

- The completed form must be submitted to the Finance Department
- The CEO will approve the refund amount (if applicable)
- The Finance Officer will process the refund after approval
- The refund will be made directly to the account stated in the refund request form, and the student will be informed via email
- If the student is not eligible for any refund, the student will be informed via email by the Finance Department
- Any refund given will be recorded in the Institute's student management system

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

14. OTHER RELEVANT POLICIES

Please refer to the PAX Institute website for all relevant policies and procedures:

<https://www.pax.edu.au/forms-and-policies>

Key policies that affect students include (but are not limited to):

- Course Entry Requirement Policy
- Student Training and Wellbeing Support Policy
- Course Progress and Intervention Strategy Policy
- Complaints and Appeals Policy
- Assessment Policy
- Training Policy
- Artificial Intelligence and Academic Integrity Policy
- Deferral, Suspension, and Cancellation Policy
- Transfer Between Providers Policy
- RPL and Credit Transfer Policy
- Refund Policy
- Student Code of Conduct
- Privacy Policy
- Work Health and Safety Policy

Note: *As we strive for quality and excellence, our policies and procedures are subject to periodic 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.

ACKNOWLEDGEMENT

By enrolling at PAX Institute of Education, you acknowledge that you have read and understood this Student Handbook and agree to abide by the policies, procedures, and requirements outlined herein.

If you have any questions about the contents of this handbook, please do not hesitate to contact PAX Institute staff for clarification.



PAX Institute of Education

RTO 22207 | CRICOS 03152D

16/190 Queen Street, Melbourne VIC 3000

Phone: +61 3 9041 3466

Email: info@pax.edu.au | Website: www.pax.edu.au