Welcome
Welcome to the MCI!

We look forward to sharing this learning journey with you! One of our key values is – ‘students are the focus of all we do’. It is incredibly important to us that you benefit from this course as part of your endeavours to achieve your career goals.

For those of you who are studying online, the MCI eCampus is your gateway to all the resources you need to complete your qualification. It is filled with workbooks, eLearning modules, additional reading materials located in the library and many more exciting resources. You can participate in the online forum and engage with other students like you. You will also have a student mentor who is at hand to support you and is just a phone call away!

Let us know if you have any questions because we want to ensure that you learn from the course materials AND are able to apply new skills in working environments. We are keen to continuously improve our courses and we are open to constructive feedback to help you reach your end goals.

This student handbook contains important information about studying through the MCI and includes the terms and conditions on which the course is provided. Please read through this document and let us know if there is anything you do not understand.

All the best to you as you commence your journey to success.

Dr Denise Meyerson
Managing Director
Introduction
Management Consultancy International (MCI) is a multi-award winning, ISO9001 certified Registered Training Organisation (RTO) that consults with global companies on strategic management and training. We partner with some of the biggest companies in Australia and the world to introduce new competencies, corporate values, human resource strategies, customer service initiatives and various other organisational development programs. Our approach is the development of customised programs that help transform processes, improve productivity and help enhance job satisfaction. MCI is very excited to be able to offer our award winning programs to individual students to help you achieve your career goals!

Enrolment Policy
By completing the MCI enrolment form and formally applying to enrol in a course, you agree to the terms and conditions as outlined in the MCI Student Handbook. MCI recommends that you retain a copy of this document for your records and refer to it prior to contacting our team.

Student Selection
MCI publishes entry and eligibility requirements for all courses offered. Potential students must meet the entry requirements to enrol with MCI. MCI reserves the right to refuse any potential student entry to a course if they do not meet the requirements outlined throughout this handbook or in any of MCI Policies or Procedures.

Enrolment Process
To enrol in an MCI course you will be required to complete an enrolment form. This form is available online or requested in hard copy from MCI. Once you have completed this form, your eligibility to enrol in the selected course will be assessed.

What is Smart and Skilled?
Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. Under Smart and Skilled, people in NSW can choose from hundreds of government-subsidised qualifications and a range of training providers. The student contributes towards the cost of training, which is set by the NSW Government, through the payment of a student fee. The NSW Government subsidise the greater portion of the student fee and the student only pays for the remainder of the fee.

You can find more information about the Smart and Skilled program on the Smart and Skilled website [https://smartandskilled.nsw.gov.au/](https://smartandskilled.nsw.gov.au/)
Smart and Skilled Eligibility
To be eligible to enrol in a qualification subsidised under the Smart and Skilled program, you must:
- be an Australian Citizen, a permanent Australian resident, a humanitarian visa holder or a New Zealand citizen, and
- be aged 15 years or older, and
- live or work in NSW, and
- no longer be at school.

What is VET FEE-HELP?
VET FEE-HELP is available to assist eligible students studying higher level vocational education and training (VET) qualifications in paying for their tuition fees. MCI has been approved under the Higher Education Support Act 2003 to offer VET FEE-HELP loans to Australian citizens or permanent humanitarian visa holders who enrol in selected Certificate IV qualifications or any Diploma-level and above qualifications. Under VET FEE-HELP, the Government will lend the student the amount of the tuition fee due for the unit of study at the end of each census date. The VET FEE-HELP loan is repaid by the student through the tax system. Compulsory repayment will start when the student earns an income equal or exceeding the income level set by the Government. In income year 2015-2016, repayment will be required if the student income is $54,126 or above. The amount of repayment each year is calculated as a percentage of the student income ranging from 4% to 8%. The percentage increases as the income increases but is capped at 8%. A VET FEE-HELP information booklet is provided to each student for a better understanding of the loan scheme.

VET FEE-HELP Eligibility
To be eligible for VET FEE-HELP assistance, you must meet the government’s eligibility requirements. These requirements are available on the Study Assist Website: http://studyassist.gov.au/sites/studyassist/help/payingmyfees/vet-fee-help

MCI is unable to enrol you in a VET FEE-HELP assisted course if you do not meet the eligibility requirements. Any student enrolling into an MCI course who is not eligible for VET FEE-HELP assistance will be required to pay their course fees up-front.

Recognition of Prior Learning (RPL)
During your lifetime, you have gained knowledge and developed skills. You may have previously worked either full or part time or in a voluntary capacity. This work may have involved some training (either formal or informal). You may also have attended other training courses.

Your current knowledge and skills may be relevant to the course in which you are wishing to enrol. Each unit you study is made up of various elements and competency outcomes. Each consists of a range of performance criteria. If you can provide evidence that you have the relevant skills and knowledge, you may be able to use this to gain recognition for all or part of a course. This is known as recognition of prior learning (RPL).

When you apply for RPL, your knowledge and skills are measured against the equivalent unit(s) in the relevant course. If you are successful, you will be assessed as having already completed those units in your course. This may enable you to complete your studies in less time, however will attract the same costs as completing the full unit.

Applying for RPL
To apply for RPL you must notify your course advisor prior to enrolment. Your course advisor will determine if you are eligible to apply for RPL. They will then forward to you an RPL assessment kit which you must complete and send back for assessment.

To achieve competence using an RPL assessment kit, you will need to compile evidence to prove to your assessor that you have the required skills and knowledge to meet a range of performance criteria and satisfactorily achieve the unit of competence. This method will not allow you access to learning materials. It is important that before commencing this process,
you are aware that the RPL assessment requires a range of evidence collection, submission of your resume and third party/supervisor report such as testimonial and endorsement.

If you would like further information on RPL please speak to your course advisor prior to enrolment.

**Credit Transfer**

Credit transfer can be applied when a student has completed the exact Unit of Competence previously through another private Registered Training Organisation or TAFE. If you have previously completed any Units of Competence outlined on your course summary, you may receive Credit Transfer for your course. If this is the case, you will not be required to do the unit again nor will you be charged to enrol in that specific unit.

To apply for Credit Transfer you must notify your course advisor prior to enrolment. You will need to submit a certified copy of your prior qualification/s which indicates successful completion of the Units of Competency you are applying Credit Transfer for.

**Fair Treatment and Equal Opportunity**

MCI applies access and equity principles across all policies and procedures to promote full and equal participation of students in its courses, to foster an environment free of discrimination and harassment, and to assist students to identify and achieve their desired outcomes.

MCI publishes on its website the ‘Fair Treatment and Equal Opportunity’ policy which may change from time to time. To access the latest version of this policy, please visit the website.

**Language, Literacy and Numeracy (LLN)**

Students undertaking a course with MCI are required to have Language, Literacy and Numeracy (LLN) skills appropriate to the qualification level. Students who require assistance or are unsure if they meet the LLN requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. MCI staff are well equipped to assist learners with additional LLN requirements which will be determined through a pre-course assessment. MCI may recommend that students who struggle to satisfactorily complete the LLN assessment undertake a pre-enrolment literacy and numeracy course prior to enrolment. This course will be at the student’s expense.

**Computer Literacy**

As a portion of your course may be delivered and/or accessible online, it is a requirement of MCI that you have access to a computer that has internet connection and a basic level of computer literacy to access your course materials and content, being able to go to specific URLs, file management, saving and printing. Students who require assistance or are unsure if they meet the computer access and literacy requirements for their course are encouraged to speak to a course advisor prior to enrolment and must outline this on their student enrolment form. MCI staff are well equipped to assist learners with additional computer literacy skills which will be determined through a pre-course assessment. MCI may recommend that students who struggle to satisfactorily complete the computer literacy assessment undertake a computer literacy course prior to enrolment. This course will be at the student’s expense.

**Evaluation of Training**

MCI has a strong focus on the quality of our training and assessment services. We always strive to improve our courses, resources, training delivery and assessment practices. Throughout your enrolment you may be asked for feedback on various elements of the course. Your responses will be used to improve our courses for the benefit of our current and future students. We encourage feedback and appreciate honesty. We would like to thank you in advance for providing us with constructive feedback.

If you have an incident that you would want to complain about to attain a resolution, please refer to the ‘Complaint and Grievance Handling Procedure’ in this handbook.
Copyright & Intellectual Property
MCI owns and 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. MCI will provide you access to relevant materials prior to and until the completion of your course with MCI. All materials are to remain for the explicit use of the enrolled student and must not be distributed to any other parties. All documentation, logos, slogans, pictures, courseware and other materials provided by MCI are copyrighted by MCI or one of MCI’s partners and should not be used for any unauthorised purposes.

Students are only permitted to use their course materials and content for the purpose of completing the course they are enrolled in. No student is to provide course content to any third parties or reproduce any part of their course materials.

Code of Conduct
All students are expected to conduct themselves in a courteous and professional manner at all times. It is expected that students will treat staff, fellow students and members of the public with respect and courtesy at all times.

Misconduct
- Student enrolments may be reviewed if a student conducts themselves in a way which:
  - Tarnishes MCI’s name and/or reputation
  - Is illegal
  - Is considered negligent
  - Is threatening, discriminatory, harassing or abusive
  - Is deceiving or is falsely represented
  - Unduly disrupts staff or students of MCI

If an allegation of misconduct is made against you, a Committee may investigate the allegation. If the Committee does investigate the allegation of misconduct, the Committee must:
- notify you of the allegation (by letter or email) and
- give you the opportunity to respond to the allegation

If you receive an allegation of misconduct, you should:
- read the allegation letter very carefully. It details what you must do and when you must do it by
- contact your MCI mentor for free advice and support
- contact the Committee head to clarify anything in the letter that is unclear to you
- lodge your written response and supporting documents by the deadline.

When the Committee has completed its investigation, it must decide either that:
- you did not engage in misconduct, that will be the end of the matter; or
- you did engage in misconduct, then the Committee will decide on the penalty for you which could be:
  - allocating a zero mark for a piece of assessment or unit
  - suspension
  - exclusion from your course

Academic Progression
MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. As such, we strictly enforce an academic progression policy. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress. For further details, please refer to our Academic Progression Policy.
Review of Enrolment
MCI reserves the right to review any student’s enrolment whose conduct or progression is not of an acceptable standard and/or if the student breaches any policies or conditions stated within this handbook. If a student is found to have breached the terms in this student handbook, MCI may suspend or withdraw a student from their course.

Deferral
MCI is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. However, some students may wish to put their study on hold due to valid reasons. Students who wish to defer their training are encouraged to speak to a course advisor about their concerns regarding their training. If you decide to proceed with the deferral, MCI may only permit a deferral of no more than 12 months from the date of receiving your notice. Students who do not recommence training within the 12-month period of deferral will be reported as discontinuing training.

Withdrawal
If a student want to discontinue their training MCI is required to establish if the reason for discontinuing relates to quality of services delivered by MCI. If that is the case, MCI will endeavour to address the concerns. If a student proceeds to discontinue the training, the student must provide a formal notification of withdrawal from training. MCI will provide the student with any applicable fee refund and issue a Statement of Attainment for any successfully completed units of competency.

Refunds
MCI offers a refund policy for students enrolling in its courses. This refund policy can be found on the MCI website. For further details, please refer to our Refund Policy.

If you are enrolled in a VET FEE-HELP assisted course, under special circumstances, MCI may re-credit part or all of a student’s VET FEE-HELP debt. For more information, please refer to our Student Review Procedure also available on our website.

Personal Information and Privacy
MCI keeps all student information private and confidential. For regulatory requirements, MCI is required to supply your information to regulatory bodies or government agencies. These may include:

- The Australian Skills and Quality Authority (ASQA)
- The Department of Industry
- The Department of Employment
- The Australian Taxation Office (ATO)
- The State Training Authorities
- The National Centre for Vocational Education Research (NCVER)

From time to time, MCI may be required to release information about your academic progress to other parties which include but not limited to employers, Job Services Australia providers, third parties delivering services on behalf of MCI (such as Educational Agents).

MCI publishes on its website its ‘Personal Information Procedure’ which may change from time to time. To access the current version of this policy, please visit MCI website http://mci.edu.au/.

Use and disclosure of personal information to the Department of Education & Communities and other government agencies

Personal information collected by MCI from you and/or your parent or guardian such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including your ethnicity or health information) may be disclosed to the Department of Education and Communities (Department). The Department may disclose your Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.
The above government agencies may use your Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemptions and Concessions. Your Personal Information may also be disclosed to other third parties if required by law.

**Unique Student Identifier (USI)**
A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow individuals to see all of their training results from all providers including all completed nationally recognised training units and qualifications.

You will need to give your USI to your training organisation when you enrol to study.

If you do not have the USI, you can create your USI for free. Please go to [http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx](http://www.usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx) for more details.

Alternatively, MCI can create a USI on your behalf. More information about creating the USI on your behalf is available on our enrolment form.


**Consumer Protection**
As a student, you're covered by Smart and Skilled consumer protection measures. As the first step, you're encouraged to speak to your training provider about any issues or concerns about your training under Smart and Skilled. You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback through on-line form on the Smart and Skilled website: [https://smartandskilled.nsw.gov.au/](https://smartandskilled.nsw.gov.au/); over the phone with the Customer Support Centre 1300 772 104; or in person with STS Regional Offices.

MCI is committed to ensuring that consumer feedback and complaints handling systems are established, implemented and readily accessible to MCI's consumers. MCI has a dedicated consumer protection officer to assist MCI’s consumers with providing feedback on MCI services or lodging a complaint about MCI services. MCI’s Consumer Protection Officer who also holds the role of Team Leader - Corporate, can be contacted via email: [feedback@mci.edu.au](mailto:feedback@mci.edu.au) over the phone 1300 768 550 or in person at MCI office: Level 4, 301 George Street, Sydney. To access the MCI consumer protection policy, please visit the MCI website: [http://mci.edu.au/](http://mci.edu.au/).

**Complaint & Grievance Handling**
MCI is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students.

Complainants can access MCI’s grievance procedures regardless of where they are. They can be at the location of the campus or online campus at which the grievance has arisen or at the complainant’s place of residence.

Grievances should be formally lodged with MCI to ensure they are handled in the appropriate manner. To access the MCI grievance procedure, please visit the MCI website: [http://mci.edu.au/](http://mci.edu.au/).
Access to Records
Students can request access to their records at any time throughout their enrolment. Students should submit their requests in writing to MCI.

Fee Assurance
MCI maintains a Tuition Assurance scheme. This scheme is in place to protect students if we close or cease to operate or fail to deliver any part of the training product the learner is enrolled in. This scheme can be found at http://mci.edu.au/resource/statement-of-vet-tuition-assurance.pdf

Online Access to Course Materials
Where a student is enrolled in an online course or provided with online course materials, only the named student is permitted to access the eCampus. Students should not share their username and password with any other parties or permit anyone else to access their account.

Cheating/Plagiarism
MCI treats cheating and/or plagiarism as a serious offence. Any student found cheating or plagiarising will be suspended from their course and may be withdrawn at the student's expense (i.e. no financial refund or reimbursement). If a student is found to be cheating or plagiarising on more than one occasion, MCI may withdraw the student from their course and refuse any future enrolments.

Any student using work produced by someone else (quotes, paraphrasing, ideas or other material) must formally reference the author. Failing to reference an author may be considered plagiarism.

Bullying & Online Conduct
MCI will not tolerate any bullying or online misconduct. Students will have an opportunity to work and communicate with fellow students throughout their course and through online forums and chat. It is expected that all students treat their peers and staff of MCI with respect. Any misconduct or bullying occurring online will be investigated by the MCI and any student found to be misbehaving may be suspended or withdrawn from their course.

Online Resources
Students who are provided with online access to course materials and assessments will be provided with access to these materials on the day of their commencement. Access will be restricted upon completion of the Unit of Study and/or at the end date of the student’s enrolment in that Unit of Study.

Submission of Assessments
Students will be required to submit their assessments as outlined during their course. Upon submission of assessments the student will be assessed and deemed either ‘Competent’ or ‘Not Yet Competent’. If a student is deemed ‘Not Yet Competent’ they will be required to re-complete and submit their assessment. Students can resubmit twice after the first attempt. If a student is unable to successfully complete an assessment after the maximum allowable number of attempts, they may be required to re-enrol in that particular unit of study.

Students are required to always keep copies of any assessments submitted in case the file uploaded was corrupted or original documents go missing if they were posted.

Work Health and Safety (WHS) & Security
MCI has in place Work Health and Safety and Security procedures. It is expected that any student attending an MCI training session conducts themselves in a responsible manner and complies with any reasonable WHS request from staff.

Drugs and Alcohol
No student is permitted attend an MCI training session while under the influence or in possession of any illegal drugs or alcohol. Any student who breaches this condition will have their enrolment reviewed.
**Change of Details**
Students are required to notify MCI in writing of any changes to their personal or contact information. Changing personal details and not notifying MCI will be considered an unacceptable excuse for not receiving communication.

**Testamurs**
Upon completion of a course, students will be issued a testamur for a nationally recognised qualification. A Certificate showing successful completion of the course will be issued by Management Consultancy International (RTO ID: 91088) and sent via mail to the student’s postal address provided on their enrolment form (or as updated from time to time).

Students who withdrew prior to the completion of their course may request for a Statement of Attainment that shows the units of competency the student completed while studying with MCI.

Students who withdrew prior to payment of any course fees or students who did not make the full payment of their course fees that are due will not be entitled to any Statement of Attainments or Certificate.

Students who lose or misplace their testamur may request for a reprint of the testamur in writing to the RTO Administration Manager.

**MCI Institute and Management Consultancy International Pty Ltd**
MCI Institute is a business name of Management Consultancy International Pty Ltd. Any student enrolling in MCI Institute is a student of Management Consultancy International Pty Ltd.

MCI Pty Ltd will deliver the training, administer the assessments and issue the testamur. MCI Pty Ltd is responsible for the quality of its training delivery and assessment practices ensuring that the Standards for RTOs 2015 are met and that it fulfils the requirements for issuing AQF qualifications as set out by the AQF Qualifications Issuance Policy.

**Legislation**
Management Consultancy International is subject to a range of legislative requirements as a Registered Training Organisation, VET FEE-HELP and Smart and Skilled provider. Legislation is continuously being updated and amended. Should there be any changes to legislative requirement which would have an impact on your enrolment with MCI, you will be notified in writing via email.

**Contacts**
Phone: 1300 768 550
Students can address their written communications via mail or email to the following addresses:
Mail: GPO Box 1794, Sydney NSW 2001
Email: info@mci.edu.au

**Disclaimer**
MCI has taken appropriate measures to ensure the information published in this Student Handbook is accurate at the time of printing and/or download. Due to a range of circumstances beyond our control, information may change from time to time. The MCI management team apologises for any inaccuracy in information supplied that may cause confusion. The MCI management team reserves the right to make changes when required. Any changes will be published in updated versions of the Student Handbook and circulated to all currently enrolled students.