

International Student Handbook



Contents

International	1
Student Handbook	1
Welcome!	4
About Australia	5
About the Gold Coast and the Sunshine Coast	5
Weather	5
Transport – Gold Coast	5
Transport – Sunshine Coast	6
Accommodation	6
Working in Australia	7
Legislation	7
Telephones	7
Laptops	8
Compulsory Schooling for School Aged Dependants	8
Useful Websites	8
Study Gold Coast	8
Visit Gold Coast	8
City of Gold Coast	8
People, culture and lifestyle	8
Mindroom Campuses	9
Mindroom Emergency Procedures	10
First Aid	10
Critical Incidents	10
Rights and Responsibilities	11
Your Rights	12
Your Responsibilities	12
Complaints	12
Appeals	13
English Language Requirements	13
Academic Requirements	13
Course Delivery	13
Student Services	14
Enrolment	14
Applying	14
Induction	14
Transfer from Another Vocational Training Provider	15
Transfer to Another Vocational Training Provider	15
Deferring, Suspending or Cancelling Your Enrolment	15
Mindroom Innovation Initiated	16
Student Initiated	17
Credit Transfer and Recognition of Prior Learning	19
Student Identification Cards	19
Student Orientation	20
Course fees	20
Fees and Refund Policy	20
Refund policy	22
Purpose	22



Outcome	22
Scope	22
Overview	22
Terms and Conditions	22
Process to Refund	23
Australia's Consumer Protection Laws	26
Overseas Students Health Cover	26
Visa Conditions	26
Course Assessments	26
Course Progress	27
Attendance	28
Attendance Requirements	28
Approved leave	28
Course Completion	28
Replacement of a Qualification or Statement of Attainment	29
Access to Personal Records	29
Your Privacy	29
Code of Conduct	30
Computing and Electronic Resources	30
Plagiarism and Cheating	31
Personal Conduct	31
Alcohol and other drugs	31
Smoking	32
Harassment	32
Discrimination	32
Health & Safety	33
Dress Standards	33
Mobile Phones and Sound and Photographic Equipment	33
Hygiene	33
The Environment	33
Disciplinary Procedures	35
Support Services	36
Welfare and Guidance Services	36
Access and Equity	36
Learning Support	36
Study Tips	37



Welcome!

Welcome to Mindroom Innovation and congratulations for choosing to expand your horizon by advancing your educational journey.

We value your choice and acknowledge that all students come to us with different life and educational experiences. Regardless if you have just finished school or have been out of the school system for many years, we will strive to provide the best quality training and help make your study experience as enjoyable as possible. At Mindroom Innovation you will deal with professionals who have a broad scope of first-hand experience with the IT and educational industries. Participating in the course will ensure you are provided you with a wealth of knowledge and experience to enhance your training experience.

We have two campuses, in the heart of the Sunshine Coast and the Gold Coast, Burleigh Heads. In both locations, you have everything you could wish for in the palm of your hand; amazing cafés, stunning beaches, great waves, alternative shops, restaurants and a growing IT industry.

This handbook outlines some important information you need to know to ensure that your training experience at Mindroom Innovation is enjoyable and rewarding. If, after reading this handbook, you have any questions please contact our student support team at enrolments@mindroom.com.au.

Please note that due to the nature of the courses we offer, we cannot accept any application from a person under 18 years of age.

We wish you all the best in your studies and hope that your training is a start of an exciting journey.

Mindroom Innovation Team

About Australia

The Commonwealth of Australia is the world's largest island, smallest continent and is a land of great extremes. Dry desert in the centre (the outback), vast mountain ranges, beautiful coastal areas with beaches, clean ocean waters and magnificent islands and tropical rain forests. You can snow ski, water ski, camp under the stars, sail on a boat, fish in a lake or watch your favourite sporting event. It has often been called the land of opportunity. As an international student, there are many opportunities. Australia is also home to some of the world's most unique animals and birds. Koala bears, kangaroos, wombats, emus, echidnas and platypus can still be found in their natural habitat.

The currency is Australian dollars and cents. Australia is a very multicultural country and the most commonly nominated ancestry was English (36.1%), followed by Australian (35.4%), Irish (10.4%), Scottish (8.9%), Italian (4.6%), German (4.5%), Chinese (4.3%), Indian (2.0%), Greek (1.9%), and Dutch (1.7%). Because Australia's census doesn't ask for racial background, it is unclear how many Australians are descendants of Europeans. Estimates vary from 85% - 92%. Asian Australians make up 12% of the population. Australia has no state religion and in the 2011 census, 61.1% of Australians were counted as Christian, including 25.3% as Roman Catholic and 17.1% as Anglican; 22.3% of the population reported having "no religion"; 7.2% identify with non-Christian religions, the largest of these being Buddhism (2.5%), followed by Islam (2.2%), Hinduism (1.3%) and Judaism (0.5%).

Australia has an excellent public health system with modern hospitals. Australians have the fourth highest life expectancy but unfortunately we have the highest rate of skin cancer in the world. All visitors to Australia must learn to be 'sunsmart'. You can read all about the dangers of sun on the skin at this website <http://www.sunsmart.com.au/>.

About the Gold Coast and the Sunshine Coast

The Gold Coast and the Sunshine Coast are Australia's holiday playground's with kilometres of spectacular beaches, clean ocean waters, hinterland ranges and forests, networks of waterways and vibrant communities.

Weather

The Gold Coast and Sunshine Coast have over 300 sunny days per year, so the weather is known for its perfection. Temperatures range between 20-30°C (68-86°F) in summer and 9-20°C (48-68°F) in winter.

Transport – Gold Coast

Public transport on the Gold Coast consists of trains, a light rail network and an extensive bus network. You can learn more about the transport network at the Translink site. One of the key features on the transport system is the 'Go Card' which is a plastic card on which you can 'load' credit. You can catch buses, trains and even ferries on the Brisbane River using one card. Student concession cards and train and bus timetables can be checked via <http://translink.com.au/>.



On the Gold Coast it is excellent to use a bicycle as most of landscape is flat and bike friendly. To buy a used bicycle check: Particularly as you get closer to the beach areas because they are so flat, a bicycle is also a great way to get around the coast.

Transport – Sunshine Coast

On the Sunshine Coast, the sunshine coast council publishes a [Transport Guide](#), however a car or scooter is recommended for exploring the vicinity.

Accommodation

Accommodation on the Gold Coast varies considerably, and you will usually pay more the closer you get to living near the beach. There is a wide variety of units, houses and homestay accommodation available. It is probably a good idea to take the homestay option for the first month or two of your study which gives you plenty of time to look around at different houses and units. Talk to our Student Support staff regarding homestay.

Homestays

Homestay is a cultural exchange between a local individual or family (called a Host) and a visiting International student. The student lives as a guest in the home.

Living with a family (homestay) during your studies is a great way to learn about a new community and culture. Homestays are still a great way to get to know your new community and culture, and to improve your English.

Full Board

- Your own bedroom (with bed, desk, lamp and wardrobe)
- Three meals a day (self-serve breakfast and lunch, plus a cooked dinner)
- Electricity, gas and water bills
- Involvement in family activities
- Use of kitchen and laundry
- Cost is around \$250 – \$270 a week. Phone, transport and internet use will normally cost extra

Part Board

- Your own bedroom (with bed, desk, lamp and wardrobe)
- Electricity, gas and water bills
- Two meals a day (self-serve breakfast plus a cooked dinner)
- Use of kitchen and laundry
- Involvement in family activities
- Cost is around \$200 – \$250 a week. Phone, transport and internet use will normally cost extra

You can look at rental properties through several different websites:





- <http://www.realestate.com.au/rent/in-gold+coast/list-1>
- <http://www.domain.com.au/search/rent/state/qld/area/gold-coast/region/south-east/>
- <http://www.reiq.com/renting/rental-properties-gold-coast>

The cost of living depends a great deal on what your living arrangements are. If you share rent with other people, obviously your weekly expenses will be less.

The Australian Government have a table which outlines the typical cost of living:

Expenses	Per Person	Amount required in AUD
Travel	Applicant	Return air fare to Australia
	Family members	One return air fare to Australia per person
Tuition	Applicant	Course fees
	School-age children aged 5-18	AUD 8,000 per year
Living	Applicant	AUD 20,290 per year
	Partner	AUD 7,100 per year
	First child	AUD 3,720 per year
	Each other child	AUD 3,040 per year

Working in Australia

Applicants who study in Australia automatically have permission to work a limited number of hours. You should check you visa for the specifics but generally you will be limited to working 40 hrs per fortnight (20 hrs per week).

Before you work you will need to obtain a **tax file number** which can be done through the Australian Tax Office. This is one of the first things you should do when you arrive in Australia. You can apply online [here](#).

Legislation

When you signed to get your visa, you would have completed an Australian Values Statement Temporary which is agreement that while in Australia you would observe all laws. One of the reasons for the wonderful lifestyle in Australia is due to its representative democracy, the separation of powers, and our respect for the rule of law. There are a lot of laws in Australia and thus, society runs smoothly.

Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen! You can find a comprehensive outline of Australian law and the legal system at www.australia.gov.au.

Telephones

To make international phone calls: Dial – international access code (0011) + the country code + the area code (if required) + phone number.

To make local phone calls: Dial – the area code + phone number

The phone you use at home may not work in Australia so before you come make sure it is compatible. You can check to see if it is at this website www.acma.gov.au.

Laptops

In order to complete your studies, you will need access to a laptop computer. Mindroom Innovation does not supply computers or laptops. Whilst at the campus you will be able to access a wireless internet connection for the purposes of studying and researching materials relevant to your course. The internet is to be used only for the purposes of studying the course you are enrolled in and not for any other reason. Access is monitored at all times.

Compulsory Schooling for School Aged Dependents

If you would like to bring your children to Australia with you, you must be aware that School - age dependants of international students studying on a student visa must undertake formal schooling while they are in Australia.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.

Useful Websites

Gold Coast

Study Gold Coast - <http://www.studygoldcoast.org.au/>

Study Gold Coast is the peak education and training body for the Gold Coast promoting the Gold Coast as the ideal destination for education on a domestic and international scale.

Study Gold Coast not only markets the Gold Coast as an education and training destination, but is an active advocate for the industry.

Visit Gold Coast - <http://www.visitgoldcoast.com/>

City of Gold Coast - <http://www.goldcoast.qld.gov.au/business/training-585.html>

Sunshine Coast

Study Sunshine Coast - <https://www.studysunshinecoast.com.au/>

Study Sunshine Coast is the peak education and training body for the Sunshine Coast promoting the Sunshine Coast as the ideal destination for education on a domestic and international scale.

Sunshine Coast Council - <https://www.sunshinecoast.qld.gov.au/>

People, culture and lifestyle - https://www.dfat.gov.au/facts/people_culture.html

Useful Websites

Home Affairs



https://www.homeaffairs.gov.au/
Tuition Protection Service - The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either: <ul style="list-style-type: none">• complete their studies in another course or with another education provider or• receive a refund of their unspent tuition fees. https://tps.gov.au/Home/NotLoggedIn
Visa requirements for studying in Australia http://www.immi.gov.au/Study/Pages/Study.aspx
Overseas Student Health Care https://oshcaustralia.com.au/en
International students who wish to find out more about Queensland and its climate, lifestyle and travel options can visit: http://www.qld.gov.au/about-queensland/
National Alternative Dispute Resolution Advisory Service (NADRAC) The Australian government provides independent services to assist those involved in a dispute to resolve the issues between them. http://www.nadrac.gov.au/www/nadrac/nadrac.nsf/Page/Home
Residential Tenancies Authority This organisation provides advice for anyone wishing to rent accommodation, as a lessee or lessor. It gives essential information on your rights as a tenant and what you should expect from a landlord. http://www.rta.qld.gov.au/
Transport information for areas in and around Brisbane and the Gold Coast is available from the Translink website. This includes bus, ferry and train services (only ferries in Brisbane). http://www.translink.com.au/

Mindroom Campuses

Gold Coast

Mindroom Innovation is located on the first floor of McDonald House in Burleigh Heads. The address is 37 Connor Street, Burleigh Heads. It is close to shops, medical facilities and a range of transport options.

The Gold Coast library is only across the road and for residents of the Gold Coast offers a range of services from study spaces, to a huge range of books, e-learning resources, audio and video materials.

Sunshine Coast

Mindroom Innovation is located on the ground floor of Jessica Centre. The address is 3c/66 Jessica Boulevard, Minyama 4574. It is close to excellent café and shops. The Sunshine Coast library and Study Sunshine Coast offer a variety of services from study spaces, meet-ups, resume and cover letter support as well as a variety of workshops, e-learning resources, audio and video materials.



Mindroom Emergency Procedures

Our campuses have an evacuation plan to deal with emergencies such as a fire. This information is displayed in all classrooms, workshops areas and kitchens. We will cover the procedures with you on your first day at the campus during the induction session.

Fire hoses and extinguishers are provided for your safety. Again, we will show you these when you arrive, but you should always ensure that you know where these are located and that they aren't damaged or vandalised.

In case of a fire, the following applies:

- Remain calm
- If in class or workshop, follow your trainer's instructions
- When told to do so, move with your class or group to your designated assembly area and stay there for a roll call
- Do not wander off to collect personal belongings from lockers or classrooms
- If you are not in class, go to the nearest safe assembly area
- Remain in the area where you have assembled until you are told by staff that you may leave

First Aid

If you are injured and require assistance, report to your trainer immediately. Students are not permitted to use First Aid facilities or boxes and/or self-administer pain medication without prior permission.

Critical Incidents

If you encounter a critical incident during your time as a student with MINDROOM INNOVATION, we will implement procedures we have in place to firstly ensure your safety and then make sure that the matter is properly dealt with by the right people.

A critical Incident is defined as:

A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Examples of events which may be deemed critical incidents include:

- Any fatality, near fatality or incident likely to affect seriously a number of staff and/or students;
- Serious traffic accidents e.g. an accident during a student field trip;
- Murder, suicide or attempted suicide involving students/staff and their family members
- Fire, explosion, bomb threat;
- Hold-up or attempted robbery;
- Threats of violence and/or sexual assault to staff/students;

- Storms/natural disasters that cause major damage;

Please be assured that we have procedures in place to manage critical incidents to make sure that you remain safe, that support is offered to you as needed and that the matter is properly dealt with by appropriate authorities.

If you encounter a critical incident at any time whilst a student with us, please call the MINDROOM INNOVATION number which is (07) 5585 8013 during office hours or after hours call 0481 334 882.

You may also contact the Southport Police on 55714222 (non-emergency) or in emergencies - 000.

Fire emergencies – 000

Medical emergencies – ambulance – 000

Gold Coast hospital - 1300 744 284

Electricity emergencies (power lines down etc.) – Phone 13 1962

The Queensland Emergencies Services hotline is Phone: 132 500 (floods, storm damage etc.)

[Lifeline](http://lifeline.org.au) – Website: <http://lifeline.org.au> - Phone: 121114

Beyond Blue – Website: <https://www.beyondblue.org.au/> Phone: 1300 122 3646

Mission Australia - Website : www.mission.com.au Phone: 131 124

WageLine contact details

The Queensland State Government Department of Industrial Relations (DIR) is responsible for providing information and advice on wages and conditions of employment in Queensland for both the federal and state systems.

Telephone (Hours 8:00am to 4:45pm Monday-Friday, local time):

- 1300 369 945 (within QLD)(local call cost)

☎ 07 3872 0550 (outside QLD)

Interlock (Division of Alcohol & Drug Foundation Queensland)

For closest branch call or check website Free Call: 1800 172 069

Email: www.interlock.org

If you need legal advice call Legal Aid Brisbane on 1300 65 11 88.

Rights and Responsibilities

Mindroom Innovation has an important role in providing vocational training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. All students are expected to abide by the Code of Conduct which is on display in the main reception area of the Campus. When you are accepted into a training program at Mindroom Innovation you enter into an agreement with the Campus that you will abide by all regulations, including the Code of Conduct which outlines your rights and responsibilities as a student.

Your Rights

You have a right to:

- Be treated fairly and with respect by teachers, other staff and students
- Learn in an environment free from discrimination and harassment
- Learn and work in an environment free of hazards
- Pursue your educational goals in a supportive, stimulating, clean environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Get regular information about assessment procedures and your progress in the training program
- Have complaints dealt with fairly, promptly, confidently and without fear of retribution

Your Responsibilities

You must:

- Make truthful statements about your identity, financial and personal status, education and employment history
- Ensure that any details we hold about you including where you live, are kept up to date at all times. YOU MUST advise us if you move address. Please complete a Change to Student Particulars form available from administration.
- Behave in a manner that will not bring yourself, Mindroom Innovation, your country, or partner providers into disrepute
- Treat people fairly and with respect
- Complete all assessment requirements by the due date
- Not disrupt other students in the course of their studies
- Provide encouragement and support to other students
- Follow all reasonable instructions given to you by any staff member of the Campus
- Follow all Campus rules.

Complaints

If you have a complaint or if Mindroom Innovation has in any way failed to meet your expectations, you are welcome to lodge a complaint. Mindroom Innovation is committed to a fair and reasonable process for dealing with student complaints and strives to resolve issues as swiftly as possible through a quality feedback complaints management process, whereby the following will apply:

- Students are encouraged to refer in the first instance to read the appropriate policy that relates to the issue which is subject to the complaint
- It is preferable that complaints are directed initially to the trainer or other relevant staff member for discussion and attempted to be resolved informally
- If the matter remains unresolved, students are entitled to complete a written complaint and lodge it with Student Support Services within 5 days of the matter which is causing you concern
- You may be required to have a meeting with the General Manager to discuss your complaint



- At any meeting you are allowed to have a support person, of your choice, to assist you if you wish
- You will receive a written response to your complaint within 3 working days
- If you are dissatisfied with the outcome of the complaint, you have the opportunity to have the complaint heard by an industry representative external to Mindroom Innovation
- Mindroom Innovation has documented arrangements in place to ensure that all external resolution options are completely independent of the Campus and its staff and there is no fee for you to access those services
- For full details of the policy and its procedure, contact Student Support Services
- If your complaint is in any way related to a criminal offence such as assault or stealing, Mindroom Innovation will advise the appropriate authority at your request.

Please note that ALL complaints that cannot be immediately resolved informally MUST BE SUBMITTED IN WRITING using the correct form.

Please note those Government Departments such as the Immigration Department and the Department of Education and Training who have a regulatory role overseeing International Student Education services do NOT have a direct complaints management role. However there is an Australian Overseas Students Ombudsman whose role includes managing disputes between students and training providers. They can be contacted at: <http://www.ombudsman.gov.au/about/overseas-students>

Appeals

You may lodge an appeal against any decision made by Mindroom Innovation that you feel aggrieved by (you feel it was an unfair decision). This might be the outcome of an assessment you did not successfully pass or a more general matter like applying for a refund and not being approved for the refund. Like complaints, all appeals must be submitted in writing to Student Support Services and you will receive confirmation of your written appeal. Appeals will be generally dealt with within 10 days.

English Language Requirements

When you apply to the campus to undertake any of the courses, you must show us evidence that you have an IELTS score of at least 5.5 (overall) or equivalent.

Academic Requirements

In order to enrol in a course with Mindroom Innovation you need to have basic computer literacy. If it will be reviewed that you are computer illiterate, you will be advised to study at an alternative campus.

If you do not meet the academic requirements for the chosen course, please contact our office to discuss.

Course Delivery

Courses are conducted in a traditional trainer led classroom environment. The trainer will also lead you through numerous research projects using online and hardcopy resources.



Assessments are conducted for each unit of competency or subject. The individual course outlines describe each subject. Each has a theory assessment and one or more practical tasks. Theory assessment may include multiple choice questions, short answer questions, true/false questions, short essays and assignments. Practical assessments are very hands on style assessments, and they may be done for real tasks or set up through role plays assessments. There will also be class discussions, group work with your fellow students and participation in class discussions in the courses.

Student Services

Our Student Services staff are experienced professionals in assisting and counselling students in educational settings. There is no cost involved in using the services of the Student Support staff. Their services include:

- Assisting with finding accommodation
- Helping with transport
- Study assistance
- Counselling and general support

If your needs require specialised services, we will arrange these for you. Please note that there may be costs involved in using an external support network. All costs will be explained to you if you elect to use an external service.

Enrolment

Applying

All prospective students are encouraged to view the Mindroom Innovation website to obtain information on courses available and entry requirements. All course fees are available on request to ensure the information you are given is the most current. The application process is as follows:

- Complete and submit an Application for Enrolment form (from the website) for the selected course of study (International students are required to submit their application to the agent in their home country).
- Application is evaluated against the entry requirements
- Applicants who do not meet entry requirements are notified of their unsuccessful application
- Applicants who are successful are sent a Letter of Offer
- If you wish to defer your offer, take up the offer or have changed your mind, you are required to complete the Written Agreement and Acceptance of Offer form.

Induction

Upon acceptance into a training program the following applies to all International Students:

- The non-refundable deposit is forwarded to Mindroom Innovation
- Students will be required to attend an induction session at the Mindroom Innovation campus on before the start date. During this induction, students are given information on Australia and the city of Gold Coast where Mindroom Innovation campus is located



- The expected cost of living while in Australia
- Transportation to and from Mindroom Innovation campuses
- Accommodation options available and approximate cost
- Part-time employment options
- On-the-job work experience options
- Understanding Australian government visa conditions
- Assistance provided by Mindroom Innovation including support services outlined in this handbook.

Students are required to sign an agreement stating that they have attended the Induction session and understood, and abide by, Mindroom Innovation Terms and Conditions of Enrolment and Refund Conditions.

Transfer from Another Vocational Training Provider

Students wishing to transfer their enrolment from another training provider to Mindroom Innovation are required to take the following steps:

- Provide a copy of the Letter of Release issued by the other provider to the Administration staff of Mindroom Innovation
- Demonstrate a commitment to their studies with the other provider
- Demonstrate an attendance record that complies with all regulatory requirements

Transfer to Another Vocational Training Provider

An enrolled student that has completed at least 6 months of their primary course of study at Mindroom Innovation and wishes to transfer to a course provided by another training provider must make a written request for a letter of release using the Transfer of Provider Request form. The request must be accompanied by a Letter of Offer copy showing a valid enrolment offer has been made by another suitable provider. Applications are made to the General Manager. The General Manager will consider any application, but the decision will always be in the best interests of the student and it may be denied if the General Manager reasonably believes that the transfer may be detrimental to the student.

A letter of release may be issued to the student and will contain the following information:

- A statement of commitment toward study demonstrated by the student during their time at Mindroom Innovation
- The student's progress record

If all or part course fees remain outstanding, letters of release will not be considered.

Deferring, Suspending or Cancelling Your Enrolment

For the purposes of this section, the following definitions apply:

Deferral: means to delay the commencement of a course.

Suspension: means to temporarily delay the enrolment once the course has commenced.

Cancellation: means the cessation of an enrolment on a course.

Misbehaviour: is defined as students who display unacceptable behaviour in accordance with the Code of Conduct in the Student Handbook

Compassionate or Compelling circumstances: is defined as circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

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

Mindroom Innovation Initiated

Mindroom Innovation can defer or temporarily suspend a student's enrolment on the grounds of:

- Compassionate or compelling circumstances, or
- Misbehaviour by the student
- In addition to a deferment or temporary suspension, Mindroom Innovation may cancel a student's enrolment on the grounds of:
 - Serious misbehaviour by the student
 - Failure to comply with the Course Attendance policy, and any formal warning issued by Mindroom Innovation against these processes including not attending the intervention meetings, and
 - The non-payment of course fees in accordance with the Contract Agreement and Payment Schedule.

In any given situation that leads to a deferment, temporary suspension or cancellation of studies, instigated by Mindroom Innovation, formal written notification will be provided to the student. In turn, the student shall have 20 working days to access Mindroom Innovation's internal complaints and appeals process.

The deferment, temporary suspension or cancellation of studies cannot take effect until any complaints and appeals process has been completed, unless extenuating circumstances relating to the welfare of the student apply.

At the completion of the complaints and appeals process, should the deferment, temporary suspension or cancellation of studies be upheld by the complaints and appeals hearing, Mindroom Innovation will inform the relevant Government department.

Misbehaviour

To ensure all students receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following disruptive behaviour may be asked to leave the session and/or the course following any and all fair process proceedings.

Examples of unacceptable behaviour include but are not limited to the following:

- Continuous interruptions of the trainer.
- Smoking in non-smoking areas.
- Being disrespectful to other participants.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places themselves and others at risk.
- Refusing to participate when required, in group activities.
- Continued absence or late arrival at required times.

Student Initiated

In accordance with the National Code, students may be given permission to defer commencement, temporarily suspend their studies during the course or be granted a leave of absence. This may only occur on the grounds of:

- Compassionate or compelling circumstances, or
- Student VISA delay

Deferral

Applications for deferral of the commencement of the course must be made by completing on the Written Agreement and Acceptance of Offer form with any additional evidence and submitting it to Mindroom Innovation Administration Staff prior to the course commencing.

Once Mindroom Innovation has processed the deferral request, the student will receive a written correspondence of the outcome.

- An updated Confirmation of Enrolment letter and Enrolment Agreement will be provided to reflect the new schedule.
- Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Suspension

Applications for Suspension of enrolment must be made by completing a Request for Course Suspension or Cancellation form with any additional evidence and submitting it to Mindroom Innovation Administration Staff.

An application for suspension may be considered if a student is not addressing the requirements of the intervention strategy invoked through failing to satisfactorily progress.

Applications must be received at least 10 working days prior to the requested Suspension date. Applications received less than 10 working days prior to the requested Suspension date will not be processed.

In the event of an emergency requiring Suspension, the submission timeline of 10 working days may be waived by the Mindroom Innovation.

Once Mindroom Innovation has processed the Suspension request, the student will receive a written correspondence of the outcome. Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.

Cancellation

Applications for Cancellation of enrolment must be made by completing a Request for Course Suspension or Cancellation form with any additional evidence and submitting it to Mindroom Innovation Administration Staff.

- The Request for Course Suspension or Cancellation Form can be submitted via Email, Fax and Mail or in Person.
- Once Mindroom Innovation has processed the Cancellation request, the student will receive written correspondence of the outcome.
- If the request is granted, the student will receive a Letter of Release
- Once the Cancellation has been processed, Mindroom Innovation will inform the Secretary of DET via PRISMS as required under the ESOS Act.
- If the request is denied, then the student may appeal the outcome in accordance with the Complaints and Appeals Policy.

GUIDELINES AND IMPLICATIONS OF DEFERRAL, SUSPENSION OR CANCELLATION

Should a student enrolment be temporarily suspended for a period of 28 days or longer, the student must return home, unless special circumstances exist.

Students are to be made aware that:

- Students can only suspend enrolment for a maximum period of six months,
- Deferral, Suspension or Cancellation of enrolment may affect the student's VISA, and
- If the enrolment is suspended for a period greater than six months, the student's visa may be cancelled.

Credit Transfer and Recognition of Prior Learning

Mindroom Innovation recognises the Australian Qualifications Framework (AQF), qualifications and statements of attainments issued by all Registered Training Organisations in Australia through a process called National Recognition. National recognition allows registered training organisation to give students credit for subjects they have already completed which are the same as those in the course they are enrolling in.

Mindroom Innovation will grant credit after the student has satisfied the following criteria:

- An original certified copy of the qualification/statement of attainment is provided to the Campus. This will be retained on your student file as evidence of your achievement of the units against which Mindroom Innovation will be issuing a qualification

Skills and knowledge that you may have gained through previous studies and through work and life experiences can also be assessed and recognised if they meet the standards as determined by the national RTO standards based on the following conditions.

- In the absence of an AQF qualification/statement of attainment, documentary evidence that would enable an assessor to decide on the competence on an individual the individual will be assessed through a recognition of prior learning process
- The completion of a challenge test may be required if evidence provided does not meet the required standard

If you feel that you may be eligible for credit transfer or Recognition of Prior Learning (RPL) you must state this on your enrolment form and include the necessary documentation. You may also discuss RPL with your trainer at any time throughout your training program. There is no cost in applying for credit transfer or RPL and while both processes may reduce the number of units (subjects) you have to enrol in (and pay for), the reduction of time and costs can only be decided on a case by case basis. If you successfully receive either form of credit, a letter outlining the outcome of the application will be provided and this will outline your amended training pattern and associated costs.

Note: The granting of course credit may affect the length of your student visa. If you are applying for Recognition of Prior Learning, you will need to first discuss this with a Mindroom Innovation staff member. If RPL is a suitable option for you, you must also complete the RPL Application Form available on our website.

Student Identification Cards

When your enrolment has been accepted and confirmed you will be issued with a Student Card which you need to keep on you at all times. This card is important for a number of reasons:

- You may be asked at any time to produce your current student card to a trainer
- You will need to show your current student card to sit an examination



- You will need to show a current student card to obtain discounts on transport, at the cinema, museums and other attractions

If you lose your current student card, you should contact Mindroom Innovation administration and apply to be reissued with another card. All lost student cards will incur an administration charge for the reissue.

Student Orientation

All students new to the Campus must attend an orientation session before commencing their training program at Mindroom Innovation. To help you succeed in your chosen program you will be given important information at this orientation session which is conducted prior to the commencement of the semester. During this orientation:

- Policies and procedures will be explained
- You will be shown the medical facilities and First Aid procedures
- You will be given a tour of the training facilities and rooms
- You will be given an opportunity to ask questions about things that you may be unclear about
- You will be advised of the student support and counselling services that are available to you

Course fees

Fees are outlined in a separate fees schedule which you can obtain by telephoning or emailing our office.

Fees and Refund Policy

Fees and Charges

Students are required to pay the following fees:

- Application fee
- Course tuition fees,
- Overseas Student Health Cover (OSHC),
- Accommodation,
- Material fees
- Any other fees outlined in the Enrolment Agreement or which may arise as part of your withdrawal process

Payment particulars:

- Students must pay the **Non-refundable** Enrolment Fee, otherwise the application will not be processed

- Students must pay all associated Course Tuition Fees as per the Written Agreement and Fee Schedule, otherwise students will not be allowed to commence or continue study,
- Course fees are paid in advance or as part of the payment plan. Students can choose to pay in up to 16 instalments
- Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved
- A Refund of any fee will only be processed in accordance with the Refund Policy.

Payment Methods

All fee payments must be made in Australian Dollars and can be paid by Direct or SWIFT Deposit, Credit Card or bank transfer.

Payment Extension

Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Financial Difficulties Request Form.

The Financial Difficulties Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted. If an extension is approved, then a revised payment schedule will be determined.

Cancellation

The failure to pay any owed fee may result in the cancellation of the student's enrolment. In the event an enrolment is cancelled; the student shall have 20 days to access the Complaints and Appeals process.

Overseas Student Health Cover

As a condition of your student VISA, the Australian Government requires the student to have Overseas Student Health Cover. The student is free to arrange OSHC themselves. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC. Mindroom Innovation is able to arrange OSHC and will provide the associated fees and charges on the Letter of Offer.

Tuition Assurance

In accordance with the ESOS Act, the Tuition Protection Service protects students in the case of default. Information about the Tuition Protection Services can be found at this website <https://tps.gov.au/Home>.

Refund policy

Purpose

The purpose of this document is to inform students of the refund process prior to any monies being paid by the student.

Outcome

This policy will ensure that all parties follow the agreed process for requesting, evaluating and payment of refunds where required.

Scope

The scope of this document is limited to international students requesting refunds within the given scope and conditions described in this policy.

Overview

This policy outlines the procedures and steps involved for International Students to request a refund as well as the guidelines for Mindroom Innovation staff to evaluate the refund request. This policy complies with the National Code 2007 Standard 3.

Terms and Conditions

1. Tuition Fees are defined as fees payable for tuition as officially published or provided by Mindroom Innovation. Course fees are tuition fees plus any enrolment fee and learning resource fee where applicable. Cancellation fees are fees deducted from refund due to student in accordance with this policy, for processing the cancellation and refund forms.
2. This Refund Policy must be provided to the student prior to any payment being made.
3. Any approved refund provision will be paid by Mindroom Innovation in AUD, to the person who has entered into a contract with Mindroom Innovation, unless this is impracticable in accordance to Education (Overseas Student) Registration 1998 7 (2)(c).
4. All refund requests including refund due to provider default, must be made in writing addressed to the Campus Student Registrar.
5. Students must complete and submit a Suspension of Studies/Deferral/Cancellation of Enrolment Application Form, and a Refund Application Form to initiate a refund process.
6. Students also need to submit any relevant evidence they may have to assist their application.



Process to Refund

1. Student submits a cancellation/deferral/suspension request form and a refund application form that is complete and signed to student registrar.
2. Mindroom Innovation will acknowledge receipt of the Refund Application Form and the date it was received. Within 20 days from receiving the student application forms Mindroom Innovation will respond, and if the application is approved the refund will be paid in accordance with this Refund Policy,
3. Please note that the date the signed Refund Application Form is received (and acknowledged by Mindroom Innovation to have been received) is deemed to be the date the application is made.
4. **Cancellation Fees of \$400 will be charged to process student's cancellation and refund applications.**
5. **When you cancel BEFORE the Course Start Date:** If you submit a cancellation form 28 days or more prior to the Course Start Date, Mindroom Innovation will, within 28 days, refund the Course Fees minus the Cancellation Fee. No refund of fees will be given where notice is received less than 28 days before the Course Start Date, or on, or after the Course Start Date
6. **Where you withdraw from the Course AFTER the Course Start Date:** No refund will be given to the student if the refund request is received on or after course commencement date.
7. Student paying fees in advance are covered by the Tuition Protection Service (TPS)
8. Course fees are subject to change. However, course fees detailed in a tax invoice issued before the date of change will be honored by Mindroom Innovation for the course stated in the letter of offer.
9. In the event of a visa being refused, a full refund of paid course fee will be processed on provision of evidence of visa refusal, provided that the refusal was not caused by a breach of visa conditions. Mindroom Innovation will update the refund outcome in PRISMS within 28 calendar days from the enrolment default date.
10. No refund will be given if a student's visa renewal is rejected due to breaches of visa conditions
11. If a student's visa is terminated, there will be no refund of paid course fees for course/s which have commenced. Course fees paid for future courses will be refunded.
12. No refund will be given to students who have been found breaching the student Code of Conduct or visa conditions or Australian laws.
13. For an approved refund application, refunds will be paid within 28 days from receiving a written application. All refunds will deduct the AUD\$400 Enrollment fee and \$400 Cancellation Fees, and the residual to be paid in accordance with Education Services for Overseas Students Act 2000 (ESOS Act) section 47D(4).
14. Students who are currently enrolled in two or more courses and wish to withdraw from the second or third course will be subject to a \$400 withdrawal fee which is not refundable.



15. Refunds will be paid directly to the person who entered into the contract with Mindroom Innovation, unless that person gives a written direction to pay someone else in accordance with Education Services for Overseas Students Act 2000 (ESOS Act) section 47D (3).
16. In the case of Mindroom Innovation defaults when either of the following occurs:
 - a. Mindroom Innovation fails to provide the course to the enrolled student at the agreed commencement date or agreed location upon; or
 - b. The course ceases to be provided to the enrolled student at the location any time between the course commencement and completion date.
 - c. An enrolled student has not withdrawn before the default day.

Mindroom Innovation will either arrange for the student to be offered a place in an alternative course at the provider's expense or provide a full refund of tuition fee.

If the student accepts the offer of alternative course, the student should accept it in writing and no refund of tuition fee will be given to the student; otherwise, Mindroom Innovation will refund the student the paid tuition fees in full within 28 days of the default day.

In case the refund will be made after the commencement date, Mindroom Innovation will be obligated for a partial refund for the portion of the course not delivered or assessed when Mindroom Innovation fails to meet its obligation to the student.

In the event that Mindroom Innovation does not satisfy its obligation to an affected student, the Tuition Protection Service (TPS) Director will facilitate access for the student to course placement.

However, the enrolment fee and any other service or learning resource fees (material fee) are non-refundable.

17. **Unused Tuition fees refund if Visa is refused by The Department of Home Affairs after commencing course:** A full refund of unused tuition fees will be made where a student's visa application is refused by The Department of Home Affairs. Mindroom Innovation will calculate this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded.
18. **Student Defers Course prior to the Date Of course Commencement:** Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one-week written notice. If less than one-week notice is given, Mindroom Innovation will charge the student one-week tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one-week tuition fee.
19. **Cancellations once an Enrolment has commenced.** No refunds of any kind will be made once the student's enrolment has commenced, unless the participant has a legitimate complaint against Mindroom Innovation that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of Queensland.



20. **Exceptional Circumstances:** Deferment of a Course of Study for an Existing Student, where a student is unable to continue his or her studies for reasons deemed by Mindroom Innovation to be “exceptional circumstances”, (e.g. illness or death of a close relative, backed up by documentary proof), the student will not be entitled to a refund but may apply for a deferment. Course deferments can be scheduled for any date in the future so that students are able to resume their studies at a time convenient to them.

Note:

- I. Course deferments cannot be converted to cash refunds under any circumstances.
- II. Mindroom Innovation does not offer a deferment, or transfer pre -paid fees to another person.

21. Requests for refund should be made in writing and forwarded to Student Services. An acknowledgement of the request will be sent immediately to the email address nominated in the request, or the last known address held on file for that student, or as an email reply to the sender. If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by bank transfer. If the payment was made by credit card, the payment will be refunded to the credit card or the account from which it was made. The refund will be paid directly to the person who entered into the contract with Mindroom Innovation, unless that person gives a written direction to Mindroom Innovation to pay someone else except in the case of credit card refunds. Refund cheques will be posted to the nominated address or made available for collection from Administration. All refunds will be processed and paid within four 28 days of the receipt of the approval of the written request. Note: If the refund payment requires an international bank transfer, a \$150 transfer fee will apply.

22. We try to handle and process students’ requests and applications in a fair and unbiased manner. If for any reason you feel that you have been wronged, or you strongly disagree with Mindroom Innovation’s decision, and have attempted to reason with Mindroom Innovation’s staff to see your arguments, you have the right, in a case of dispute over a refund, to access Mindroom Innovation’s Disputes and Appeals process and nominate a support person to accompany you at any stage of the dispute resolution process. If necessary, Mindroom Innovation can also arrange an external Mediator to help settle the dispute. This agreement and the availability of complaints and appeals processes, do not remove the right of the student to take action under Australia’s consumer protection laws.

23. **Provider Default:** In the unlikely event of Mindroom Innovation not being able to provide a course for an enrolled student, all fees, including the Enrolment Fee as determined by the legislative instrument under subsection of 47 (E) (4) ESOS Act will be refunded to the student within 14 days.

24. **Payments to Agents Representing Mindroom Innovation:** Mindroom Innovation cannot be responsible for the Refund any consultation etc. payments made by the student to Education or



Travel Agents. This is a separate contract between the student and the Agent. Furthermore, Mindroom Innovation will not refund commissions collected from students by Education Agencies prior to payments made to Mindroom Innovation.

25. Amount for refund will be paid in AUD and will not include EFTPOS, overseas EFT and telegraphic transfer, credit card surcharges and banking transaction fees and payments made to education agents.
26. In the event of any disagreement between the parties regarding the application of the refund information set out above, the dispute resolution procedures of Mindroom Innovation do not override the student's right to pursue his or her other legal remedies.

Australia's Consumer Protection Laws

This agreement, and the availability of complaints and appeals processes, do not remove the right of the student to act under Australia's consumer protection laws.

Overseas Students Health Cover

Overseas Student Healthcare Cover (OSHC) is compulsory for both the student and any family members that are in Australia visiting or living with the student. A copy of the current insurance policy must be provided to Mindroom Innovation at least 7 days prior to entry into Australia.

Students are responsible for renewing their healthcare cover and must provide a copy of a policy renewal to Mindroom Innovation at least 7 days prior to the expiration date of any policy.

Should a student fail to notify Mindroom Innovation of their current policy details in accordance with the above, the Campus reserves the right to register a student and charge the relevant fee to the student.

Information, including costs, associated with OSHC can be found at the following web address
<https://www.immi.gov.au/students/health-insurance.htm>

Visa Conditions

Typically, an international Vocational Education and Training student has been issued a subclass 500 visa. Each visa has conditions associated with its issue. Please check the website listed for [full details](#).

Course Assessments

The determination of competence in vocational training is as follows:



- Students will be provided with written feedback on their assessments
- Students who do not achieve a satisfactory result in any assessment task may attempt the task a second time without having to pay extra fees
- Students who do not achieve a satisfactory result after their first attempt will be judged as not competent
- Students who have been judged as not competent are required to repeat the assessment activity

It is the student's responsibility to abide by the following:

- You should submit assessment items by the due date unless an extension has been granted by your trainer prior to the due date. Overdue assessments submitted without an extension approval will be marked as not competent.
- Extensions will be granted only in the following circumstances:
 - Personal illness: a medical certificate must be produced to verify illness
 - Extenuating personal circumstances
 - An extension request is made to the trainer a minimum of 48 hours prior to the scheduled assessment event
 - Length of the extension is at the discretion of the trainer
- Keep a copy of all submitted written assessment items
- Request feedback on your performance from your trainer
- Negotiate with your trainer any reassessment that may be required if you obtained an unsatisfactory result in any piece of assessment
- All decisions made by the General Manager regarding reasons for granting extensions are final and are subject to the Mindroom Innovation Complaints and appeals procedures.

Course Progress

Throughout your chosen course of study, you will be required to undertake and submit assessments. Before the course commences, you will be provided with a schedule for each semester showing you when certain items of assessment are due. One term (usually 10 weeks duration) is known as a **study period**.

Throughout each study period, Mindroom Innovation monitors your progress to ensure that you are coping with the study requirements and that if you are having difficulties, that we provide you with every support and assistance we can to make sure you are successful in completing your chosen course. If you become at risk of not being able to meet a 50% progress at the end of each study period, your visa may be affected.

So you must remember at all times to ensure your assessments are submitted by the due date and that if you are having any difficulties (educational or personal) that will impact on your ability to progress, that you must let us know so we can help you.

Attendance

Attendance Requirements

Each student's attendance will be regularly recorded for each study week. Mindroom Innovation will provide all students with clear expectations on the attendance required.

This information will be communicated in the student handbook, orientation program and through our trainers.

Warnings of breaching this policy

Procedure for warning students in danger of breaching the conditions of this policy because of unsatisfactory attendance include:

First warning letter: If a student is found to not have attended 2 consecutive reviews, they will be issued a warning letter advising them of the breach of this policy and inviting them for an intervention meeting at the college during term break (unless resolved earlier). At this meeting, other aspects of study and life in Australia will be checked, such as; academic progress and general wellbeing.

Second warning letter: If a student who received the first warning letter and either didn't attend the intervention meeting or does not respond to our communication within 20 working days, that person will be sent a second letter at the end of the study period, advising them of the breach of this policy and inviting them for an intervention meeting at the college during term break. At this meeting, other aspects of study and life in Australia will be checked, such as; academic progress and general wellbeing. The student will also be notified that the next letter may include an intention to report the student for breaching this policy.

The Intention to report letter: This will be sent to students who were not found to meet the attendance requirements for the third time (or failed to attend intervention sessions). The letter will outline the college's intention to report the student for breaching the school's policies and procedures and will invite the student for the third time to attend an intervention meeting at the college. If the student failed to attend an intervention meeting for the third time, and 21 days have passed from the day the letter was sent to the student., the college may choose to cancel the student's enrolment and report the student to the Department of Home Affairs.

Approved leave

All students in possession of a student Visa must notify Mindroom Innovation if they are going to be absent for five (5) consecutive classes, prior to their planned absence. The following will apply:

- The student is required to notify the Student Registrar, in writing, of the planned absence
- The student is required to meet with the Student Registrar to discuss the circumstances of the planned absence
- Supporting documentation must be submitted for longer periods of absence

Course Completion

All competencies in which the student is judged as competent will be credited toward the training program for which they are enrolled. Mindroom Innovation will only issue Australian Qualifications Framework (AQF) qualifications within their scope of registration that certify the achievement of the following:



- Qualifications and/or industry/enterprise competency standards from nationally endorsed Training Packages
- Qualifications and/or competency standards specified in accredited courses
- Statement of Attainment for students who do not achieve a full Award, detailing each unit of competency achieved

Please note that certificates will not be issued if any fees are outstanding

Replacement of a Qualification or Statement of Attainment

If an award, Testamur and/or Statement of Attainment is damaged or lost, a student may apply to Mindroom Innovation for a replacement, for which the following will apply:

- For all awards that are lost the student is to provide a Statutory declaration to that effect
- For all awards that are damaged, the student must submit the original award to Mindroom Innovation for destruction
- Where a student is applying for a replacement award due to a name change, a certified Mindroom Innovation of the relevant supporting documentation must be provided
- A request for replacement must be made in writing
- An administration fee of \$50 will be charged for the replacement of an award

Access to Personal Records

Students of Mindroom Innovation have the right to access their personal records. Acceptable reasons for a records request include checking to see if your records are incomplete, missing, out of date or misleading.

If you want to access your records, you are required to submit a written request to the Administration Manager stating the reasons why access to your records is required. The form to use is the Access Information Request form. The following will apply:

- You can only ask for documents that contain the information that you are looking for
- You cannot remove a document from the administration area
- You cannot change, or in any way, alter a document
- You cannot ask for a document to be created specially to meet your request.

Your Privacy

Mindroom Innovation is committed to complying with Australia's privacy laws which are summarised as:

Collection We will collect only the information necessary for our primary function and you will be told the purposes for which the information is collected.

Use and disclosure Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

Data quality We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.

Security We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

Openness We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

Access The individual will be given access to the information held about them, at their request. This includes anything held on the participants file including assessment results and participation records.

Anonymity Wherever possible, we will provide the opportunity for the individual to interact with them without having to identify themselves.

Sensitive Information We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

As a regulated provider of education services for overseas students, we advise that we may be required to provide information about students, their visa status, academic progress and attendance to certain Australian Government agencies. We may also be required to provide information to the Tuition Assurance Scheme and the ESOS Assurance Fund Manager

Code of Conduct

Study at Mindroom Innovation presents opportunities for interacting with other members of the Campus community including local Australian apprentices and the campus recognises and values the diversity of student experiences and expectations and is committed to treating students, both academically and personally, in a fair and transparent manner.

The staff at Mindroom Innovation take pride in the high standard of training they provide and invite all students to work in partnership with them to share the responsibility of developing an effective learning environment.

The Student Code of Conduct outlines the rights and responsibilities of all students. The purpose of the student Code of Conduct is to ensure an atmosphere of understanding, respect and professionalism and a supportive learning environment that celebrates diversity and embraces equal opportunity.

Students should be aware that any breach of our disciplinary rules may be considered as misbehaviour which can be reported and can ultimately affect a student visa. This include both general conduct and academic conduct.

Computing and Electronic Resources

To complete a course at Mindroom Innovation, you will need your own laptop computer. We do not supply computing resources, but we do provide internet access. All Internet access, email access and computer usage by students and staff is monitored every day. You must not access web sites containing illegal content or materials that are obscene, violent or discriminatory. If you do access inappropriate sites, you could lose your access or be subject to disciplinary action or legal proceedings.



Plagiarism and Cheating

Plagiarism is defined as stealing and passing off the ideas and words of another as your own. This source may be written, oral or electronic, and includes copying/ pasting from books, periodicals, journals, newspapers, the Internet and the retrieval of research papers from the Internet.

Cheating is defined as submitting work done by someone else e.g. parent, friend, tutor as your own. It includes copying another student's work (with or without his/her knowledge) and handing it in as your own.

Examples of plagiarism and cheating are as follows:

- The student hands in someone else's work (parent, friend, tutor) as his/her own
- The student copies another student's work (with or without their knowledge) and hands it in as his/her own
- The student has done an assignment with another person (e.g. student, tutor) which is supposed to be his/her own independent work
- The student allows someone else to copy his/her work and hand it in
- The student pieces together different sections of the work of others into a new whole i.e. 'cutting and pasting', especially off the Internet or CD-ROM encyclopaedia etc.
- The student fails to indicate with quotation marks (" ") that you copied another person's exact written words or symbols, regardless of how few were used
- The student fails to provide a bibliography for a project that requires acknowledgement of research he/she have cited.
- The student buys or obtains a paper from an Internet research service or 'paper mill' and hands it in as his/her original work.
- To avoid plagiarism and its penalties, students are advised to note the following:
- You may quote from someone else's work (for example from textbooks, journals or other published materials) but you must always indicate the author and source of the work

Students who submit work that is plagiarised or is the work of another person (cheating) will be face disciplinary procedures.

Personal Conduct

Alcohol and other drugs

- The possession, use and sale of illegal drugs or controlled substances (including stimulants, narcotics, hallucinogens, or marijuana) on the premises of Mindroom Innovation is against the law and will be reported to the Police
- You are not allowed on the premises of Mindroom Innovation while under the influence of alcohol or drugs
- Consumption of alcohol on the premises of Mindroom Innovation is prohibited



Smoking

Mindroom Innovation has a legal obligation under the Tobacco and Other Smoking Products Act (1998) to maintain a smoke free environment. You must not smoke in buildings, lifts and stairwells, on balconies, at entrances, under awnings or within four metres of a building or structure. Given the nature of chemicals and liquids used in the workshop, smoking is only permitted in dedicated and signed smoking areas. Anyone smoking outside these marked areas will be subject to disciplinary action.

Harassment

Harassment is any behaviour that is unwelcome, demeaning, unreciprocated, intimidating, humiliating or offensive. Harassment may take many forms, such as:

- Loud and abusive language
- Yelling and screaming
- Unexplained rages
- Unjustified criticism and insults

All students and staff are entitled to work in an environment that is free from all forms of harassment and have a responsibility to promote a harassment free environment by:

- Showing respect for others by not using offensive language or gestures
- Not displaying any aggressive or threatening behaviour

Discrimination

All staff and students have a responsibility to treat all people fairly and respectfully regardless of their background, gender, culture, ethnicity, physical or mental capabilities and any other difference/s, such as:

- Racial: based on ethnic origins, stereotypes, bias and prejudice
- Sexual: unwelcome sexual advances, requests for sexual favours, sexual comments and other verbal or physical conduct of a sexual nature. This also includes the unfair treatment of a person because of their gender identity, such as transgender persons
- Religious: treating a person or group differently because of what they do or do not believe
- Political: treating a person or group unfairly because of political beliefs
- Age: treating a person or group unfairly because of how old they are, including the young and the aged
- Disability: treating someone with a disability less favourably than someone without a disability
- Real or suspected infection with a disease such as HIV/AIDS

Mindroom Innovation is strongly committed to the Queensland Anti-Discrimination Act (1991) which promotes fair treatment and equality of opportunity and makes unlawful discrimination, racial and religious vilification and all sexual harassment.

When commencing your course at Mindroom Innovation you will be informed about harassment and/or discrimination and what you can or should do if you are subjected to, or witness Harassment and/or Discrimination.

Health & Safety

The Queensland Work Health & Safety Act (2011) applies to all staff and students of Mindroom Innovation. You are required by law to take reasonable care of the health and safety of others in the workplace, on Campus premises and any premises that are used by the Campus. Your responsibilities include:

- The wearing of any personal protective clothing that is required for your chosen course
- Securing hair, jewellery and clothing to avoid accidents
- Keeping food and drinks out of classrooms, laboratories, and workshops
- Not to be in possession of, use or wield any weapon. It is an offence under the Weapons Act (1990) to be in the possession of a knife or other weapon in a public place or an educational facility, unless the weapon is to be used for educational purposes, for example, butchery or cookery training.
- Use any machinery in accordance with the safety instructions and manufactures' directions
- Advise the Campus if you are taking prescription medicine that may interfere with your safety or the safety of others, for example, if using machinery

Dress Standards

Mindroom Innovation is an adult learning environment that prepares you for employment opportunities in the Australian workforce. As such, you are expected to dress in a manner that is neat, clean and safe at all times, and in a manner that will be expected in the workplace.

Mobile Phones and Sound and Photographic Equipment

The use of mobile phones is not permitted in classrooms, workshops or kitchens. Electronic devices such as MP3 players, cameras and other recording devices is only permitted for purposes relating to study being undertaken, and/or as specified by the trainer.

Hygiene

Food and drink are to be consumed in designated eating areas and not in classrooms or workshops as this can create a health/hygiene hazard. Spitting within the campus grounds is an unhygienic and offensive act which will not be tolerated and may find the offender liable to prosecution. Toilets and kitchen areas are to be kept in a way you would expect in your own house.

The Environment

Taking positive action to care for the earth can be really easy and doesn't require any hard work. Here are a couple of tips that you can do while at Mindroom Innovation, home or out-and-about.

Electricity

What you can do:

- Switch off lights when you are the last to leave a room or if there is sufficient daylight for you to work
- Switch off equipment when not in use. This applies to items such as computers, their peripherals, laboratory equipment, electrical tools, hot water systems after hours, and many more
- Share a workspace or room to avoid the need to turn on all the lights, air conditioning, etc.
- Turn off the air conditioning or fans when it's not necessary.
- Open the doors and windows and enjoy a bit of fresh air!

Water

Water is our most precious resource; it is an essential part of our lives. Because water is everywhere it is easily taken for granted and we often use more than is needed.

What you can do:

- Don't leave the tap running or dripping and let someone know if it won't stop leaking
- Use the half-flush button on the toilet. Notify the appropriate person if you see a leaking toilet

Waste

Most of the waste we produce isn't really a waste product – a large percentage of it is reusable, recyclable and unnecessary in the first place.

The biggest impact you can have to reduce your waste while on campus is not to produce it in the first place. A few easy steps include:

- Bring your own cup for hot drinks to avoid polystyrene and plastic cups
- Say 'no thanks' to disposable items such as plastic cutlery, plastic bags, and unnecessary brochures
- Use recycling facilities which are available in the campus
- Place personal litter, such as food scraps, wrappings, drink containers, cigarette butts and other litter in the bins provided

Paper

Paper is probably the biggest consumable and waste product. There are many ways you can keep your paper consumption down.

- When photocopying and printing at Mindroom Innovation, ensure you copy only the necessary pages and reduce and double-side where practical
- Use scrap paper for drafts and note taking
- Ask teachers to double-side lecture notes and use on-line notes if available
- Buy Recycled! Close the paper loop by buying paper products made with a recycled content

Campus facilities and equipment

Mindroom Innovation provides state-of-the art facilities to enhance the training experience for all its students.

You are expected to maintain these facilities by:

- Reporting breakages and/or faults with equipment to trainers or Student Support Services
- Leaving classrooms, workshops and kitchens neat and tidy after classes, ensuring that equipment and tools are cleaned and correctly stored
- Only using equipment supplied by the Mindroom Innovation or the trainer



- Not damaging or stealing property, training equipment or other resources belonging to MINDROOM INNOVATION, partner providers or other people

Disciplinary Procedures

Where a student constantly fails to meet his/her obligations or has displayed unacceptable performance or conduct, he/she may be subject to disciplinary procedures.

Disciplinary action will occur in response to the following:

- Unacceptable performance: - you have failed to meet the standard required of your training program

Misconduct, including:

- Breaches of policies, code of conduct and other reasonable instructions
- Unauthorised absence from your training program
- In appropriate use of campus property and facilities
- Arriving unfit for study/work

Serious misconduct, including:

- Threatened or actual assault against another person
- Breaking or allegedly breaking the law
- Bringing illicit drugs onto the campus premises
- Serious or repeated bullying, abuse or harassment of another student, staff member or member of the public
- Serious failure to observe Work Health & Safety policies and procedures, instructions or requirements
- Refusal to carry out a lawful or reasonable instruction that is consistent with your training contract

All breaches of discipline are recorded, and facts established by identifying the date of the breach and the non-conforming behaviour. These are then referred to the General Manager after which the following will apply:

- You are expected to attend an initial counselling session to discuss the breach/es where you will be advised of the ongoing concerns
- You will be monitored for any further examples of breaches
- All matters concerning the breach/es and counselling will be recorded and placed on your individual file
- A formal warning will be issued if the breach/es continue
- Disciplinary action will be taken if the breach/es continue past the formal warning
- Disciplinary action may include a monetary fine, suspension from a course, withholding results, exclusion from lectures or cancellation of enrolment and/or Visa
- All students have the right to appeal against any pending disciplinary action

Support Services

Welfare and Guidance Services

Mindroom Innovation provides support to students undertaking a study program to assist them in achieving their educational and personal goals.

All students are provided with a detailed briefing on first arrival to ensure that the terms and conditions of the training program are fully understood. Students are encouraged to express any difficulties they are experiencing in their study and/or personal lives and contact Student Support Services to arrange for a confidential interview where their issues will be discussed. Where required, a student will be referred to external professional services. Whilst Mindroom Innovation does not charge the student to arrange the service, the professional service may incur a cost to the student. Students are encouraged to check any costs before signing an agreement with any service provider.

Difficulties may include such things as:

Educational problems may include but are not limited to study skills, learning difficulties and course choice, pathways to further education and training. **Personal problems** may include but are not limited to relationships, stress, depression, conflict, self-esteem, legal matters and personal safety.

Our student support staff are there to help but if you would like to contact a service, these numbers may be of some assistance to you. This list is not exhaustive (there are many other support services) so please see our student support staff. There is no charge associated with Mindroom Innovation making a referral for you.

Access and Equity

Mindroom Innovation provides assistance in minimising any barriers to study caused by language/literacy needs and/or a disability or medical condition, and is able to:

- Coordinate services to meet individual needs
- Work to eliminate barriers which may disadvantage students
- Assist students to achieve their education and career goals
- Encourage students to be independent and to take responsibility for their training program

Mindroom Innovation aims to achieve access and equity by providing learning opportunities, an inclusive environment and/or set of materials that cater for differences between people and cultures. The strategies below outline the means by which Mindroom Innovation recognises and embraces difference and provides the means by which all students have the best opportunity to achieve their goals.

Learning Support

Mindroom Innovation recognises that students come to the campus from a range of different backgrounds and may experience problems with their learning because English is not their first Language.

Professional services external to the campus are available to assist students with specific learning difficulties. Contact Student Support Services to make the necessary arrangements for these services. There is no cost to

the student for the referral service but there may be costs associated with the external professional service. Student are strongly advised to check this with any service provider before signing any documents.

Students will need satisfactory literacy and numeracy skills to complete the course. Students who feel they require literacy or numeracy support, are encouraged to inquire at enrolment. A formal Language, Literacy and Numeracy assessment may be given to identify Language, Literacy and Numeracy difficulties depending on the qualification. Mindroom Innovation do not have professional language, literacy and numeracy staff at the campus to assist students who may require additional support so external support may be required. Should external assistance be required, a student's enrolment may need to be suspended pending the achievement of a satisfactory level. Alternately, the student may be able to study their support class on the days they are not required at the campus. The cost of any external courses will be met by the student. Mindroom Innovation is happy to assist in arranging the required support at no cost.

Study Tips

Every student can succeed at Mindroom Innovation – it just takes a little effort and a commitment to your studies.

In the Classroom:

Your trainer is there to help you master the work you are doing, so make sure you are prepared for class by having your homework done and making sure you have with you all the things you need.

At home:

You will have work to do at home. To do well in class, you need to put in effort on this homework and home study.

To be able to work well at home you need a special study area that is well-organised, quiet and comfortable, and a regular time to do your work.

Make sure you take home all the books and papers that you might need.

On assignments and Projects:

- Your trainer will help you to make sure you know what you have to do. Make sure you ask if you're unsure.
- Start your projects and assignments early so you can make them the best they can be. If you leave tasks until the last moment, you'll have to rush them.
- Make sure you use any library or class time well in preparing your work.
- Check with you trainer as you complete your task to make sure you're on the right track.

Assistance:

If you have any study or content issues which require assistance there are se students need help from time to time with study problems- so there are many people who can help. Talk first to your trainer, you could also



seek advice from a Student Support Officer. They will be able to help you work through these issues so you can get back on track.

Illness:

You can't help getting sick, but you can make sure that missing class does not affect your success too much. First, speak with your trainer and find out what you have missed. Work out a plan with your trainer to catch up.

Missing class due to illness:

Once you are back in class, ask your trainer for a copy of the task sheet and talk with them as to the due date for you.

Course Assistance:

First of all, have another good look at the Criteria / Task Sheet. Then, talk with your teacher about it. Ask questions!

Missed Assignment:

Sometimes you will be sick on the day a project or assignment is due. Please call the campus and inform that you have done the project or assignment, but are too ill to bring it in. Arrange an extension.

If you're away on any day, you need to call the campus to confirm your absence by 9.30 am that morning. If a test or other assessment is due that day, let the administration staff know that as well.

It is very important that you keep up to date with your work, so that projects and assignments are ready when they are due. Apply for an extension if you cannot meet the deadline. If you are having trouble getting a task done, speak with your trainer about it. Ask for help.

At Mindroom Innovation, the trainers and other staff are all keen to help you do your very best, but you need to make sure you do your bit, and that you seek help and advice whenever you might need them.

Good luck and remember if you need help, just ask.

Good luck with your studies!