1. Enrolment process
   a. Candidates who want to enrol in nationally recognised qualifications offered by Management Consultancy International Pty Ltd (MCI, MCI Institute) are required to complete an application form or an enrolment form.
   b. All candidates must meet entry and eligibility requirements, published by MCI. Student Entry Procedure can be found here.
   c. Entry and eligibility requirements are checked before enrolment and they may include, but are not limited to:
      i. Language, Literacy and Numeracy (administered through a Language, Literacy and Numeracy (LLN) test):
      ii. Computer Literacy assessment;
      iii. Pre-requisite specified by the nationally recognised Training Packages;
      iv. Relevant work experience and/or previous qualifications;
      v. Residency status.
   d. Candidates who meet the entry and eligibility criteria will receive an Offer Letter informing them about securing a place in a selected course.
   e. There is a compulsory 10 business day cooling off period

2. Fees and Charges
   a. MCI publishes course fees on its website.
   b. MCI offers the following payment options:
      i. Fee for service
      ii. VET FEE-HELP loan
   c. In order to protect fees collected from individual students, MCI maintains a Tuition Assurance Scheme. The Statement of VET Tuition Assurance can be found here.

3. VET FEE-HELP
   a. VET FEE-HELP assistance is a loan from the Commonwealth available to eligible students.
   b. Eligible students must be either an Australian citizen or a permanent humanitarian visa holder who will be resident in Australia for the duration of the unit of study and have sufficient VET FEE-HELP balance.
   c. VET FEE-HELP is available at the Diploma level and above to pay all or part of tuition fees.
   d. The VET FEE-HELP loan will remain as a student debt obligation until it is repaid to the Commonwealth and may affect the student’s wage or salary and/ or borrowing capacity until the debt is repaid.
   e. VET-FEE-HELP debt is repaid through the taxation system once a student/ former student income is above the compulsory repayment threshold.
   f. A 20% loan fee applies for VET FEE-HELP loans.
   g. Students may seek independent financial advice prior to applying for a VET FEE-HELP loan.
h. MCI does not treat a student as being entitled to VET FEE-HELP assistance if the student requests the assistance during the 2 business day cooling-off period after the enrolment.

i. Students applying for a VET FEE-HELP loan must complete and submit a Request for Commonwealth Assistance form at least 2 business days before a census date.

j. Students who enrol in a unit of study less than 2 business days before the census date will not be able to receive VET FEE-HELP assistance for the unit of study.

k. Census dates are published on the MCI’s website.

l. Request for Commonwealth Assistance form from a student under the age of 18 must be co-signed by the student’s parent or guardian.

m. Students who applied for a VET FEE-HELP loan will receive:
   i. VET FEE-HELP (VFH) Invoice Notice will be sent to the student’s email address at least 14 days prior to any census date. VFH Invoice Notice provides notice to students of course information including the unit of study tuition fees to be incurred;
   ii. Commonwealth Assistance Notice (CAN) within 28 days of passing any census date. CAN provides information about any VET FEE-HELP loan incurred for the unit of study.

4. Recognition of Prior Learning (RPL) / Recognition of Current Competencies (RCC)
   a. RPL/RCC is an assessment pathway that allows a student to achieve competency in a unit or units of competency through assessment only (no training).
   b. Candidates for RPL/RCC must have suitable experience in life and/or work relevant to the chosen competency and be able to support this through document evidence.
   c. Student can apply for RPL/RCC by lodging an application form.

5. Credit Transfer (CT)
   a. Credit Transfer (CT) is a form of a national recognition that allows students to receive credit for previous study undertaken.
   b. Students can apply for a CT by lodging an application together with a certified copy of their certification documentation issued by any other RTO or AQF authorised issuing organisation, such as a university.

6. Fair treatment and equal opportunity
   a. MCI applies access and equity principles across all its operations in order to:
      i. Promote full and equal participation of students in its courses;
      ii. Foster an environment free of discrimination and harassment;
      iii. Assist students to identify and achieve their desired outcomes.
   b. The above undertakings do not prevent MCI assessing students or potential students against published entry and eligibility criteria and/or providing reasonable adjustments to assist students with a special needs.
7. Support services

MCI supports student by offering a free of charge access to the following:

a. A team of mentors with the goal of encouraging and motivating students to complete their course
b. The Student Well-Being Officer, who provides professional counselling to students challenged by personal issues which impact their student experience and studying capabilities.
c. The Career Development Officer (CDO) who is responsible for the career development and support of MCI students.

8. Complaints and grievances

a. Students can lodge a complaint if they are not satisfied with the quality of training and assessment services provided by MCI. A complaint can be about:
   i. course and enrolment advice and any other information provided to students;
   ii. training (classes, lessons, materials);
   iii. assessment process;
   iv. issuance of Certificates and/or Statements of Attainment;
   v. handling of students’ personal (including sensitive) information
   vi. Work Health and Safety or
   vii. fair treatment and equal opportunity
b. Complaints can be lodged in a variety of formats, including submitting a complaint form, link to which is available in MCI’s Complaints and Grievances Policy and Procedure – Click here to learn more.
c. MCI endeavours to address complaints within 3 business days. Where more than 60 calendar days will be required to process and finalise the complaint or appeal, MCI will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required.

9. Reasonable Adjustments

a. An adjustment is a measure or action taken to assist a student with a special need or facing language, literacy or numeracy issues, in order to participate in training on the same basis as other students.
b. Students are encouraged to contact MCI regarding any special needs and apply for the adjustments by lodging an application form together with any applicable evidence. MCI will implement adjustments that are deemed necessary and reasonable.

10. Assessment & Assessment Appeals

a. Students are required to submit assessment tasks on time.
b. For each assessment undertaken, a student will receive either a Competent (C) or Not Yet Competent (NYC) result.
c. Assessment evidence must be the student’s own original work. Any work found to be copied from another student or taken from a source without reference will be deemed Not Yet Competent.

d. If a student is deemed NYC, the student will be provided with feedback from the assessor and given the opportunity to resubmit the assessment.

e. Students have the right to lodge an assessment appeal if they do not agree with an assessment decision in accordance with the MCI’s Assessment Appeal Procedure – Click here to learn more.

11. Unique Student Identifier (USI)
   a. A Unique Student Identifier (USI) allows an individual to see all of their training results from all providers including all completed nationally recognised training units and qualifications.
   b. All students must provide MCI with their USI or a permission to create a USI on their behalf in order to be issued with a Qualification or a Statement of Attainment at the completion of their studies.

12. Qualifications & Statements of Attainments
   a. Upon completing a course, a student may be awarded:
      • a nationally recognised Qualification for successful completion of all required units of competency
      • a nationally recognised Statement of Attainment for successful completion of at least 1 unit of competency
   b. Qualifications are issued within 30 calendar days of the student being assessed as meeting all the course requirements, holding a verified USI and providing all agreed fees the student owes to MCI have been paid.
   c. Qualifications and statements of attainment issued by MCI have a unique qualifications number and are embossed (hard copies only) to prevent fraudulent reproduction of certification.
   d. Issued qualifications can be collected in person, emailed or mailed to the student.
   e. If a student loses or misplaces their testamurs, they may request a re-issue of the testamur at no cost.

13. Academic Progression
   a. MCI monitors and assesses the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives.
   b. Monitoring and assessing the academic progress is conducted in line with the MCI’s Academic Progression Policy and Procedure – Click here to learn more.

14. Students’ rights and responsibilities:
   a. MCI students have the rights to:
i. Receive all information about training and assessment services offered by MCI, including information about any third parties involved in the training and assessment

ii. Study in conducive and supporting environment and access any support services offered by MCI

iii. Receive information about any changes that may affect the services provided by MCI, including a change in ownership of MCI

iv. Lodge a complaint and/or appeal in line with MCI’s Complaints Grievances Policy and Procedures published on the MCI website

v. Make an informed decision about enrolment into a nationally recognized qualification with MCI and whether to apply for VET FEE – HELP loan to pay tuition fees in line with Australian Consumer Law. For further information about your rights as a consumer – Click here

b. MCI students must not

i. Engage in any type of discrimination, harassment or bullying or online misconduct

ii. Display any behaviour that may impact on the health, safety and wellbeing of others

iii. Cause damage or destruction to MCI’s property

iv. Engage in any academic misconduct, such as cheating or plagiarism that may impact academic integrity of services offered by MCI

c. Disciplinary action will be taken against a student who displays the items in point 14 b. The disciplinary actions may include suspension or withdrawal from the course without rights to apply for a refund (if applicable).

d. If you are enrolling into a “Fee for service” course, there is a 10 business day cooling off period. This period commences from the time you sign the enrolment form. During this time you can think about your options.

15. Student ID number

a. MCI issues each student with a unique student ID number. This number appears on an Offer Letter, Student ID Card and Student Qualification.

b. Student should keep their student’s ID number confidential.

c. MCI applies various methods of student’s authentication, such as requesting the student ID number, before releasing information to a student.

16. Course extension

A student seeking to extend their course end date must complete an extension application form as per MCI Semester Extension Policy & Procedure – Click here.

17. Deferral

a. Students who wish to defer their training are encouraged to speak to a course advisor about their concerns regarding their training.

b. If a student decide to proceed with the deferral the student must complete deferral application form as outlined in MCI Deferral Policy and Procedure – Click here.
c. MCI reserves a right to defer a student if the student did not provide MCI with documents required to commence a course.
d. Such a deferral can be only made once and the course start date can be only deferred until the next available course start date.
e. Course start dates are publish on MCI Institute website: Click here.

18. Withdrawal
a. If a student want to discontinue their training the student must complete a withdrawal form as outlined in the MCI’s Withdrawal Policy – Click here.
b. Students who requested a VET FEE-HELP loan and decided to withdraw from the course before or on the census date in accordance with the MCI’s Withdrawal Policy will not incur VET FEE-HELP debt
c. MCI will provide the student with any applicable fee refund and issue a Statement of Attainment for any successfully

19. Refunds
a. Students who withdraw from VET FEE-HELP enabled courses before or on census date will receive full refund of tuition fees paid upfront and will not incur a VET FEE-HELP debt.
b. Students who withdraws from VET FEE-HELP enabled courses after the census date for a VET unit of study may apply for special consideration in line with the Student Review Procedures for Re-crediting a FEE-HELP Balance – Click here.

20. Privacy
a. MCI collects, holds, uses and discloses personal information (including sensitive information) to deliver training and assessment services in accordance with the Privacy Act 1988, the Australian Privacy Principles and requirements laid down in MCI’s contracts as a service provider to the Commonwealth Government.
b. MCI is required by law to report and release students’ personal information and training and assessment records and outcomes to regulatory bodies, such as ASQA or government agencies, such as the Department of Education or the National Centre for Vocational Education Research (NCVER).
c. MCI may be required to release information about students’ academic progress to other parties, such as: employers, Job Services Australia providers, third parties delivering services on behalf of MCI (such as Educational Agents).
d. Students have a right to access personal information that MCI holds about them as well as a right to update or correct the information.
e. MCI is given your consent to forward your personal and/or qualification details to third parties such as but not limited to other Registered Training
Organisations (RTO) and Universities for the purpose of finalising your course enrolment.

21. Record Keeping
   a. MCI stores the following records for each student:
      • Documented evidence of student participation in training and assessment for a period of at least 6 months following the completion of training.
      • Records of qualifications issued and unit of competency attained for a period of 30 years.
   b. MCI maintains student privacy and stores all records and information securely.
   c. Students have the right to access their records and personal information at any time.
   d. MCI verifies students’ identity each time students request personal information or information about their training progress, outcomes, course fees and other course related matters over the phone.

22. Copyright and Intellectual Property
   a. MCI owns or has the right of use of all course materials, content, assessments, online courses, handbooks, policies, procedures, business practices, and other intellectual property you will be exposed to throughout your course.
   b. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties.
   c. Students are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in.

23. Health and Safety
   a. MCI’s training facilities have fire and emergency evacuation procedures and first aid kits. Further assistance is available from the First Aid Officer.
   b. Any accident or incident must be reported immediately to the trainer or a MCI’s staff member.

24. Other Legislation and Regulations
   MCI complies with all relevant Commonwealth and State regulatory bodies, legislation and regulations. The requirements that may affect the students’ rights and responsibilities include, but are not limited to:
   • Equal Opportunity Act 2010
   • Human Rights and Equal Opportunity Commission Act 1986
   • Racial Discrimination Act 1975
   • Sex Discrimination Act 1984 (also Sex and Age Discrimination Legislation Amendment Act 2011)
   • Disability Discrimination Act 1992
   • Age Discrimination Act 2004 (also Sex and Age Discrimination Legislation Amendment Act 2011)
   • Privacy Act 1988 and Australian Privacy Principles
• Spam Act 2003
• Fair Trading Act 1987 (NSW)
• Work Health and Safety Act 2011
• National Vocational Education and Training Regulator Act 2011
• Standards for Registered Training Organisations 2015
• VET FEE-HELP Guidelines 2015
• NSW Ombudsman
• Australian Qualifications Framework (AQF)
• Higher Education Support Act 2003

Further information about training and assessment services offered by MCI and Course Terms and Conditions can be found in MCI’s student handbook and policies and procedures published on MCI’s website via email: info@mciinstitute.edu.au or over the phone on 1300 FEE-HELP or 1300 333 435.

MCI reserves the right to change these Terms and Conditions from time to time. Students will be informed of any changes to legislative and regulatory requirements that affect the services delivered.