

MIG HANDBOOK

National Provider No: 1685
CRICOS Provider No: 02424D
R & P Gray Holding Pty Ltd

Version 21 – Sept 2016



www.mattersingray.com.au

Level 2, 12 Mt Gravatt - Capalaba Rd, Upper Mt Gravatt QLD 4122 • Phone (07) 3349 6538

The MIG Training Mission:

*“To be the most highly regarded
industry provider of educational services
to our customers and employer groups.”*

WELCOME

Congratulations

.....on deciding on a career in the exhilarating world of hairdressing or the ever-growing retail industry. Whether you have gained an apprenticeship, traineeship or have chosen to attend our college as a fulltime / part time student, your hard work will see you being rewarded with an exciting career.

Your chosen career could see you in the future, as a salon owner or retail supervisor/manager.

Matters in Gray Training is one of Queensland's longest running private Registered Training Organisations. The college was established by industry and education specialists. It began with two students and now is training in excess of 400 apprentices/trainees and full time/part time students.

Our philosophy is to focus on the practical "hands on skills" required to create great Hairdressers, Retailers and Business Managers in a friendly and relaxed environment.

MIG is located in the heart of the southern business district of Brisbane, Queensland. The college is 15 minutes from the city and 40 minutes from the Gold Coast.

We deliver apprenticeships, traineeships, full time and part time courses to domestic and international students in a flexible way to suit the needs of the student and employer. Our flexible delivery includes face to face training in our State of the Art commercial training environment and extends to individual one on one training in the workplace. Our highly qualified trainers are all industry professionals and experienced educators.

The trainers are supported with small student numbers in order to ensure the student receives the detailed attention required. The courses are designed to be totally flexible, allowing them to be tailored to suit each student.

We cater for a wide variety of domestic and international students and our commitment is to create industry ready graduates. The most important part of the whole process is that we are committed to provide a warm, friendly and family orientated environment for the duration of your selected course of study. On receipt of agreed payments from you, we guarantee you our full support for the whole duration of your course of study through to your completion.

We thank you for choosing Matters in Gray Training!

We wish you all the best for your chosen career and we hope your learning experience with us is both enjoyable and successful.

Anthony Gray
General Manager

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Location - Our College: Commercial Hairdressing Salon and Training Facilities

Address: Level 2 12 Mt Gravatt-Capalaba Road, Upper Mt Gravatt Qld 4122

Matters In Gray is located in the southern suburbs of Brisbane. The college is 15 minutes from Brisbane's Central Business District and 40 minutes from the Gold Coast.

The hands on learning and training provided by Matters in Gray is made possible by providing training to our students in our college salon where paying clients provide the students with a commercial environment in which to learn their trade.

It is a state of the art salon, consisting of:

- 20 hairdressing bays for clients
- 6 basins for the washing and removal of colour
- Stock room containing washing, drying, mixing and cleaning facilities as well as an extensive range of colour and chemicals products from three different manufacturers.

Our college facilities also consist of:

- 2 x mirrored training rooms, with approximately 40 work bays.
- 1 x computer lab
- 1 x lecture room, which accommodates approximately 12 students
- Professional library
- 1 x study room
- Kitchen facilities

The College maintains the following equipment:

- Hand held and blowdryers and wall mounted hairdryers
- Curling and straightening irons
- Rollers, perm rods, sectioning clips
- Bleach/tints
- Permanent and semi-permanent hair colours
- Perming solution
- Hair spray, hair gel, hair wax and other styling products
- Shampoo and conditioner
- Treatments for hair and scalp
- Head blocks and Hair strips for all students
- Razors and clippers
- Combs
- Brushes – paddle, round, ceramic, bristle and vented.

Responsibilities and Obligations:

It is very important that all parties listed below maintain open lines of communication.

Learner

- Carry out work and training as per directions by employer, trainer at workplace and / or college, and always in a courteous and professional manner.
- Carry out training (practical and theoretical) and maintain satisfactory course progression in order to achieve successful completion of modules as per the training plan.
- Keep the Training Record Book in their possession and show to the Trainer at each training session.
- Meet the terms of the written agreement with your provider, including advising of change of address and contact details.
- For international students: Satisfy your student visa conditions, including attendance conditions and maintain Overseas Student Health Cover (OSHC) for the period of your stay.

Employer

- Deliver training and provide the resources, facilities, work and qualified supervision required.
- Ensure the apprentice is paid at the correct wage level and that wage progression is in accordance with the appropriate Award.
- Update, when required, the Training Record Book and modules, to reflect successful competencies.

Registered Training Organisation

- Provide information on rights and responsibilities at the induction visit.
- Carry out an Employer Resource Assessment to ensure the workplace has the facilities, equipment, resources to provide appropriate training.
- Formulate a training plan with student.
- Responsible for quality training and assessment in compliance with the ASQA Standards, and as per the training plan.
- Communicate and work with the employer and apprentice/trainee to provide facilities, services, supervision and training required under the provisions of the training plan.
- Responsible for the issue of AQF certification documentation – Statements of Attainment and Certificates.

MIG Training Guarantee:

- If MIG or partner close business or are unable to provide training in a training product, all means will be put in place to continue training where possible or find alternative training arrangements or provide refund of monies paid where applicable. Refer to our Refund Policy.

Training Plan

A training plan will be formulated with each student. Once it has been agreed upon all parties will sign the training plan. A copy of this signed plan will be provided to the student and where applicable the employer.

The training plan will be constantly reviewed with your trainer to ensure the training is progressing to plan and if any revision of that plan needs to be made. For Apprentices and Trainees a record of training book will also be provided. It is important that this is kept in the workplace so it is accessible to any person that needs to view it eg. Department of Education and Training or managers or MIG.

The Training Record Book needs to be completed by you, your manager and your trainer whenever a unit of competency is successfully completed.

Training and Assessment

Credit Transfer

If you have previously completed units contained in any of the courses you will be granted credit transfer for those units of competency and will not need to re-do them. Credit transfers can only be applied for “like for like” modules. To claim credit transfers you will need to provide verified documentation clearly showing the course and modules completed (certificate or statement of attainment).

Recognition of Prior Learning (RPL)

If you have done some courses previously that give you similar competencies, or have had a job that gave you similar skills or if you are currently doing a job that demonstrates these skills, you may be granted Recognition of Prior Learning.

In order to apply for RPL, you will need to provide evidence of this. This could be in the form of previous certificates or qualifications, statements from your previous employer, practical demonstration, job descriptions or a statement from your current employer listing the skills that you are currently demonstrating in the workplace.

You will be provided with the correct documents in order to follow through the process of application for RPL and every assistance will be given to you to complete this process.

Assessment

Assessment is competency based so you will have more than one opportunity to become competent. You need to be competent in both theory and practical. Each unit of competency and all criteria will be assessed.

Competency based training provides a holistic approach to assessment, providing the learner with the opportunity to demonstrate competence that reflect industry standards in the workplace.

Assessment material and assessment booklets are provided with each unit of competency. A broad range of assessment instruments/strategies are used to test knowledge, skill and attitude such as:

- Written presentation
- Short answer/multiple choice questions
- Assignments and projects
- Case studies
- Role plays and oral presentations
- Practical demonstration of skills

MIG management and staff are committed to providing training and assessment services, resources, support and equipment in the best possible environment for you to successfully complete your course.

Flexible Learning and Assessment Procedures

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is done in accordance of the Australian Qualifications Framework (AQF) and any qualifications you successfully achieve with us will be recognised anywhere in Australia.

Appeals – Training & Assessments

Please see our Complaints and Appeals Policy in this Handbook.

Learners Guides and Assessment Books

Learners guides will be provided to the student in electronic format on our website. All students will be provided with a log on and password to our website to access the Learners Guides and also other helpful resources relating to their training. Should the student not have access to a computer, then a hard copy will be provided to the student. Should the student not have access to the internet then a USB will be provided to the student, containing all Learners Guides.

Assessment books will be provided to student in hard copy.

A fee of \$10 will be charged to the student for a replacement Flash Drive. A fee of \$5 will be charged to the student for the replacement of lost assessment books.

National Recognition

National recognition applies nationally to all Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by MIG and other Registered Training Organisations, enabling individuals to receive national recognition of their achievements.

Training Delivery Methods

Hairdressing Apprentices

MIG will deliver the training and provide assessment of students undertaking the hairdressing courses. Greater flexibility is offered by this organisation to ensure all parties involved in the training process receive the best possible service and results.

Workplace Delivery. A qualified MIG Trainer will attend the salon/barbershop for approximately 1 hour, on a one-to-one basis every 4 to 6 weeks for the duration of the apprenticeship. Additional contact and support is also provided either by email and/or phone.

For employers who choose Workplace Delivery as the method of training, they are required to withdraw their apprentices on a regular basis from their normal salon work for formal structured training. Approximately 6 hours per week must be allocated to the apprentices training and this will involve theory and practical training. All theory and practical activities are to be recorded in a MIG Student Diary. The 4-6 weekly visits by the MIG training officer will monitor the progress and compliance with the training.

Formal or Structured Training: Training that is conducted under supervision by salon and is something other than your normal everyday duties in the workplace. These activities are to be recorded in the MIG Student Workplace Diary.

Examples include:

- working on your books or conducting research under the guidance of your training provider
- practicing skills as required by your employer and or supervisor
- attending team meetings and training sessions
- observing your supervisor demonstrating a skill
- assisting a more experienced person with part of a service
- developing your product knowledge

The trainer will direct your structured training. If the total evidence is sufficient the competency can be assessed.

College Delivery: Alternatively training can be undertaken by attending the MIG College at Upper Mt Gravatt once a week, fortnight, month or on block release. (Note- block release would entail attending college for an extended period of time agreed upon by the college and the employer). The training at the MIG College will include theory and practical activities. All activities are recorded in the MIG College Diary.

Hairdressing - Domestic / International College Students

Both theory and practical training is undertaken at the MIG college, under the supervision and guidance of fully qualified trainers. The college consists of:

- A full working salon, with paying clients, which is run as similar as possible to a commercial salon, including hairdressing and barber clients.
- 1 resource area
- 2 training centres
- 1 lecture room

In order to ensure course progress, MIG will monitor academic performance in each unit of enrolment. MIG has procedures in place to help students meet course progress requirements. Progress will be assessed ongoing and student reviews will be conducted periodically to ensure progress is on track as per training plan. Students are expected to achieve satisfactory progression in both theory and practical competencies.

Retail Trainees

MIG will deliver the training and provide assessment of students undertaking the Retail courses. Greater flexibility is offered by this organisation to ensure all parties involved in the training process receive the best possible service and results.

Training is delivered in the work place for approximately 1 hour, on a one-to-one basis by a qualified trainer every 4 to 6 weeks for the duration of the traineeship. Additional contact and support is also provided either by email and/or phone.

Enrolment and Induction

MIG provide clear and accurate information on the qualifications / courses that are offered by way of the website, flyers and course guides. Detailed information is also given to all prospective students enquiring about our courses.

Prior to enrolment an email is sent to the learner. The email contains the following attachments: MIG Handbook, USI fact sheet, Course Guide, tuition fees fact sheet, trainer contact details, Payment Agreement (if applicable).

At enrolment, MIG provides the learner full details of the course code and title, currency of the training product, training and assessment process, including duration of course, location of delivery of training, and any work placement if required. The learner will complete an enrolment form and

provide as much relevant information as possible to ensure we provide training to suit their needs. All information collected is kept confidential.

We also conduct an induction on the first day of training and explain the MIG Handbook and course guides to ensure that all learners understand information relating to them undertaking training at MIG. Prior to and during this induction process, accurate information regarding enrolment procedure, fees, training and assessment process, support, learners obligations for undertaking the course is explained in detail .

Supporting Learners

Language, Literacy and Numeracy Support

At enrolment, the learner will complete an enrolment form. This will capture any support requirements as stated by the learner . At enrolment the learner will also complete a Language, Literacy and Numeracy Skills Indicator assessment. This will identify if the student has the appropriate level of literacy and numeracy skills. If required, MIG will work with the student to assist them in acquiring these skills.

We will also monitor the needs of our student’s language, literacy and numeracy skills through throughout the learning process. We also provide advice, support and help for any language, literacy and numeracy assistance on request.

If at any time we feel a student requires any language, literacy and numeracy assistance we will either provide this or tailor learning and assessment to match the learners needs, or we will connect the learner with an external support source if required.

For different cohorts and individuals, resources and methods of training and assessment, are tailored to support the learner to assist them to successfully complete their training.

Inclusive Learning

MIG have an Inclusive Practice in learning. MIG will create a safe and inviting environment for all students to learn. All students undertaking training with MIG will be connected, supported and valued as learners. All students will have equal access to learning.

Other Support

- MIG provide additional learning resources on our website to assist learners with practical and theoretical training.
- Group lectures are conducted at the MIG college to enhance learning on specific units, as required.
- Additional one-on-one practical and / or theory support/training is provided to learners, as required.
- RPL assessment
- Options in learning
- Guidance in career options

- Pre-course interviews
- Training needs analysis

Problems with Course Work

Our trainers are dedicated to helping you achieve your goals. Students need to ask for help with the work they are having difficulty with. One on one help can be obtained for any support required, whether theoretical or practical.

Welfare and Guidance Services

MIG will endeavour to provide welfare and guidance to all students. At induction, the available supports services are explained to the student.

These services include but are not limited to:

- support services to transition to life and study in a new environment
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- support services to people with a disability
- Occupational Health and Safety;
- review of payment schedules when requested
- learning pathways and possible RPL opportunities;
- provision for special learning needs;
- provision for special cultural and religious needs; and
- provision for special dietary needs.
- for international students any student visa condition relating to course progress and/or attendance as appropriate
- meeting course requirements and attendance

MIG provides students with access to any study support and student welfare related support needed. These services include information on course progress and attendance Assistance in accessing and connecting with services is provided to students who require support that cannot be provided internally.

Where further external support is required, MIG will liaise with the applicable Support Service. There is no cost associated with support service provided by MIG or any referral to external support services.

The official point of contact for students for student support services is:

College Students	Nicole Gislingham	gislinghamn@mattersingray.com.au	Ph: 07 3349 6538
Workplace Students	Anthony Gray	graya@mattersingray.com.au	Ph: 07 3349 6538

External Counselling Services

Lifeline: www.lifeline.org.au - Crisis Support
Ph: 131 114 - 24hr service counselling over the phone

Logan Womens Health and Wellbeing Centre:
www.loganwomen.com.au - free service for women only
Ph: 3801 8368

Youth Family Services:
www.yfs.org.au - free service
376 Kingston Road, Slacks Creek Qld 4127
Phone: 3826 1500

National Sexual Assault, Domestic Family Violence Counselling Service
1800 010 120 (1800 RESPECT)

Completion Process – Apprentices and Trainees

- Once the MIG trainer, the employer and the apprentice/trainee agree that all competencies have been successfully completed, a Completion Agreement is to be signed by all three parties.
- Upon receipt of the Completion Agreement, MIG will forward the completion agreement to Dept of Education and Training to advise that the training contract has been successfully completed, and copy of the completion agreement will be forwarded to the employer for their records.
- MIG will then issue a Certificate to the student, including a list of competencies achieved including unit name and code.
- DET will also be notified of completion and module results via the AVETMISS reporting program.

Cancellation Process – Apprentices and Trainees

Once a training contract is cancelled, MIG is to receive a copy of the cancellation form from the employer. Once this is received or in the event of non-receipt of cancellation form, and MIG have been advised of the cancellation verbally by the employer, MIG will issue a nationally recognised Statement of Attainment to the student, listing competencies achieved.

Cancellation / Suspension by MIG Due to Misconduct

Students may have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies. Actions that constitute misbehaviour by a student include:

- **Academic misconduct :** Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so.
- **General misconduct:** General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals MIG property or the property of others; alters/defaces MIG documents or records; prejudices the good name of MIG, or otherwise acts in an improper manner.

MIG's responsibilities : Procedural fairness

- Students must be treated fairly, with dignity and with due regard to their privacy
- Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved.
- Past misconduct is not evidence that a student has behaved in the same manner again.

Lost Certificates / Statements of Attainment / Assessment Modules

Should the student at any time require re-issuing of either a Certificate or Statement of Attainment, due to the original being lost, damaged, or if a duplicate document is required, there will be a re-issue fee of \$10.00, payable to Matters in Gray Training. This is to be paid prior to the reissue of the document.

Should the student require re-issue of assessment modules due to the original being lost, there will be a re-issue fee of \$5 per module, payable to Matters in Gray Training.

Annual Reviews

Legislation

All legislation required is addressed in our MIG Handbook. MIG carries out reviews of all legislative requirements as required, including discrimination, training, occupational Health and safety.

Evaluation / Feedback from Employers and Learners

Annually, periodically and upon completion and cancellation of training , MIG collects, inputs, collates and reviews evaluation forms from employers and learners. These evaluation forms cover such items as resources, training and support.

Access and Equity - Including Staff Responsibilities

MIG is committed to integrating Access and Equity principles within all our services that we provide to our learners and we recognise the rights of all learners and provide information, advice and support necessary for the student to successfully complete their study.

Regardless of cultural background, gender, sexuality, disability, socio-economic status or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner while you are studying with us.

At MIG, all staff have been inducted in their responsibilities for our access and equity principles. Our staff act in accordance with our access and equity principles and all learners are made aware of their

rights and responsibilities. All students have access to all courses that we conduct irrespective of gender, culture, linguistic background, race, or disability.

If, at any time, you feel that any staff member is not abiding by these principles then report your complaints to your trainer or anyone in our organisation.

We will comply at all times with the Anti Discrimination Act 1991 and be bound by the National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students 2007.

Relationship with Trainers

Many past students have told us that the friendly relaxed atmosphere and the helpful attitude of the trainers is what has influenced them to come to MIG. We are proud of this and promote this approach.

However, there are boundaries that should not be crossed by student or Trainer. Please observe the following rules:

- Students are to respect the Trainers' right to a private life just as the Trainer will respect the student's privacy.
- Please leave your personal problems at home. There may be some instances where you will need to approach a Trainer in order to be directed to appropriate channels. This will be treated in the strictest confidence.
- Students are not to argue with Trainers. If you have a disagreement, speak to the Trainer at an appropriate time and place. You have every right to discuss your problem with the Course Coordinator if you feel it is necessary. The door is always open to you.

Be aware that there are several ways to perform a task and all of them may be correct.

Don't take correction or guidance as a personal attack. The Trainers are only doing their job. Every mistake you make, will bring you closer to "getting it right".

User Choice

User Choice

The term "User Choice" only has relevance for students who are Apprentices or Trainees. As an Apprentice or Trainee who has been deemed eligible for User Choice funding, you do not have to pay the Registered Training Organisation for the delivery of your training. This is paid for by the State Government (Department of Education and Training).

All the student has to pay for are the Tuition Fees for your course and as the information under **Tuition Fees** section below explains, there are various exemptions to this requirement. As the name User Choice implies, you and your employer have the freedom to choose any Registered Training Organisation to deliver your training.

Fees

Apprentices and Trainees

As per our User Choice Contract for apprenticeships and traineeships, with the Department of Education and Training (DET), students are required to pay tuition fees to Matters in Gray Training. These tuition fees are set by DET, and are subject to change at any time.

Currently the fee is \$1.60 per nominal hour of each competency delivered. Any modules assessed under Recognition of Prior Learning (RPL) are also subject to these fees, and charged at the same rate of \$1.60 per nominal hour.

Tuition fees will be invoiced when training has commenced on a module.

Statements will then be issued on a monthly basis showing any tuition fees outstanding as at the end of the month.

These fees may be paid directly to your trainer, by credit card over the phone or direct to the Matters in Gray Training bank account.

Banking Deposit Details:	Bank -	Commonwealth Bank
	Account Name -	R & P Gray
	BSB -	064 – 130
	Account No -	0048-1947
	Reference -	Your surname & initial

Training may cease if payments become in arrears, and recommence once the tuition fees are paid up to date.

PLEASE NOTE: Changes have been made to the Hair and Beauty Industry Award 2010 in relation to the reimbursement of training fees by employers to students that are charged by an RTO.

Please check with your employer if and how this change effects you.

ALL TUTION FEES ENQUIRIES ARE TO BE DIRECTED TO: gordonl@mattersingray.com.au

Tuition Fees - Partial Exemption

No more than 40% of the tuition fee will be charged where the student falls into one or more of the following categories

- the Student was or will be under 17 at the end of February in the year in which the RTO provides training, and the Student has not completed year 12;
- the students holds a Health Care Card or pensioner card issued under commonwealth Law or is a partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card.
- the Student issues the RTO with an official form under commonwealth law confirming that the Student, his or her partner or the person of whom the Student is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- the Student is an Aboriginal or Torres Strait Islander person.

Tuition Fees - Total Exemption

- Where the participant is a school based trainee or apprentice.
- Where payment of the tuition fee would cause the Student extreme financial hardship, then the Student may be totally exempt from paying the tuition fee.
- Appeals process is in place to manage an appeal from the outcome of the student application under financial hardship.

To receive the exemption, evidence needs to be sighted by your trainer. If for some reason, you are not able to pay your fees, you need to discuss the situation with your trainer/college operations manager or MIG Accounts. Total exemption applies to students who can show that they fall into the exemptions category and for whom payments of the tuition fee would cause financial hardship.

Tuition Fees – Year 12 Graduate – Fee Free Training

From 1st January 2014, Year 12 graduates will be able to access fee-free training as part of the Qld Governments Great Skills Real Opportunities action plan. To be eligible to access fee-free training, individuals must:

- Have completed Year 12 in Queensland and hold a Senior Statement issued by the Queensland Studies Authority
- and Enrol and start training in Cert III in Hairdressing as an apprentice with an approved training provider by the end of the calendar year following the completion of Year 12.
- Be a Queensland resident.

Student Fees – Domestic Students

Payments are to be made in advance (not exceeding \$1500 in advance) and payments are to be made as per the student payment agreement. This agreement will be agreed upon and will be signed by student and MIG prior to or at induction.

Refund Policy

For Apprentices and Trainees

MIG will refund any monies paid for in advance for modules where training hasn't been provided. The MIG refund policy is included in the Apprentice and Trainee – Tuition Fee Fact Sheet.

For Fee Paying Students – Domestic & International

The MIG refund policy is included in the Student Payment Agreement.

This policy and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws or any other legal remedy.

College Attendance

International College Students

Please see Attendance for International Students in the "Additional Information for International Hairdressing Students" section of this handbook.

Domestic College Students

Any additional time off will be required to be made up at the expense of the student. Non-attendance without phoning the college, will not be looked upon favourably, and may hinder completion of the units of competency and will be referred to the College Operations Manager.

Sustainability Practices

MIG is committed to minimizing the impact of our activities on the environment, encouraging sustainable practices within the company and ensuring customer satisfaction at every level.

Deferring / Suspending / Cancelling your Studies – Fee Paying Students

Domestic Students

Need to provide MIG where possible 14 days notice that they are deferring their studies. MIG has procedures for assessing, approving and recording a deferment of the commencement of suspension of study . All matters relating to the student enrolment are recorded electronically in our Sugar CRM student file and if applicable paper copy.

International Students

For international students, deferral, suspension or cancellation of a student's enrolment may affect the student visa and any change will be reported via the PRISMS website for international students. International students are only able to defer or temporarily suspend their studies during their course on the grounds of compassionate or compelling circumstances. International students who are cancelling are advised of the student visa requirement to enrol in an alternative course or return to his or her home country within 28 days.

For all students, domestic and international who leave or cancel their studies, they will be issued a Statement of Attainment for the competencies achieved.

If a student's enrolment is terminated, suspended or cancelled by MIG, the student has 20 working days to access the MIG internal complaints and appeals process. The students enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances

Cancelling students are directed to the Refund Policy on their Student Agreement.

International Students - appeals

Students have the right to appeal a decision by MIG to suspend or cancel their studies. (See Complaints / Appeals Policy and Procedures). For International students MIG will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

A revised letter of offer and COE will be issued if any changes are made as a result of deferment.

Any changes to student enrolments are made by updating PRISMS immediately following the deferral, suspension or cancellation of students who have been issued a COE

Students are advised that deferment, suspension or cancellation may affect the student VISA. The student is to be advised of the obligation of MIG to notify DET via PRISMS of any changes to a student's enrolment.

Students are advised to contact DIAC for further information and decision on whether a suspended student may be allowed to remain in Australia. Student who are cancelling are advised of the student visa requirements to enrol in an alternative course or return to his or her home country within 28 days.

Student Information / Data

Privacy

Privacy of all student information is paramount. Student records are confidential. Students need to understand that personal information, including personal and contact details, course enrolment details and changes, and the circumstance of any suspected student visa condition breach, may be shared between MIG and the QLD and Australian Governments and the designated authorities and the Tuition Assurance Scheme and the ESOS Assurance Fund Manager.

Management of Records

MIG prides itself on the timely manner in which we provide and respond to questions and requests from employers, students and government departments.

We maintain very accurate and up to date information (computer-based and paper based) relating to all students, current and past. MIG abides by the National Privacy Principles of the National Privacy Act.

Student Information

Upon enrolment with MIG, learners will be required to complete an enrolment form. All information on this form is entered into our Sugar CRM Database. Through AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard), this information is sent electronically to Dept of Education and Training, including student results and competencies.

Access to Records

Students are able to access their records at any time by providing a request in writing to the Principal / College Operations Manager / Administration Manager. All student information will be copied and

provided to the student. Students will be provided with the information on the day of request if the information is held on site. If the information is held in storage a 48 hour turnaround of information is required to retrieve and copy the information. For information to be provided to a third party, the party must be detailed in the written request from the student.

Unique Student Identifier – Privacy Notice

If you do not already have a Unique Student Identifier (USI) you will need to create a USI on the www.usi.gov.au website and provide this number to MIG prior to commencing training. If you are unable to create your own USI and you want Matters in Gray Training to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Matters in Gray Training will provide to the Registrar the following items of personal information about you. (N.B. Creating your own USI is the preferred option – should you have trouble doing this, please contact our office on 3349 6538).

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Matters in Gray Training to make an application for a student identifier on your behalf, Matters in Gray Training will have to declare that Matters in Gray Training has complied with certain terms and conditions to be able to access the online student identifier portal and submit this

application, including a declaration that Matters in Gray Training has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:
is collected by the Registrar for the purposes of:

- applying for, verifying and giving a USI;
- resolving problems with a USI; and
- creating authenticated vocational education and training (VET) transcripts;
may be disclosed to:

Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:

- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and will not otherwise be disclosed without your consent unless authorised or required by or under law.

Unique Student Identifier - Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on (email/telephone). The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- a failure by Matters in Gray to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

Complaints / Appeals Policy

MIG has a complaints handling and appeals policy to manage and respond to complaints and requests for review of training and assessment decisions regardless of if they are trained directly by MIG or through a contracted third party arrangement. The policy covers the conduct of MIG and contracted third parties and extends to cover the conduct of the trainers, the assessors, all other staff and other learners. The policy meets the following requirements:

- The principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.
- the event that a student has a complaint or appeal concerning any matter in relation to MIG or a contracted third party, there is a process in place to ensure that the complaint or appeal can be resolved amicably. Students have access to a complaint and appeal procedure if they feel they have been unjustly treated or have a serious complaint or appeal.
- a student may be assisted or accompanied by a support person regardless of the nature of the complaint or appeal.
- the complainant will receive a written acknowledgement that the complaint has been received followed by a statement of the outcome which will include all details of the reason for the outcome.
- MIG will respond to a formal lodgement of a complaint or an appeal within 10 days of receipt and that all reasonable measures will be taken to finalise the process as soon as practicable.

MIG will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude MIG from reserving the right to suspend a student from attending class or visiting the MIG or the contracted third part providers campus if that is considered necessary during this period.

MIG has an external complaints/ appeals process available to students if they have exhausted the above procedures and still feel unsatisfied. At no cost to the student, if the internal grievance process is unable to resolve the dispute, students will be referred to Resolution Institute, the national association of dispute resolvers: phone (02) 9251 3366 or free call 1800 651 650 or email infoaus@resolution.stitutute website www.resolution.institute.

The student should lodge a written appeal to the Director within 14 days of receiving notice of the outcome of the internal complaints process. All costs for this process will be covered by MIG. Students may also seek legal redress through the usual court processes if they feel unsatisfied. The dispute resolution process does not prevent a student from exercising their rights to other legal remedies.

All records of any appeals/complaints will be kept securely on file. If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome

Internal Complaints / Appeals Procedure

Complaints

-If a student has cause to complain in relation to any issues concerning their training or training environment, they may

- Speak to the Operations Manager or to their Workplace coach or Trainer to resolve the problem within 7 days.
- Speak to the Principal about the problem.
- A Complaints form is available for completion, as necessary.
- A timeframe for resolution will be provided within 2 working days of receiving the complaint.
- A student may be assisted or accompanied by a support person regardless of the nature of the complaint.

- MIG will act on upon the subject of any complaint found to be substantiated.

- If for any reason more than 60 days is required to finalise the complaint/appeal, MIG will advise complainant in writing, detailing the reasons why and keep the complainant updated in writing of the progress of the complaint/appeal.

- All formal complaints are recorded monthly and filed and reviewed as part of our half yearly management review.

- If a solution cannot be reached at this level or the student is not satisfied with the outcome, the student may:

Request a formal interview with the principal where the appeal will be documented and steps to reach a solution will be agreed upon.

- If the student is not satisfied with the outcome of this internal process, the student will be advised of external organisations, eg, police, counselling organisations, consumer affairs that may be able to assist. See external appeals / complaints procedure.
- The complainant will receive a written statement of the outcome which will include all details of the reason for the outcome.
- The student has 20 days to appeal a decision.
- If the complaint handling procedures result in a decision that supports the student, MIG will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.
- For International students, where the student has concerns about the action of MIG, the students are directed to put a written complaint to

Overseas Student Ombudsman

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

Phone: 1300 362 072

Appeals

- Appeals are required to be submitted within 30 days of completion of a unit of Competency.
- All Appeals are heard by an independent person within Matters in Gray who is removed from the original delivery and assessment process.
- Each applicant is provided with the opportunity to formally present his or her case.
- A student may be assisted or accompanied by a support person regardless of the nature of the Appeal
- MIG will respond to a written appeal within 10 days of the receipt of the written appeal and that all reasonable measures will be taken to finalise the process as soon as practicable.
- The appeal process provides for a reassessment of the unit of competency
- A written statement of the outcome of the Appeal must be supplied including reasons for the appeal decision.
- If for any reason more than 60 days is required to finalise the complaint/appeal, MIG will advise complainant in writing, detailing the reasons why and keep the complainant updated in writing of the progress of the complaint/appeal. The student has 20 days to appeal a decision.
- If the appeal is still unresolved, the student will be advised of external organization eg consumer affairs, or the relevant Govt Dept that may be able to assist. See external appeal / complaints procedure.
- If the appeals result in a decision that supports the student, MIG will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.
- For International students - If a student has concerns about the action of MIG, students are directed to put a written complaint to.,
- Overseas Student Ombudsman
Email: ombudsman@ombudsman.gov.au
Website: www.ombudsman.gov.au
Phone: 1300 362 072

External Complaints / Appeal Procedure

There is an external complaints / appeals process available to students if they have exhausted the above procedures and still feel unsatisfied.

The student should lodge a written appeal to the Principal within 14 days of receiving notice of the outcome of the internal complaints/ appeals process. All costs for this process will be covered by MIG. Students may also seek legal redress through the usual court processes if they feel unsatisfied.

All records of any complaints/appeals will be kept on file. If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome.

For International Students – Overseas Students Ombudsman

This service is offered by the Overseas Students Ombudsman. If you want to complain or appeal a decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent.

Email: ombudsman@ombudsman.gov.au

Website: www.ombudsman.gov.au

Phone: 1300 362 072

For Apprentices / Trainees / Employers – Training Ombudsman

The Training Ombudsman provides a free, impartial and independent office to review and, if possible resolve complaints from apprentices, trainees, employers and other interested parties about the Queensland apprenticeship and traineeship program.

Complaints to the Training Ombudsman can be made by phone, in writing, in person or by using the online complaint form.

Phone: 1800 773 048

Website: <http://trainingombudsman.qld.gov.au/complaints.html>

Email: info@trainingombudsman.qld.gov.au

Post: Training Ombudsman, PO Box 15090, City East Qld 4002

For Domestic Students

Domestic students who wish to lodge a complaint can contact the Australian Skills Quality Authority (ASQA). For contact details and information please see

www.asqa.gov.au/complaints

Other external agencies for other services:

- Qld Anti-Discrimination Commission
- Qld Office of Fair Trading

HAIRDRESSING STUDENTS

~ ATTENDING MIG COLLEGE ~

College Rules

Including:

Domestic and International Students

Full Time / Part Time Students

Hairdressing Apprentices

Regular Attendance

One-off (referral) Attendance

Block Attendance

Workshop Attendance

College Rules

What To Bring

- Your student folder with all of your books.
- A pencil case with pens, eraser, pencils, rulers
- All necessary equipment for the day. Please note electrical equipment will need to have an up to date tag to say it has been tested in the last 6 months by a licenced electrician.
- A good attitude.

What to Wear

- Closed in shoes – without these you will NOT be able to train due to Work Health and Safety regulations
- Salon appropriate clothes – no midriffs, no short or low cut clothing
- Females – makeup please
- Hair styled
- A smile

Getting To College

- Public Transport – buses to Garden City bus Interchange and a short walk to MIG
- By car –
All day side street parking
- Garden City – first 3 hours are free then charges apply – you may move the car in your lunch break and pay a very small fee.
- Signed street parking – 2 hours only

Training Overview

Each student will be assigned into a training area for the day. This information can be obtained from the daily running sheet. Each group will be assigned a Trainer.

The groups and individual students will be involved in different activities according to their level of competence. Learning to do this work is vital to your preparation for gaining employment in a hairdressing salon. We run our college salon as close to a real salon as is possible. We are a service industry and our clients are of utmost importance.

The work will include;

- Reception duties including phone answering
- Preparing for clients
- Completing housekeeping/cleaning tasks daily
- Working on the theory component of the modules

Attending lectures
Working on clients hair
Working on mannequins
Assisting and helping other students – Team Work

Induction

- Students to arrive by 8.45am.
- The following forms will need to be completed: Enrolment form, Emergency Contact form, Literacy and Numeracy Assessment.
- One of the college trainers will take the student for an orientation tour of the college and complete the induction process with the student.
- The student will be allocated a locker. Lockers are only to be used for storing valuables (handbags, wallets). No food or illicit items.
 - The College Operations Manager/Trainer has the right to ask a student to open his/her locker in the presence of that student.
 - If you lose your key you must pay for a replacement key, which will be organised by the College Operations Manager.
- The student will watch a OH & S DVD.
- Domestic and international college students (part time or full time) will be provided with their hairdressing kit, headblock and text book.
- The Training Plan will be discussed with the student and the student will commence work on the first Module of the course.

Attendance / Arrival and Departure

Punctuality is very important. Students must arrive by 8.45am ready to start by 9am. It is important that attendance rolls are signed daily by all students. If students are late for the commencement of the day or need to leave early, for any reason, the student will be asked to complete a Late Arrival or Early Departure Form. This will be kept on the student file and you will be able to discuss this if necessary with the College Operations Manager during your periodic interview. For apprentices, employers will be notified of late arrivals, and and early departure requests will be confirmed with the employer prior to MIG allowing student to leave the college early.

Absenteeism

If you are unable to attend MIG College due to illness, work commitments, school commitments etc, you are required to phone the college on 3349 6538 as early as possible on that day. You are also required to advise your employer and / or school.

Student College Hours

The College day commences at 8.45am, ready for a 9.00am ..

The lunch break will be from 12.00pm to 1.00pm. (This may vary if the student is working on a client)

Kitchen facilities include: fridge, toasted sandwich maker, microwave, tea and coffee.

The College day finishes at 4.00pm

Student Dress Code

All students attending / entering MIG College, are required to wear the following:

- Closed in footwear to be worn at all times. No thongs or sandals.
- T-shirts are to cover the waist when arms are raised.
- Students attire should be modest and appropriate for a working environment – save your party clothes for leisure time.
- Jewellery and body piercing to be kept to a minimum as we serve a wide range of clientele.
- Personal hygiene is most important at all times.

College Behaviour

There are always paying clients within our College Salon. Students are expected to act as they would, in a work environment, in a friendly but work-related manner. All Trainers, MIG staff and fellow students are to be treated with **RESPECT**.

Offensive Language

MIG College has a zero tolerance towards offensive language. Students will be training in a professional environment and are expected to use language that is appropriate for this environment.

Progress Report - Apprentices

Apprentice progress reports will be emailed to employers periodically, with details including apprentice attendance, behaviour at college, and work/learning ethics at college.

Harassment

MIG College has a zero tolerance towards harassment, bullying, sexual harassment, and discriminating activities. If at any time, a student feels harassed or pressured, or feels uncomfortable about anything that is happening, the student should speak to the Course Coordinator or Trainer. Should you feel uncomfortable about doing this, the student should speak to their parents or another trusted person and ask them to phone the College Operations Manager on their behalf. This will be documented and steps to reach a solution will be agreed upon.

Student Communication with Clients

When communicating with clients the following rules are to be adhered to:

- Ask the clients open questions to get them talking about themselves.
- Listen to clients but don't give advice or discuss your problems with the client.
- Students are deterred from talking to other students while working with clients.
- Promote discussion in topics that do not make the client feel uncomfortable but also respect the clients choice to be quiet.
- Topics **NOT** to be discussed include Personal Issues, Politics, Religion, Reality and gossip TV programs

Mobile Phones & iPods / MP3 Players

During the college hours of 9am – 12pm, and 1pm – 4pm, all mobile phones are to be switched off or placed on silent. Voice or text messages are to be retrieved during the lunch break (12pm to 1pm) or after completion of the college day.

Mobile phones can be used during office hours only to print or email photos for assessment purposes.

iPods / MP3 players can only be used with earphones while students are in the Training Centre of the college, or during quiet theory time.....never in the salon. (please note: MP3 players and iPods brought into the college are the responsibility of the student)

Illegal Substances

MIG Training College has a zero tolerance policy towards alcohol and drugs. Should a student show signs of being under the influence of alcohol or drugs, they will be asked to leave the college for the day, as this is a Workplace Health and Safety Issue, and you will be endangering yourself, clients and other students. The student's employer will be notified as a matter of urgency.

The appropriate authorities will be notified should the following occur:

- Illegal substances are brought to the College.
- Illegal substances are offered to other students at the College.

Food and Drink

Food and drink (excluding water) are not permitted in any of the training, salon or theory areas of the college during the hours of 9am to 12pm, and 1pm to 4pm.

Cheating / Fraudulent Activity

MIG College has a zero tolerance to any form of cheating on modules or fraudulent activity. Any student suspected of cheating will be required to report to the Principal of the college.

Stealing

Any student caught stealing at the college, will be required to report to the Principal of the college, in the first instance, and further actions may be taken.

Smoking

Students are not permitted to smoke in the building. If you smoke outside the building we ask you to consider other tenants, and go around the back of the building or away from the building. This is a Workplace Health and Safety issue.

Car Parking

The car parks around the building are reserved for staff only. Student parking is only available in streets surrounding the College. Please be aware there are parking time restrictions for certain streets around the college.

Fire Evacuation

- Call 000.
- Teachers are responsible for checking the store room, lecture room, offices, toilets and the overhead dryers, for students or clients that may not be aware of the emergency. Making sure to collect the roll, so a head count can be done.
- Students are responsible for the clients they are actually working on.
- DO NOT USE THE LIFTS.
- Leave the salon, heading towards the EXIT sign in a calm and orderly manner, proceeding down the stairs and assembling at the corner of Sanders Street and Mt Gravatt Capalaba Road (to the left as you exit the driveway).
- Check to ensure all persons are accounted for.
- Wait for further instructions from the Fire Brigade.

INTERNATIONAL HAIRDRESSING STUDENTS

Additional Information

International Hairdressing Students – Additional Information

English Language Requirements:

International students will need to supply evidence of their English proficiency of an overall band score of 5.5 IELTS on application to commence the course.

International Student Transfers

The policy of MIG is to ensure that it does not enrol any transferring international student prior to the 6 months of their principal course being completed unless that student has a valid letter of release agreeing to such a transfer.

Incoming Student transfers

All incoming students require a letter of release if they are attempting to enrol prior to the 6 months of their principal course being completed from the previous institution before enrolment will be considered. The only exceptions are when:

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

Outgoing Student Transfers

Our broad policy is to agree to all transfer requests. Letters of release would always be provided if the student has completed six months of their principal course and when the student has provided a letter from another provider confirming that a valid enrolment offer has been made unless there are some particular factors that need to be taken into consideration such as:

- Non payment of course fees for the current period
- It is suspected that they are seeking transfer only to avoid being reported to DET for failure to meet academic progress or attendance

All letters of release will be issued at no cost to the student and will advise the student of the need to contact DIAC to seek advice on whether a new student visa is required. The approval of transfer of a student to another institution does not indicate the agreement to provide any refund. Refunds are governed by the refund policy independent of this policy.

The assessment procedure should not take more than 48 hours once the student has provided the necessary documentation. A reply to the student will be completed within 48 hours of receipt the complete request.

Where a letter of release is not provided the student is provided with written reasons for refusing the request and informed of the right to appeal the decision in accordance with our complaints and appeals process.

Recognition of Prior Learning (RPL) / Credit Transfers (CT)

If course credit or RPL is granted for international students that leads to a shortening of the course MIG will indicate the net course duration in the confirmation of enrolment issued to the student. If the course credit or RPL is granted after the student visa grant the change in duration will be reported via PRISMS.

Attendance

It is important that attendance rolls are to be signed daily by the student.

If students are late for the commencement of the day or need to leave early, for any reason, you may be asked to complete a Late Arrival or Early Departure Form this will be kept on the student file and you will be able to discuss this if necessary during periodic attendance reviews.

A formal training plan is to be negotiated and reviewed at commencement and reviewed by the College Operations Manager each block. This training plan needs to ensure it details the required attendance required for each training block. Attendance is calculated based on the actual days attended as per the signed daily roll. Students are allowed two days of sick leave per block.

Student attendance is be monitored by the College Operations Manager to ensure attendance meets the requirements of the qualification and that the student will be in a position to complete the course within the required timeframe. Attendance must be a minimum of 80% of the total requirement per block in order for attendance to be deemed satisfactory. Attendance during each study period is compulsory for international students. An attendance review is also to be conducted at every request for time away for college.

A Student attendance review will be routinely conducted at the end of each block. At the end of block review if the Collge Operations Manager identifies that the student is at risk of breaching attendance requirements, the student is provided with a copy of the attendance review detailed in the students training plan,

Attendance Monitoring Within Training Block –

The College Operations Manager monitors attendance rolls monthly within each training block to ensure attendance does not drop below 90%.

As soon as a pattern of poor attendance is identified the following process is undertaken:

- If attendance, when monitored monthly, falls below 90%, within the training block or the student has not attended for five consecutive days without approval then a low attendance notice will be provided to the student.

- If attendance remains below 90% within the training block when monitored the following month, or falls back below 90% within the training block when monitored at any other time, then a meeting with the student is to be scheduled by the College Operations Manager. This meeting is to provide support and stress the importance and consequences of non attendance.
- A meeting can also be scheduled at any time if the College Operations Manager deems that attendance within the training block is critically low.
- If after the above steps have been followed and poor attendance continues a formal warning letter is provided to the student.
- The College Operations Manager will then make every attempt has to counsel and establish a written plan for the student to ensure attendance meets the requirements. Attendance monitoring will then move to a formal monthly review by the College Operations Manager.
- The formal monthly review will continue for the remainder of the block following the attendance breach before returning to routine monitoring as per the monitoring within training block process.
- As detailed above the number of formal attendance reviews conducted each block will depend on the needs of each student with a minimum of one in each block.

Monitoring at Training Block End

A student attendance review will be routinely conducted at the end of each block. At the end of block review if the College Operations Manager identifies that the student is at risk of breaching attendance requirements the student is provided with a copy of the attendance review details in the students training plan.

Poor Attendance Process

If attendance is below the attendance requirements the following process applies

MIG may only decide not to report a student for breaching the attendance requirement where:

- The students records clearly indicate that the student is maintaining adequate course progress and
- The student is attending at least 70% of the scheduled course contact hours for the course they are enrolled.
 - If a decision is made based on the criteria outlined in the bullet point above, the process outlined as per monitoring within a training block will need to be followed.
 - Once the decision has been made to report a student for breaching the attendance requirement a notification of intention to report is provided by the College Operations Manager after sign off to the student from the students training plan. The notice informs the student that that the complaints and appeals process is available but needs to be accessed within 20 working days.

- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting MIG then MIG will notify DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- For international students extensions to the course duration can only be provided on the following grounds:
 - Compassionate or compelling circumstances (e.g. Illness, or if the course was unable to be offered)
 - All means have been exhausted to ensure satisfactory course progress
 - Deferment or suspension of study has been provided to the student
- If an extension is granted the reasons and timeframe need to be documented and the training plan updated accordingly. This extension needs to be reported to the Operations Manager who will report the extension via PRISMS and if required issue a new COE

International Students - Living in Australia

Matters in Gray Training is located in the Southern suburbs of Brisbane. The college is 15 minutes from the centre of the City and 40 minutes from the Gold Coast.

Culture

While it's obvious Australians love their sport, they also have a quiet love affair with the arts. From cinema, literature and music to theatre, dance and the visual arts, Australia's varied cities all offer a good dose of culture.

Multiculturalism

Australia continues to benefit from its multicultural make-up – one of the most diverse in the world – enjoying a wealth of ideas, cuisines and lifestyles. The last census reported that 23% of the population is foreign-born, and over 40% of Australians are of mixed cultural origins. Every four minutes and eight seconds Australia gains another international immigrant. Many foreign-born Australians came from Italy and Greece after WWII, but recent immigrants have mostly come from New Zealand and the UK, as well as China, Vietnam, Africa and India, among many other places. Some 2.2% of the population identifies itself as of Aboriginal origin, and most live in the Northern Territory. Australia's other Indigenous people, Torres Strait Islanders, are primarily a Melanesian people, living in north Queensland and on the islands of the Torres Strait between Cape York and Papua New Guinea.

Leisure

One thing that can be said of most Australians is that they really know how to live their leisure time to the full. Whether it's enjoying a 'barbie' (barbecue) and game of backyard cricket; barracking (cheering) their team at football, soccer, rugby, netball (or just about any other sport you can think

of); celebrating at one of the many festivals and events held annually across the country; or throwing a tent in the car and heading off camping in the wilderness, there's always something happening – and many opportunities for visitors to get involved

Living Costs in Australia

Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on:

- accommodation
- food
- clothing
- entertainment
- transport
- international and domestic travel
- telephone
- incidental costs

You may spend more or less, depending on the course you choose to study, where you choose to live and your lifestyle.

For additional information on living in Australia the attached site is full of information.

<http://www.studyinaustralia.gov.au/global/live-in-australia>

The above site includes information on

- The People and places
- Working while you study
- Money Matters

Family

If prospective students are bringing their families with them, it is important to be aware of schooling obligations and options for their school-aged dependants.

Schooling in Australia

Pre-school

Preschool is for children between three and five years old. Preschool is usually part time. It is not compulsory.

Primary school

Primary school begins for most children at age five. It is compulsory. Eight themes form the basis of learning in primary school. They are English, Health and Physical Education, Language other than English, Maths, Science, Society and Environment, Technology, and The Arts

Secondary school

Secondary school is for older children. Most children start secondary school soon after they reach their teens (at age 12).

Specific information on schooling obligations, options for school aged dependants and information on school fees for dependant children can be sourced at the links below

www.border.gov.au

www.studyinaustralia.gov.au/global/australian-education/schools

School Fees

Program Fees

The tuition fee that is charged for dependant children varies according to the level of schooling for which they will be enrolled. The weekly fees are as follows:

Education Queensland International Program Fees

Tuition Fees*	Year Level	Amount 2016*	Amount 2017*
Primary School †	Prep - Year 6	\$11,792 per year	\$12,204 per year
		\$8,844 (3 terms)	\$9,153 (3 terms)
		\$5,896 (2 terms)	\$6,102 (2 terms)
Junior High School	Years 7 - 10	\$12,912 per year	\$13,364 per year
Senior High School ‡	Years 11 - 12	\$14,600 per year	\$15,112 per year

<https://eqi.com.au/study-options/fees>

For more information about visas for dependants of student visa holders, please see the following websites: <http://www.border.gov.au>

www.australia.gov.au/information-and-services/immigration-and-visas

If the student is unable to access this extensive information or would like specific information MIG can provide the information in a number of ways. This could include a website, posting, emails or in a paper based form by traditional mail. The relevant information could also be presented orally, by phone or at orientation.

ESOS Framework

Click on the link below to read all information relating to studying in Australia.

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here. The following fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study. <https://docs.education.gov.au/node/39586>

Who to Contact

Who?	Why?	How?
Your Training Provider	For policies and procedures that affect you	Speak with your Training Provider. Go to your provider's website
Australian Education International (AEI)	For your ESOS rights and responsibilities	https://internationaleducation.gov.au
Department of Immigration and Border Protection	For visa matters	Phone 131 881 in Australia https://www.border.gov.au/

STUDENT NOTES:

