Meee Australia College

Student Handbook

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ATTENTION STUDENT: Note that Meee Australia does not enrol international students below the age of 18 years. If you are an international student under 18 years of age you must contact a staff member immediately and inform them of your age and this section of the Meee Australia Student Handbook.

ESOS Framework - Code of Practice - Mission Statement

Australia has a federal system of Government – one federal government and eight state and territory governments. The ESOS framework is administered by both levels of government. The result is a nationally consistent, high quality education and training system. For details about the ESOS Framework please visit the Australian Government Australian Education International website.

The Code of Practice of Meee Australia is to provide education through a range of comprehensive theoretical and practical training lessons which equip each individual student to meet their career challenges of tomorrow. The Mission of Meee Australia is aimed at providing students with a high standard of education. Meee Australia is the sole provider of courses offered.

Meee Australia invites to campus any person on an equitable basis; our organisation employs a non-discriminatory workplace and will not tolerate offences falling under any of the following Acts from either staff or students.

- The Racial Discrimination Act
- The Sex Discrimination Act
- The Human Rights and Equal opportunity Commission Act

Ethics Policy

Meee Australia is bound by the following Code of Conduct and Ethics:

Meee Australia College is committed to meeting the fair expectations of students that all services will be conducted with efficiency, impartiality and integrity, and that all employees and stakeholders of Meee Australia will perform their duties at a high standard.

The Code of Conduct and Ethics is a set of standards that Meee Australia expects all employees of Meee Australia to use to indicate the manner in which they are to conduct themselves while present at and in relation to the workplace. The Code does not replace any provision of an Act or Regulation.

All employees of Meee Australia must observe the following principles when performing their workplace roles: Responsibility to Meee Australia College as your employer; Respect for people and cultural sensitivity; Integrity and accountability; Adult learning and student-centred; Adhere to all laws and regulations made by commonwealth, state and local authorities; and economy, effectiveness and efficiency.

All employee of Meee Australia must treat each student with dignity and fairness.
Students with a disability are to receive support and positive approaches which will focus on their abilities and allow them to reach maximum potential.

All employees of Meee Australia must not harass, discriminate, or support others who harass and discriminate against colleagues, students or members of the community on the grounds of sex, pregnancy, age, race (including their colour, nationality, descent, ethnic or religious background), marital status, disability, homosexuality or transgender. Such harassment or discrimination may constitute an offence under the Anti-Discrimination Act 1977. All forms of harassment and discrimination may constitute a breach of the Occupational Health and Safety Act 1983 if a risk of physical or psychological injury results from the harassment or discrimination.

It is the responsibility of all staff and Management Committee members to act in accordance with the occupational health and safety legislation and Meee Australia College policies and use security and safety equipment provided.

All students are financially protected from default of the education provider. Protection of Course Fees paid in Advance, Deposits and Course fees are deposited into a trust account which ensures that fees paid are protected.

EQUITY SUPPLEMENT: In accordance with Federal and State laws, Meee Australia provides an environment for all students, employees and clients a safe place without discrimination and harassment.

1. Meee Australia provides training delivery, assessment and support services which enable students from diverse backgrounds to successfully participate in and attain outcomes in learning.
2. Meee Australia provides accessible and timely information on training, assessment and services to a diverse range of individuals.
3. Meee Australia involves people from diverse backgrounds in advisory and decision-making processes on matters that may affect them.
4. Meee Australia services will be accessible to all people who are eligible to receive them.
5. Meee Australia is committed to providing equity for all students and to eliminating discrimination against diversity students in vocational education and training. Meee Australia recognises the rights of specific equity groups:
    - Women, Indigenous Australian people, Disabled individuals, Indigenous Australians, Torres Strait and South Sea Islanders.
6. It is every ones' responsibility to treat all individuals within Meee Australia (and while representing Meee Australia) with respect and courtesy.

Meee Australia endeavours to consistently employ capable people to manage and operate our working and learning environments in a safe and effective manner. This allows students, employees at Meee Australia to utilise their skills to their fullest potential, with the pathway to achieving the highest results possible. Any breach of equity amongst an individual will be considered a serious offence and immediate action will be taken. If you experience harassment or discrimination at Meee Australia we insist that you speak to a college teacher, administrator or GM to document and follow up on your statement.

MEEE Code of Practice	
Training and Assessment services	MEEE management and staff are committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.
Issuance of Qualifications	MEEE will promptly provide copies of all qualification and statements of attainment achieved by enrolled students and provide ongoing assistance to enquiring students with regard to their record of achievements and statements of attainment.
Financial Management	MEEE applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies. (These are explained in the student enrolment form)
Records and Information Management	MEEE is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by MEEE will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.
Access and Equity	MEEE Management and staff provide assistance to all clients to identify and achieve their desired outcomes. MEEE is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.
RPL (Recognition of Prior Learning)	MEEE management and staff are committed to supporting The RPL enquiries and requests from potential and enrolled students. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.
Client feedback	MEEE is committed to securing and reviewing advice and feedback from all its stakeholders involved in the delivery of its Training and Assessment services.
Provision of information	Clear and accurate advice is provided to all enrolling students at MEEE. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures and RPL arrangements or credit transfer.
Legislative Compliance	MEEE Management and staff conducts periodic reviews to ensure that it is compliant with all state and federal legislative requirements for RTO's including but not limited to OH&S, Harassment, Discrimination, Equal Opportunity and Vocational Education and training legislation.
Marketing Accuracy	MEEE Management and staff are committed to marketing its training and assessment services in an accurate, ethical and responsible manner ensuring that all clients are provided with timely and necessary information.
Complaints and Appeals	The complaints and appeals policy of MEEE shall ensure that all complaints are dealt with in a constructive and timely manner. All complaints and appeals shall be reported in the weekly management meeting and client feedback forms shall be raised detailing the actions required to arrive at satisfactory resolve of each complaint and grievance.

Sexual Harassment

Sexual harassment can take many forms: physical, verbal or written.

It is an offence to discriminate against any individual on the basis of:

- Lawful sexual activity/sexual orientation; Marital, parental or career status; Physical features; Pregnancy; Sex;

Or engage in:

- Sexually harassing another person; Comments about a person's sexual life or physical appearance; Suggestive behaviour; Unnecessary physical intimacy such as brushing up against a person; Sexual jokes, offensive telephone calls, photographs, reading matter or objects; Sexual propositions or continued requests for dates; Physical contact such as touching or fondling; Indecent assault or rape (which are serious criminal offences in Australia)

Sexual harassment applies to any relationship for example, between employee and employer or students. It also applies between other employees, peers and subordinates. If for any reason you believe you are a victim of sexual harassment, it is important that you report the incident to a college teacher, Meee Australia Administration or the GM. A report of the facts will be made in complete confidence. Where appropriate, Meee Australia will not hesitate to report sexual harassment allegations to the Equal Opportunity Commission. If it is established that an offence has been committed, it may result in immediate dismissal or expulsion of the offender.

More information, or specific details on any of the above, may be obtained from the Equal Opportunity Commission in Queensland.

Education and Migration Agents

Meee Australia insists that students inform Meee Administration if they have any information regarding actions taken by education agents that they feel may be dishonest, unfair or unlawful.

Workplace Health and Safety

Please observe the Infection Control Guidelines and Occupational Health and Safety information at all times whilst on college premises. If anyone is found not abiding by guidelines, disciplinary action will be taken.

Occupational Health and Safety Guidelines

In order to comply with the *Workplace Health and Safety Act 1995* and to fulfil our obligations to minimise exposure to risk and hazards within the workplace, any students wishing to attend the college, must also comply with our dress and hygiene code. This is spelt out in part under the *Infection Control Guidelines for Personal Appearance Services 2004*, Section 1.10, which states that all clothing worn when attending to clients must be clean, and footwear must be closed and puncture resistant.

Students are therefore, required to be showered and clean. Uniforms must be clean, and only closed-in footwear can be worn. Personal hygiene is paramount, and it is highly recommended that students use deodorants and/or antiperspirants regularly, and with more frequency in the warmer months. Any individual that is assessed by a staff member to have offensive body odour will be sent home and will not be allowed to re-enter the college until the problem of offensive body odour is fully rectified.

Put Simply:

1. **TAKE A SOAPY SHOWER EVERYDAY (PREFERABLY IN THE MORNING) AND WEAR DEODERANT. WASH YOUR HAIR REGULARLY.**
2. **Enclosed foot wear** must be worn at all times whilst on College premises, and at all times where any practical activity is taking place.
3. Protective and **clean clothing** must be worn. Students must always follow directions, both written and spoken, given by Meee Australia College staff.
4. Observe safety instructions when using any plant or equipment within college.
5. Do not damage or steal property.
6. Students must not enter Meee Australia College premises or any premises hired by Meee Australia College, with illegal drugs, alcohol, weapons or under the influence of drugs or alcohol. Any student who is under the influence of drugs and alcohol will be asked to leave the college immediately. In some instances, and under the discretion of the GM, a student who behaves under the influence may be dismissed / suspended / expelled from their course and the college indefinitely, without refund.
7. Smoking and alcohol are strictly forbidden on the premises, and around the doorways and entrances to the Meee Australia College building. Outside the Adelaide Street entrances are designated bus zones, around which smoking is also illegal. Students may not use the Burnett Lane Entrance (the back door of Meee Australia) unless authorised by a teacher or in case of an emergency or evacuation.

It is important for Staff and Students of Meee Australia to observe and put in to practice the following points for the Health and Safety of YOU and OTHERS in the workplace.

- Always wash hands after visiting the toilet, consuming food or wiping your nose.
- ALWAYS WASH YOUR HANDS THOUROUGHLY BEFORE & AFTER CLIENT / STUDENT CONTACT.
- Eat only in the designated areas. No food is to be eaten around clients or in the servicing areas.
- Disposable gloves are to be worn during any procedure where close contact with clients or chemicals is required. EG. Underarm, Bikini, Waxing. Any skin Penetration such as Extractions, Ingrown Hair removal, Electrolysis and Diathermy, when a disposable probe/needle is used, or in the use of any chemical work in the hair salon.
- Disposable needles/probes MUST be disposed of ONLY in Marked Sharps Containers. NEVER dispose of needles /probes in any general waste receptacle. Please do not put packet or lids into sharps container.
- NEVER recap a needle/probe.
- ALWAYS follow the Meee Australia sanitisation/disinfection protocol when cleaning/preparing equipment.
- All equipment/workstations are to be prepared correctly according to guidelines prior to any treatment taking place.
- Remember your SAFETY AND RESPONSIBILITY CHECKLIST and put this in to place at all times.

Identify, Control, and Maintain Risk Management.

- Report hazards immediately to a teacher, administration or the GM.
- If there is a spill, identify WHAT it is, notify appropriate individual(s), and then clean it up ASAP according to procedure.
- Always remember safety guidelines when operating Electrical Equipment or using harmful chemicals.
- Remember WATER AND ELECTRICITY DOES NOT MIX. If you believe or see at any time a piece of equipment (including electrical) structure, fitting or product. You must report it immediately and fill out a FAULTY ITEM FORM, attach it to the item immediately and record.

If at any time you are unsure of anything relating to OH&S, do not be afraid to ask a teacher.

Implement Sanitisation/Disinfection Protocol

Staff and Students of Meee College of Health and Beauty must follow instructions set out below when carrying out sanitisation/disinfection procedures. Failure to do so puts YOU and OTHERS at risk of infection.

- All Implements are to be rinsed under COLD running water.
- All Implements are to be scrubbed vigorously with a scrubbing brush and detergent then rinsed in COLD running water.
- Implements should then be immersed in HOSPITAL GRADE DISINFECTANT for the time specified by manufacturer, **OR** sprayed with Methylated Spirits or 71-73%% ethyl alcohol and wiped thoroughly with clean disposable paper towel. All Implements must be placed on clean covered drying rack until dry.
- When Implements are dry they must be placed and stored in the appropriate cupboard.
- Always change Disposable head sheets after each client.
- Ensure that all Bench tops, Electrical Equipment, and Treatment Couches are wiped thoroughly with disinfectant after EACH Client and check that this has been done PRIOR to each client.

REMEMBER: Maintain high levels of professionalism at all times.

EXCEPTIONS

Please note that electrical attachments (e.g. high frequency electrodes) must not be rinsed or soaked in water. Spray them with Hospital Grade Disinfectant, Methylated Spirits or 71-73% ethyl alcohol, then wipe them clean and store appropriately.

Sickness or Injury

If you have a health condition that may require special consideration, please inform the college administration before classes begin. If you are injured/ill on campus, first aid kits are available located in practical rooms. There is a first aid kit on each floor. A workplace Incident / Injury Report Form 201 must be completed by you and the teacher in charge of the activity.

Always fill in an Incident / Injury Report Form 201 for any clients who may injure themselves whilst on the premises.

In the case of injury during Class or Clinic Days the following procedure must be undertaken.

Needle stick Injury

Apply First Aid

1. Encourage Wound to Bleed
2. Wash the area with cold running water
3. Apply antiseptic and water resistant dressing
4. Advise Instructor or Administration Office of Injury
5. If possible keep the needle for testing purposes if necessary
6. Complete Incident report form
7. Medical Referral / Counselling
8. Refer to pathology

Evacuation Procedure

If the building needs to be evacuated in case of an emergency the following procedure must be followed:

1. Students/staff are to go immediately via the nearest safe exit (without personal belongings) leading out of the building. The building has both a front and rear access. When using the rear access, (Burnett Lane), be careful of traffic, as it is a narrow lane.
2. Go straight to muster point at **King George Square.** Use great caution when crossing the road. The cross walk is located at the street corner of Adelaide Street and Albert Street.
3. **Do not attempt to re enter building!!!!**
4. Students MUST CHECK IN WITH THEIR TEACHER or a Meee Australia Employee checking the student attendance at the muster point. This is necessary to ensure everyone made it out of the building safely. Any student that fails to check in at the muster point after a building evacuation, or leaves the muster point without receiving permission once checked in, will face serious disciplinary action.
5. Do not leave or divert from Muster point until told to so by a teacher

Fire within the Meee Australia Campus

1. Inform any Meee Australia employee if it is safe and immediate to do so; if not
2. Activate fire alarm.
3. Evacuate the building from the nearest exit.
4. Call **000** for help if a Meee Australia employee is not immediately present.

Note that all students should take note of the location of all fire alarms and fire extinguishers in case they are needed.

General Information

IMPORTANT – Ongoing Notices and Communications from Meee Australia.

Meee Australia uses email to relay VITAL and IMPORTANT information to students. Therefore it is imperative that all students provide Meee Australia with an email contact address as soon as possible, and to update that address with the Meee Australia Administration office whenever necessary. If a student does not have an email address, inform the Meee Australia Administration office in person to receive directions on how to set up an email address on the world wide web (www) using a student computer. Note that Meee Australia is not responsible for email accounts provided by email service providers. Hence, it is the students' responsibility to ensure their email address is active and functioning properly at all times. Meee Australia reserves the right to share student information with the education and migration agent(s) that represent them. If students do not want information to be shared with the education and migration agent(s) that represent them, they must inform Administration.

Privacy Policy

The college's commitment to individual rights, ethical standards and social justice includes commitments to the appropriate collection, storage and use of information, and to the protection of the privacy of personal information.

While we treat student information with the highest standards of confidentiality and privacy, there are occasions when we may disclose this information to third parties where required by law, or where necessary to conduct business. For example, Meee Australia shares student information if required by federal and state Australian Governments or designated authorities under circumstances such as student truancy, failure to meet academic goals, etc.

Responsibility for privacy in the college resides with all Meee Australia Employees.

Meee administration serves as the first point of contact for members of the college community and the public on privacy matters including general information, requests to access and/or amend personal information, and for internal review and resolution of complaints.

Where individuals wish to gain information regarding access to their personal information documents, they may contact the GM (via administration) to access records that relate to individuals with a current, a former or a prospective relationship with the college.

Note: In instances where a student fails to pay outstanding debts with Meee Australia College as set out in that student's original or modified payment plan, Meee Australia College reserves the right to pass on any relevant information to a Debt Collection Company and/or any Credit Reference/Credit Reporting Agency including for the purpose of listing a default. It may also include any and all applicable state and federal municipal court system(s).

Morning Meetings

All students are required to be in class 5 minutes prior to commencement of the lesson (9:25am). **Roll call will take place at 9:30 am.** All students must be in the college for roll call, if a student is tardy (late) for roll call the student must log in and go directly to class and fill a late slip. The student may be able to make the time they are tardi if they choose and it is agreed by the teacher, otherwise the tardy minutes will accumulate. At the end of each term all tardy minutes accumulated will be combined, and those minutes will be counted when calculating the students percentage of absentism. This process is continuous while the student is enrolled with Meee Australia. International students must ensure they understand this process as the affect of tardiness can have detrimental results upon your student visa, which states you must attend class greater than or equal to 80% of the time to maintain a valid Australian student visa.

IMPORTANT: If a student is present in class and his/her name is not called out by the class instructor, it is the students' responsibility to inform the teacher of their presence in class and also to inform the administration office that his/her name is not on the current roll call list.

Uniform / Dress Code Policy

Failure of a student to follow Meee Australia's Uniform / Dress Code Policy will result in disciplinary action. In keeping with professional standards within the hairdressing and beauty industry, Meee Australia students must observe strict guidelines in regards to personal presentation. The student dress code consists of the following:

Hairdressing Uniforms – *Pink tee-shirt and Black polo shirt*

One or two (depending on course) uniform(s) will need to be purchased. The cost is $20 per t-shirt and any additional shirts may be purchased for $20 each. Please enquire at Administration.
For international students uniforms are included in the cost. Hair Students are required to wear black pants with their Meee Australia t-shirt. **The college uniform must be worn at all times in the college, NO EXCEPTIONS.** Tattered, ripped, perforated, and unclean articles of uniform-wear are not permitted. Students must be professionally presentable when at Meee Australia or representing Meee Australia.

When wearing uniforms outside the college, the students represent Meee Australia and professional conduct must be observed as described in the Student Code of Conduct. Students arriving at Meee Australia out of uniform must change immediately. Students who do not wear uniforms in the college will not be allowed to train at the college until the situation is rectified (by wearing a uniform). Meee Australia does not lend uniforms for the day.

The following are unacceptable: sandals or thongs, jeans/denim, stomach skin showing, short skirts (i.e. no shorter than 10 cm above the centre of the knee) or face jewellery (unless for religious purposes). Minimal skin exposure must be observed. Shoes are to be black in colour, closed-in and flat soled (as required by OH&S). Flat soled is defined as less than or equal to 1.0 cm height variation from the ball to the heel; wedged heel shoes (or any shoe where the foot does not lay horizontal in the shoe) are not acceptable.

Locker Policy

A limited number of student lockers / trolleys are available to students; however Meee Australia is not responsible for providing lockers / trolleys to students. All lockers / trolleys, locks and keys are property of Meee Australia Pty. Ltd. Meee Australia maintains the right to enter any lockers / trolleys at anytime.

A locker deposit fee of $50 must be paid to Meee Australia Administration if the student wishes to be allocated a locker (assuming a locker is available). If a student key is lost, and a replacement key is available, the student must pay $50 for a replacement key. If a student does not wish to obtain a replacement key, the student may use the locker / trolley in an unlocked condition. If a replacement key is not available the student has the option of paying the expense of having the lock replaced / re-keyed by a locksmith or the student may use the locker / trolley in an unlocked condition. In cases where locksmith services are contracted, Meee Australia must arrange the locksmith work order, and will maintain ownership of any new keys and/or locks associated with the contracted works. The student will not have to pay for the first new locker key issued to them as part of the locksmith contracted works

If a student forgets to bring their locker key with them to college, and requires Meee Australia to open their locker for them (and no other action is required), a $2.00 fee is charged to the student, payable before the locker will be opened. For each successive time (beyond the first time) a locker is opened for a student, the charge for opening the locker will be doubled. Hence, students are encouraged to remember to bring your keys to school.

Students will not be issued a second locker / trolley under any circumstances, and are not allowed to have more than one locker or trolley. Students are not allowed to have more than one key per locker / trolley. Students may not trade or share lockers or trolleys. Students may not have copies made of their locker keys. All locker / trolley keys must be returned to administration before the end of the students' course, and all lockers must be cleaned thoroughly; these conditions must be met else students' will not be able to receive qualification certificates nor key deposit refunds.

Student Personal Effects

Meee Australia will take no responsibility for lost or stolen personal property. Please leave unnecessary items of significant value (e.g. jewellery, credit cards, cash or anything of value) at home.

Student Materials

Each student will be given a selection of student learning activity workbooks, compact discs, student workbooks. It is necessary to bring the necessary materials to classes every day. For lost materials there will be a **$25.00 Replacement Fee per item.**

Mobile Phones

The use of mobile phones in class or clinic is strictly prohibited. Students must ensure phones be held in locker and switched off if they bring them into the college. There is ample time during student breaks to attend to any phone calls or messages. The use of a mobile phone (including sending or receiving any type of communication or notification) in class or clinic will result in disciplinary action, which could lead to student suspension or expulsion.

Student Services and Facilities

Meee Australia encourages an open door policy.

Student Induction (Orientation Session)

Without exception, each student **must attend** a Student Induction prior to attending classes at Meee Australia College. During the induction session students are given **vital information** required to successful integrate into and function at Meee Australia.

Information covered in the Student Induction and in the Meee Australia Student Handbook is designed to assist students to adjust to study and life in Australia, and include such things as student support services available, legal services, emergency health services, facilities and resources, complaints and appeals processes, and any student visa condition relating to course and/or attendance as appropriate. All services information and contact will be available in Other Important Phone Numbers, and Supplementary Information section of this handbook.

All students are encouraged to take advantage of the support services provided by Meee Australia (and any welfare support services which assist with student issues), and provided access to services designed to assist students in meeting course requirements and maintaining their attendance. This will be done without cost to the student.

Meee Australia Administration office has up-to-date details all support services.

Emergency and Critical Incident
Workplace awareness and group discussions outlining indecent occurrence(s) and avoidance are action at regular staff meetings, and help reduce and prevent most critical incidents (e.g. accidents) in the workplace. It is a policy of Meee Australia to avoid incidents. If an incident should occur it is important that procedures are followed to prevent future incidents, student shall contact student service contact officer immediately.

Student service contact officer: Elan Burghall

Meee Australia: (07) 3012 8668
Email: enquiry@meee.com.au

Department of Immigration: 131 881

Note: please other important numbers are at the end of this book and also part of your induction pack.

Learning support

College teachers can help students develop study skills and strategies, and provide helpful advice on:

- Learning how to learn
- Taking up study for the first time since leaving school
- Returning to study after a time in the workforce or with family responsibilities
- Achieving Competency or finding a unit particularly difficult
- Information and resources on study skills
- Resumes for finding work in the industry

Language Literacy and Numeracy Assistance

Studying to acquire new skills can be somewhat daunting, and can become a complex and highly variable process for anyone. Meee Australia can advise students with regard to increasing their literacy and numeracy skills. Students will need to self-identify that they need assistance with literacy and numeracy.

Assistance with literacy and numeracy can be found via External Numeracy and Literacy support services:

◊ **Centre link** offers a language; literacy and numeracy program that can help improve speaking, reading, writing and basic math skills. Eligible job seekers can get help through the Language, Literacy and Numeracy Training Program (LLNP) to improve their chances of finding and keeping a job, as well as making their everyday lives easier. More information on the Language, Literacy and Numeracy Training Program can be found on the centre link website. http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

◊ **TAFE Queensland** offers a range of adult literacy and numeracy courses at each of the 13 institutes, at most campuses and many off campus sites. A variety of modes of delivery may be available. For more information on these course options please contact the TAFE Queensland English Language and Literacy Services on (07) 3244 5488 or email tells@det.qld.gov.au

Student kitchen

The student kitchen is for all to use. Hygiene is imperative in a communal area. Students must clean up after themselves and consider other peoples property held in cupboards and the refrigerator. The bin must be emptied everyday. The refrigerator will be emptied by those rostered at the end of the day on Friday. Any food not identified for keeping will be disposed of. The microwave must be cleaned at the end of each usage (by the user).

Library Service

The Meee Australia library offers library services to students. Please see administration when needing to borrow a book from the library.

Telephones

There are public telephones located on Adelaide Street directly opposite to Meee Australia.

Computers

A computer is available for **student use only** in the computer room.

It may be necessary to book the use of the computer. Session bookings can be made via the office administrator office. If there are students waiting to use the computer, sessions will be limited to 30 minute intervals.

This computer is to be used for research and assignment work only. Unauthorized and incorrect use of Internet will result in disciplinary action.

Attendance and Absenteeism

Attendance Requirements

A **minimum of 80% attendance** is required over the duration of the course enrolled for all students (national or international).

REQUIREMENTS TO RECEIVE THE QUALIFICATON

In order to receive any qualification of the enrolled courses, students must achieve all of the stated units of competency for the specified course.

Meee Australia will issue students who do not complete the entire program with a statement of attainment, listing all competencies achieved, under the condition that the student's accounts are paid in full (i.e. no outstanding debts). Students that hold an outstanding debt with Meee Australia will not be issued a statement of attainment.

Students whose accounts hold outstanding debt with Meee Australia are not entitled to receive certificates, nor are they able to obtain Statements of Attainment or a Letter of Release.

Absenteeism Policy

- If a student is suspended from the college, the days that the student is suspended WILL NOT COUNT AS ABSENCES against their absenteeism record.
- Upon return to class, students must submit a medical certificate (or other valid documentation) to legitimise their absence.
- Late students are required to complete a late slip available from their supervising teacher. The late slip must be obtained, filled out and returned to the supervising teacher before entering class. The teacher will check the actual time the student has come to class and initial the late slip.
- Every time that a student is late to college, the amount of time that student is late will be logged and accrued. The accrued time will then be added to the student's absenteeism record and accrued on that record. Further, a student who is late by two hours will be considered absent for a full half day. Any student who does not arrive at the college until after 12:00 midday will be considered absent for the entire day.
- All students are required to attend an average of **80%** of classes.
- Record noting as well as corrective measures will be undertaken for any student with an average attendance rate below 80%.
- Student's who miss over 30% of their scheduled class time will be unable to sit for that unit's assessment. Students must pay the full unit price in order to retake the unit during the next scheduled timetable.
- Failure to attend designated written exams, practical assesments and theory assesments, will result in not yet competent and classified as one attempt (see Assessment and Assignment Extension). If all designated units within a term are not completed by the set end date of the term (as outlined in the student timetable), units must be repeated at full cost payable by the student.
- Medical certificates are required based on illness. Any classes missed due to illness must be attended in the students own time in order to catch up with class lessons. All Medical Certificates submitted to Meee Australia must be original certificates. No photocopies or scanned copies will be accepted under any circumstances. Medical certificates must be submitted to Meee Australia within 1 week of the last day of absence, or they will not be accepted under any circumstances. Submitting fake and/or photo shopped Doctor's Certificates are a serious offences. Student's caught submitting fraudulent Medical certificates will undergo the Meee Australia Disciplinary Action – Cause for Concern processes as outlined in the Student Handbook and, under a first offence, may be suspended from the college. The Medical Centre from which the supposed certificate originated will also be contacted and notified of the fraudulence. Meee Australia reserves the right to request Overseas Medical Certificates be validated by an Australian Physician before being submitted to Meee Australia.

All classes must be attended before a certificate of qualification can be attained by the student.

Monitoring and Reporting Attendance (International Students)

Meee Australia must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. The intention of Meee Australia's Monitoring and Reporting Attendance policy and procedure is to (1) provide an early warning to students if their attendance falls below 85% over a single study period and (2) ensure that the student is reported through PRISMS if they do not meet an average of 80% of attendance over a study period.

Meee Australia will issue Cause of Concern Form to students if they fall behind in progress due to low average attendance, or due to being absent for more than five consecutive days. At a minimum, Meee Administration calculates students' average attendance at the end of each study period; however calculating attendance can occur at more frequent intervals.

Everyday a student is absent, regardless of reason, will be counted against the student's attendance as required by the Australian National Code of Practice. This includes sick days, missing the train, request to leave early slips, medical emergencies, etc. Where a student has been assessed as not achieving an average of 80% of attendance, as soon as practicable, Meee Australia will notify the student of Meee Australia's intention to report the student to DEEWR through PRISMS. This notification will be sent to the student's email address on record at Meee Australia. The notification may additionally be sent to student's residential address on file, and to the student's agent. The student has the right to appeal (first internally, then externally, charges apply) the written notice of attendance and produce documentary evidence that clearly demonstrates compassionate and/or compelling circumstances (eg. illness where medical certificate states that the student is unable to attend classes) under which Meee Australia will determine if the student is to be reported to the Department of Immigration and Citizenship) DIAC.

<u>Process for Assessing Satisfactory Attendance (of students):</u>

Where a student has been assessed as achieving a low average attendance, defined as measuring between 80-84 % over a single study period, Meee Australia will issue Cause of Concern Form 606 to the student's email address on record at Meee Australia. The notification may additionally be sent to student's residential address on file, and to the student's agent. In cases where students are identified as being absent for equal to or greater than five (5) consecutive days, Meee Australia will send a Form 606 to the student's email address on record at Meee Australia. The notification may additionally be sent to student's residential address on file, and to the student's agent.

Students must attend a documented intervention meeting held at Meee Australia regarding all cause of concern forms generated within 5 working days of issuance. If the student fails to attend the meeting, Meee Australia will take further intervention action.

If any student receives a cause for concern for any reason, Meee Australia will determine if further assessment and possible intervention is required.

Where a student has been assessed as not achieving an average of 80% of attendance, Meee Australia will notify the student of Meee Australia's intention to report the student to DIAC through PRISMS. The notification will be sent to the student's email address on record at Meee Australia. The notification may additionally be sent to student's residential address on file, and to the student's

agent.

NOTE: All written notices will be issued to students using electronic communication (email); this includes notices of failure to achieve satisfactory attendance issued to students under *Section 19 of the Education Services for Overseas Students Act 2000* and *Standard 10 and 11 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007*,

Academic Process

RPL POLICY

The policy incorporates the Recognition of Prior Learning (RPL) procedure and/or mutual recognition (direct credit) that acknowledges the skill and knowledge that participants have obtained through:

a) formal training conducted by industry or educational institutions in Australia or overseas;
b) work experience
c) life experience

Mutual recognition is free of charge to the applicant where the applicant has obtained a statement of attainment of the same unit code from Meee Australia or another RTO (Recognised Training Organisation).

Students applying to do this program may already be competent in one or more of the units and should therefore be given the opportunity to apply for RPL. Processes for the RPL should be consistent with the national Framework RPL requirements. RPL **must be** applied for **before** the scheduled commencement of the student's course.

*Please note that Direct Credit differs from RPL. Direct Credit can only be given if you have a recognised RTO statement of attainment which contains competencies for units from a national training package, and these units are part of the course into which the student is enrolling. (See the Vocational and Educational Training Act 2000.) Likewise, no charge will be made for these units.

MEEE is committed to providing up to date and relevant RPL information to all students at enrolment and whilst enrolled. MEEE staff will provide support and guidance regarding RPL enquiries in a timely manner.

Information relating to MEEE's recognition policy must be provided to all potential enrolling students through the Student Handbook located on the Meee Australia website.

Any RPL evidence presented with enrolment applications will be considered on a case by case

basis within the policies and procedures framework described in this manual.

Any full credits earned at another RTO will be **mutually recognised** by Meee Australia.

If course credit granted to the student shortens the duration of study, you must notify the student that this may affect his/her student visa prior to enrolment (within the letter of offer) or notify PRISMS if the student is currently enrolled.

Recognition of Prior Learning Procedures

1. Forms to complete are available at the administration of the College. There is a standard application fee for RPL $25.00 per unit
2. Students need to attach the RPL form and payment with written evidence of the skill/knowledge.
3. Successful RPL may potentially reduce the time students spend completing a program of study.
4. Students need to look carefully at the module descriptors and see if they believe they already have the learning outcomes described.
5. If so, they should consider applying for RPL in the selected module or modules.
6. RPL fees apply to all forms of RPL and are based on the individual requirements for each application.

Standard RPL Procedure

RPL is to be in place BEFORE commencement of course. No RPL will apply once course has commenced. Each application will be assessed individually on its merits. If required, students could be invited to an interview or assessment with the RPL Appointed Staff Member where they may be asked to demonstrate the skills /evidence they have to justify application.

- The RPL Appointed Staff Member will assess the evidence collected.
- If theoretical assessment is needed the fee is $50.00 per hour. If practical assessments are needed $75.00 per hour.
- Feedback will be provided by the assessor. If successful, students will be issued with the same credential as if they had undertaken the full unit as an enrolled student.
- If unsuccessful other options are available for example enrolling into the unit/s applied for RPL.

Mutual RPL Recognition

Mutual recognition can be applied as RPL when a student has obtained a direct alignment to learning outcomes (e.g. same course code has been issued or when transferring from one RTO to another within the same training package).

Mutual Recognition Process

1. First of all, students should seek information on the process. Completed application forms may be lodged at the College administration for perusal by the RPL Officer.
2. Each application will be assessed individually on its merits. If required, students could be invited to an interview or assessment with the RPL Appointed Staff Member where they may be asked to demonstrate the skills /evidence they have to justify application.
3. The RPL Officer will assess the evidence collected
4. If a different unit code is determined, an RPL fee is payable at $25.00 per unit or module. Mutual recognition is free of charge (where the course code is aligned with the current Training Package)
5. Feedback will be provided by assessor.
6. If successful, students will be issued with the same credential as if they had undertaken the full module as an enrolled student.
7. Results will be entered and recorded.

Grievance Procedure for RPL

If a student has grievances /issues regarding a decision made by the PRL coordinator /officer the following procedure can be followed:

1. The student may access the College's internal appeals framework which may require a meeting with the Meee Australia GM
2. If the student is still unhappy with the resolution , the student can access an external appeal process.

At all times attempts will be made to accommodate student needs.

Assessments, Assignments and Monitoring

Assessment Principles – Objectives

- Assessment is the process of collecting evidence and making judgments on achievement of performance requirements set out in a standard or learning outcome.
- Assessment practices will be open, accountable, and valid with particular emphasis on fairness and openness to the person being assessed.
- Assessment will be consistent throughout the college.
- Assessment is to be seen as a support for teaching and learning, not a substitute for them.
- Assessment practices will be flexible and encourages learning to occur in a wide variety of

learning settings.

- Assessment will be as holistic as possible: that is multiple methodologies in multiple contexts with, if possible, multiple assessors.
- Assessment should be future orientated; seeking to provide information about what a person needs to do to improve their competence.
- Assessment practices will enable the candidate to take full advantage of prior learning and competencies already achieved.
- Assessment will be cost-effective to both college and the person being assessed.
- Assessment will not be excessive.
- Assessment used in the Meee Australia College will not contain bias related to gender, race or age.
- Assessments should clearly document the purpose and practice of assessment.
- Assessment incorporates regular process audits and on going improvement.
- All assessment should be against clearly defined criteria capable of explanation to the student and clients. Accountability for judgments concerning an individual's competence against the learning outcomes lies with College staff. This does not preclude others (such as industry trainers and assessors) from participating in the assessment process on behalf of the College staff who make judgments about an individual's competence are qualified assessors and able to demonstrate their competence in assessment.

Assessment and Assignment Extension

At the beginning of each unit, your teacher will give an overview of the planned assessment. Assessments must be completed and handed into the administration **by the due date**. Assignments and workbooks must be completed and submitted by the specified submittal date and time for a competency result to be recorded. Failure to hand in work by the due date will be recorded as not yet competent and be classified as one attempt. You are given **three attempts** in total to achieve competency. How your work is assessed, depends on the course and units you are under taking.

Assessments are undertaken as group assessments and must be done at the prescheduled times. Failure to attend designated written exams, practical assesments, theory assesments, and unit workbooks will result in not yet competent and classified as one attempt. Re-sitting an assessment can only be done once during the 5th and 9th week of a term, failure to pass a resit will mean that units must be repeated at full cost. If all designated units within a term are not completed by the set end date of the term (as outlined in the student timetable), units must be repeated at full cost, payable by the student. Medical certificates are required based on illness (see Absenteeism Policy).

To be fully competent the student must:

- Achieve competency in Theory Assessment
- Demonstrate and achieve competency in Practical Assessments
- Obtain evidence / experience across a range of clients with a variety of client needs and or

situations. The student will be required to do this by completing a range of practical demonstrations before module assessments can take place.

- Must demonstrate competency in unit workbooks and/or assignments (which contributes towards the final result of the course). It is the responsibility of the student to ensure that an assignment, learning activity workbooks, or any other prescribed assignment is submitted to the teacher **by the due date** or not yet competent will result. Students are advised to **keep a copy** of assignments or exercises submitted; as Meee Australia employees (for record keeping purposes) are not obliged to return them to you. When submitting assignments and workbooks, all students must fill in submission forms. Extensions of time will only be granted in exceptional circumstances.

- Extensions must be sought and granted prior to the due date of assignments. An assignment extension form is to be completed and submitted to the instructor of that unit. Forms are available from Administration. Be aware an extension of time for one assignment will place extra pressure on preparation for subsequent assignments or assessments.

Any submissions or resubmissions of assignments must include the following:

- Fully completed Front Cover Assignment Submission Form
- The assignment must be typed, **no hand written work must be submitted**.
- Vocabulary, punctuation and correct spelling must be used.
- A bibliography must be included in submission.

Assessments and Assignment Conduct

- Student must sit their examination on the scheduled time and date.
- Students are required to remain seated, in silence, throughout the assessment.
- Students may not leave the examination room within the first 30 minutes of the assessment.
- All belongings not necessary to the undertaking of the examination paper must be left outside examination room.
- Students shall not cheat, attempt to cheat or assist any student in cheating on an assessment (including plagiarism). Student's caught and/or seen cheating on exams or assessment will automatically be removed from class, fail the entire unit, and have to retake and pay for the unit at full price. For serious offences, Meee Australia may take disciplinary action and/or undertake Cause for Concern processes that may result in suspension or expulsion from the college. No refunds are given under these circumstances.
- Food and drink are not permitted in the examination room. If, in the opinion of the assessor, a student's behaviour is such as to disturb or distract any other student, the supervisor may require the person to leave the examination room or direct a student to move from their seat to another seat specified by the supervisor, and the student must comply without delay with that direction.

- Plagiarism is a serious offence. If any assignments are found to contain plagiarised (copied) materials (e.g. students copying from one another, or from another author), the student(s) which submitted the assignments in question will be interviewed to determine who is responsible for the plagiarism. In instances where it remains unclear who is the plagiarist, BOTH students that submitted the assignments in question will undergo Meee Australia's Disciplinary Action – Cause for Concern procedures as outlined in the Student Handbook. Additionally, the assignment(s) in question will be marked as 'failed' and as a 'third attempt'. Furthermore, the student(s) will be required to resubmit the assignment(s) at the cost of $50 per assignment.
- First offences of Plagiarism may result in suspension from the college. If the student(s) is caught plagiarising a second time, this offence may result in student expulsion. No refunds are given under these circumstances

Please note results of assessments will be pending the full payment of any outstanding college debts accrued by the student.

Notification of the Results

Students will be notified of the results of assessments as soon as possible, usually within a two week period. End of course assessment requires a minimum four week period for final certification.

Deferred assessment

In exceptional circumstances a student may be allowed to sit for a deferred assessment. Any student wising to apply for such a deferred assessment will have seven (7) days from the date of the original assessment date. A Deferred Assessment Form 613 is available from administration and must be filled out and submitted to unit instructor at least 24 hours before original assessment date.

The cost to complete a deferred practical assessment is **charged at an hourly rate**, and the cost to complete a deferred theoretical assessment **$20 per assessment**, and can only be offered at times approved by the college.

Please Note: Medical certificates or evidence of exceptional circumstances are required to obtain deferred assessments.

Re-assessment

Re-assessment can take place once after formal assessment during the 5th and 9th week of a term, where the student has demonstrated non-competence. Examples may include cases where the student:

- Has not demonstrated competency in Theory Assessment
- Has not demonstrated competency in Practical Assessments
- Has not demonstrated competency in unit workbooks and or assignments

The student may be given a second opportunity to re-sit assessments and re-submit assignments / workbooks if the student:-

1. Did not demonstrate competency in Theory Assessment. Students that do not demonstrate competency on written assessments, but have at least half of the questions correct, will be handed back the assessment. The student then must then:

a) Take down the questions where competency was not demonstrated (No less than 50%).

b) Record the date and time that the student will resubmit questions (within 7 Days from initial results).

c) Resubmit only the questions that did not demonstrate competency by an agreed date and time.

d) Resubmit completed questions to college Administration.

For written assessments that do not achieve competency and which have less than half (50%) the questions marked as competent, a complete re-sit is required.

Students may attempt each Theory Assessment no more than once. If a student fails to demonstrate competency during a resit or resubmission, the unit must be repeated at full **cost to the student** according to Meee Australia individual unit cost price and availability.

2. Did not demonstrate competency in Practical Assessments.

a) Where the student demonstrates non-competency in a practical assessment, the determination of the process to obtain competency will be made considering the nature of the practical assessment.

b) Where a student needs further practical training to achieve the level required to pass the re-assessment, the instructor (as part of the evaluation) will make recommendation as to when student is ready for re-assessment.

c) Partial re-assessment can take place where a student does not meet entire performance criteria. The student may, at another time arranged by the assessor, undertake a partial re-assessment.

d) Where a student has been deemed not yet competent in one or more elements of competency, and has not shown the ability and skill to consistently use time effectively, a complete re-assessment will be offered at a time arranged by the assessor.

e) If the student on completion of course continues to demonstrate non-competency, re-enrolment in those units will be necessary at an additional cost in order for the student to receive their qualifications.

3. Has not demonstrated competency in unit workbooks and or assignments. When a student has not demonstrated competency in unit workbooks or assignments:

- An evaluation of student progress will be carried out.
- If the student does not demonstrate competency after one attempt at workbooks and assignments the student will need to resubmit the assignment before the **end of term**. If the student fails the meet the minimum requirement, the student **must repeat the unit at full cost**. However, under certain circumstances, the student may be granted dispensation and repeat only the assignment at a cost of $50 an hour.

Where the student does not agree with an Assessment outcome, they can lodge an internal appeal with the college; this is defined as an academic grievance. The student will need to lodge a Internal Appeal form available from administration.

Monitoring Course Progress (International Students)

Meee Australia's Monitoring Course Progress policy and procedure are in place to help assure students' status at the college as 'on-track' and learning at a rate and level that will allow them to reach their academic goal within the prescribed study term.

Meee Australia systematically monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled. The term 'Monitoring' refers to an active checking of course progress. 'Recording' means that there must be a documented record of the student's achievement within each unit. 'Assessing' refers to consideration of a student's demonstrated achievement, progress or competency.

Student intervention for assessment and strategies are completed on an individual case, costs to the student may be involved for any external counselling / programs attended by the student that are not offered by Meee Australia. Students are hereby advised that serious consequences will result if you do not maintain **satisfactory course progress**, including being reported to DIAC.

Requirements for achieving satisfactory course progress:

Expected course progress for the end of each term (for 1 year Certificate III in Hairdressing)

The course is broken down to 50% practical and 50% theory assessments.

Term 1: Students are required to attend all timetabled lessons.
Term 2: Students are required to complete 50% of the course. At this point all theory should be completed. If students have failed to complete all theory components at this point, an intervention strategy will be put in place for the lack of course progress. Students will be required to pay a marking and administration fee for late theory submissions.
Term 3: Students are required to complete 62% of the course. This is broken down by 50% theory and 25% practical; the 25% practical is equivalent to 8 practical assessments. If students have failed to complete 8 practical assessments at this point, an intervention strategy will be put in place for the lack of course progress.
Term 4: Students should have completed all requirements for Certificate III in Hairdressing.

Expected course progress for the end of each term (for 2 year Packaged Course)

Term 1: Students are required to attend all timetabled lessons.
Term 2: Students are required to complete 50% of the course. At this point all theory should be completed. If students have failed to complete all theory components at this point, an intervention strategy will be put in place for the lack of course progress. Students will be required to pay a marking and administration fee for late theory submissions.
Term 3: Students are required to complete 62% of the course. This is broken down by 50% theory and 25% practical; the 25% practical is equivalent to 8 practical assessments. If students have failed to complete 8 practical assessments at this point, an intervention strategy will be put in place for the lack of course progress.
Term 4: Students are required to complete 87% of the course. This is broken down by 50% theory and 75% practical; the 75% practical is equivalent to 24 practical assessments. If students have failed to complete 24 practical assessments at this point, an intervention strategy will be put in place for the lack of course progress.
Term 5: Students are required to complete all Certificate III requirements.

Expected course progress for Diploma of Salon Management

All theory must be completed 3 months before the end date of the COE and/or course duration as outlined in the letter of offer.

Student Intervention: If after assessment a student is deemed not yet competent in any two units in a single study term, they have failed to meet satisfactory course progress and Student Intervention must follow immediately.

A Student Intervention form is used to inform students (via the students email contact address) that they have failed to achieve satisfactory course progress requirements and that an intervention has been initiated. As soon as practicable the student intervention form will be completed by the students' assessor and submitted to Meee Australia Administration. The form is then to be reviewed prior to final GM signatory approval.

A Meee Australia Staff Member and the teacher / assessor shall hold and document a meeting with the student regarding the Intervention. Written notes reflecting the content of that meeting, including a description of the agreed upon intervention strategy (together with start and end dates of the intervention process), will be added to the Student Intervention form which are to be dated and signed by meeting participants. The Student Intervention form(s) will be placed in the student's file after the intervention meeting(s). Students will be notified of the Intervention via the students contact email address as soon as practicable. All copies of completed and updated forms are to be held in the students file.

Meee Australia must notify the Secretary of DEEWR through PRISMS if the student has not achieved satisfactory course progress as soon as practicable if any of the following conditions are identified after the initiation of the intervention:

- The student does not agree to or disengages from the intervention strategy suggested by Meee Australia.
- Improvement in student progress has not resulted.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period and the student has neither followed an intervention strategy nor has improvement in the student progress resulted.
- Where the student withdraws from the course.
- Where the student withdraws from complaint processes and the student has neither followed an intervention strategy nor has improvement in the student progress resulted.
- The complaint / appeal processes are completed and results in a decision supporting Meee Australia.

The intervention strategy consists of one or a combination of the following aspects, tailored to meet each individual's best interest:

1. Attending extra study support tutorial(s). Meee Australia study support tutorial is free of charge for one term (every Wednesday and Thursday from 4 pm to 5 pm)
2. Attending external counselling; receiving assistance with personal issues which are influencing student progress. Some contacts are:
   a. Counselling Connection: http://www.counsellingconnection.com
   b. www.reachout.com.au
   c. Lifeline 131114
   d. AHM – 1800 006 745 (interpreter services) counselling service referral
3. Being placed in a suitable alternative subject within a course or a suitable alternative course.
4. A reasonable reduction in course load (which may incur additional fees).
5. Instituting student declared academic goals under a stipulation of meeting academic progress.

Process for monitoring and assessing satisfactory course progress

Practical and Theoretical Assessment results and progress reports are to be generated by course assessors as soon as practicable. Students will be notified of their result via the students email contract address as soon as practicable after the results are recorded.

Cause for Concern: If after assessment a student is deemed not yet competent in any two units in a single study term, the student will be issued a Cause for Concern as they are falling behind in course progress. Assessors are to issue a completed Cause for Concern form to the student which will be used to inform the student of their faltering progress, and to assist them prior to failing to meet satisfactory course progress and requiring an Intervention. Teachers / assessors will hold and document a meeting with the student regarding the Cause of Concern within 5 working days of the issuance. Notes reflecting the content of that meeting will be added to the Cause for Concern form which is to be dated and signed by the meeting participants. Copies of all updated and completed forms will be kept in student files. If any student is the subject of two Cause for Concern form submissions, the teacher/assessor is to report the issue to the Meee Australia GM for further assessment and possible intervention.

Duration of Study

Completion within the Expected Duration of Study

- The course designated on an International Student's Confirmation of Enrolment (CoE) must be completed by the scheduled end date of that CoE.
- Meee Australia must ensure that for compulsory study durations, for each course, the student is studying at least one unit that is not by distance or online learning (if applicable to the course).
- Meee Australia must report the student via PRISMS and/or issue a new CoE when the student can only correct the variation(s) by extending his or her expected duration of study. .
- Meee Australia may allow the student to undertake no more than 25 percent of the student's total course by distance and/or online learning (if applicable to the course).
- Meee Australia will not enrol the student exclusively in distance or online learning units in any compulsory study term.
- If there is a variation in the student's enrolment load which may affect the student's expected duration of study, Meee Australia will record this variation and reasons for it on the student's administration file. If the variation in the student's enrolment load affects the student's COE and or finish date, Meee Australia will account for the variation by possibly extending the student's duration of study via PRISMS and issuing a new COE.
- The expected duration of study of the extension specified in the student's CoE must not exceed the CRICOS registered course duration.

IMPORTANT: This applies to students whose COE duration is great than one (1) year. Students whose COE's are greater than one year in duration are to attend College three (3) days per week, on days scheduled for their group. Students may not change their scheduled days at College and may only attend on their days off if they are scheduled in an intervention class. Attending intervention classes assists in approving skills, knowledge and course progress but does not affect attendance percentages. Missing scheduled days at College does affect your attendance.

IMPORTANT: This applies to students whose COE duration is equal to one (1) year. Students with durations of one year must attend College 5 days per week for the entirety of their course. Failure to attend scheduled classes will affect attendance percentages

If any student is unclear about the contents of this, please contact Meee Australia administration.

Extensions to Courses

Course Extension

- Meee Australia will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:
  - compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
  - the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - an approved deferment or suspension of study has been granted

Beyond the extension end date granted to the student, no further extensions will be granted. Further studies beyond that date can only be undertaken by reapplying to enrol in those units the student is not yet competent; additional tuition fees and associated costs will apply in this case.

Re-enrolment into Courses

If a student has had his/her COE cancelled due to a non compliance issue (poor attendance, failure to achieve course progress, non-payment of fees) the student may re-enroll into Meee Australia College *if* the Meee Australia College chooses to accept his/her application. A course re-enrolment *is not* a guarantee that the student will meet the competency by end date. Conditions that apply include:

- A reenrolment fee of $250.
- All college debts must be paid upfront.
- Additional time to finish his/her course beyond the original end date of his/her previous COE(s) must be paid for at a rate of $240 per week or $2000 per term.
- 80% attendance must be met at all times.
- It is the students' responsibility to meet the course competencies and finish dates outlined in the student's re-enrolment letter of offer and COE.

Students Code of Conduct

At Meee Australia we provide a positive and safe work / training environment and expect all students to uphold these standards. All students will be expected to act in a suitable manner at all times. Certain rules of conduct and behaviour apply. These ensure a harmonious training environment for all concerned.

Students enrolled with Meee Australia College have certain rights and responsibilities, and must abide by the college policies, rules, guidelines and procedures which include this Code of Conduct.

Students' Rights

Student studying at Meee Australia College of Health and Beauty have a right to:

- Study in a supportive and safe environment, free of harassment and discrimination (Please refer to College's diversity policy)
- Be treated fairly and with respect
- Have all the personal detail and records kept private (Please refer to College's Private Policy) and have access to personal records on request
- Have access to college support services
- Be given information about assessment procedures at the beginning of a unit
- Receive feedback on your academic progress
- Make a complaint to or about any staff member without fear of victimization
- Have complaints dealt with fairly, promptly, confidentially and without retribution
- The right to appeal should apply to all who are assessed

Students Rules

- Treat people with respect and fairness at all times.
- Do not do anything that could offend, embarrass or threaten others.
- Be honest and truthful toward fellow students and staff members.
- Do not harass or disrupt others in the performance of their duties.
- Show concern for others by not using swear words, obscenities or making offensive remarks.
- To obtain satisfactory progress with studies through participation or attendance as required.
- Finish all assessment tasks by the due date (where a date is specified) or ask for an extension of time if there are exceptional circumstances.
- Complete all assessment tasks and examinations honestly, without any form of cheating.
- Cheating is not tolerated and strictly prohibited in an examination or any other assessment and carries with it severe disciplinary action that can lead to instant non-competency / failure with suspension, to expulsion for serious and / or repeated offences without refund.
- Do not submit and claim as their own, work derived from another source or work done by another person .
- To return or renew library resources or other borrowed materials and equipment on time, as

stated in the library policy

- Plagiarism is theft of intellectual property and is an infringement of copyright laws here in Australia. Any plagiarism will result in instant non-competency / failure. The student may be given another opportunity to re-enrol in the unit at their own expense depending on the severity of the incident. However, repeat offenders will be suspended or expelled.
- Students found leaving the college via the rear door to Burnett Lane (unless under emergency circumstances or authorized by a teacher) will be subject to disciplinary action, and under a first offence, may be suspended from the college.
- First offences of Plagiarism may result in suspension from the college. If the student(s) is caught plagiarising a second time, this offence may result in student expulsion. No refunds are given under these circumstances.
- All students are strictly prohibited from accessing Meee Australia's private files and programs. Student's caught stealing and/or altering files and/or programs will be subject to severe disciplinary action that can lead to expulsion for serious and/or repeated offences without refund.

College Property' Rights and Code of Conduct:

It is the students' responsibility to clean and protect the equipment in use for other students and yourself. It needs to be used properly, cleaned and returned to storage for use in class or clinics.

Rooms and equipment are provided for your use, mutilation or marking of furniture is considered to be vandalism and disciplinary action will occur.

All classrooms must be left in a tidy clean state after lessons. Chairs must be returned to the table or equipment or room that it came from at the beginning of the Day.

English Speaking Policy

All students while in attendance at Meee Australia must use English Language only when participating in both written and verbal forms of communication in the classroom. Repeated failure of a student to use English while in the classroom will result in disciplinary action. Students must aim to refrain from speaking non-English languages in the college. Students can improve their English skills by practicing English language in the college with peers and teachers. The student is to take advantage of the opportunity to practice English as it will enhance the learning experience. Students who are caught speaking a language other than English, when English is to be spoken, will undergo Meee Australia's Displinary Action – Cause for Concern procedures.

College Access

Students are to enter and leave the building via the Adelaide St. entrance (main entrance) only. Using the college rear door to access Burnett Lane is strictly prohibited unless an emergency situation occurs (e.g. fire) which necessitates it use, or in cases where instructed by a Meee Employee.

Students found leaving the college via the rear door to Burnett Lane (unless under emergency circumstances or authorized by a teacher) will be subject to disciplinary action, and under a first offence, may be suspended from the college.

Student Clinics

- It is compulsory for all students to attend Student Clinic days as part of their Hairdressing or Beauty courses. Any student who does not attend student clinic due to illness or for any other reason, are required to arrange to attend alternative student clinic days in their own time. Students will not receive their qualifications unless all student clinic practical hours have been completed.
- Students must attend student clinic days. Students who are absent from student clinic days will be required to make up the days the student missed after the official completion date of the course.
- Students must clean up after themselves always. If the student is 'running late' they are still required to clean up. Students are not allowed to arrange another student to do clean up for them.
- Students must not leave the clinic until after a teacher has checked them as completed for that day.
- Clients are to be met at the desk and to be taken to their work station by the student.
- Clients are not allowed to wander and find their own seats.
- Student taking payments are to use the payment facilities as instructed by Meee Australia instructors. Money paid to students is never to be kept on the student's person (pockets, purses, etc) or to leave the register area. Payments are to be processed by EFTPOS and cash is to be placed directly in the register.

DISIPLINARY ACTION - CAUSE FOR CONCERN

Failure to follow Meee Australia's code of conduct, policies, rules, guidelines and procedures (i.e. infringements) may result in disciplinary action(s) dependent on the severity, continuity and regularity of the infringement(s). Infringements are relayed to the student in via a Cause for Concern form, resulting in a range of disciplinary actions (e.g. issuing a cause for concern, meetings with student and staff, student interventions, positive learning assignments) up to and including suspension and expulsion from the college. Suspended and expelled students will be informed via email, and, if the student is in attendance at the college, by way of personal communication. If a student is suspended from the college, the days that the student is suspended WILL COUNT AS ABSENCES against their absenteeism record. Suspended or expelled students are not eligible for refunds of any kind. All cause for concerns will be recorded in student files and follow up communications will be by way of email to the students contact email address.

There are four types of Cause for Concerns that can be issued to students as part of any disciplinary action, they are: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement.

Unsatisfactory Course Progress Infringement: Invoked when a student infringes upon Meee Australia's Unsatisfactory Course Progress Policy.

English Language Policy Infringement: Invoked when a student infringes upon Meee Australia's English Speaking Policy.

Uniform – Dress Code Policy Infringement: Invoked when a student infringes upon Meee Australia's Uniform – Dress Code Policy.

Code of Conduct Policy Infringement: Invoked when a student infringes upon Meee Australia's Code of Conduct Policy. Code of Conduct Policy Infringements that occur are highly variable in severity, continuity and regularity, hence disciplinary action procedures which apply to Code of Conduct Policy Infringements are instituted on a case-by-case scenario, reflect the severity, continuity and regularity of the infringement, and can diverge significantly from the disciplinary action procedures summary below. In case where infringements are severe, the infringement will be discussed privately with the student(s) and anyone else involved in the incident, in order to ascertain the complete sequence of events and those responsible. This investigation will be conducted prior to any decision being made regarding disciplinary action. Once all available evidence is submitted for discussion, the management staff will meet to decide the most appropriate disciplinary action to administer, which may include suspension or expulsion in serious cases. Where an event or incident has been unacceptable and of an obviously serious nature, (for example intentional bodily assault, sexual harassment) immediate expulsion of the student will take place and be carried out by the General Manager or the most senior college staff member on campus at that time of the event or incident.

Disciplinary Action Procedures:

Disciplinary action procedures are enacted in combination or independently of processes involved in student progress monitoring, attendance, etc. Disciplinary action can ultimately result in suspension or expulsion from the college. Should a student should breach any of the college policies, rules, guidelines and procedures, disciplinary action will result. A generalized summary of Meee Australia's disciplinary action procedures is provided below. Disciplinary action procedures may vary across independent types of infringements at each stage; details of which are noted below.

Disciplinary Action Procedures (stages):

Stage 1) First Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement.

Variations: *Unsatisfactory Course Progress Infringement*: An intervention strategy will be put into place as part of the Stage 1 cause for concern.

Stage 2) Second Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement.

Variations: *Unsatisfactory Course Progress Infringement*: The intervention Strategy put into place as part of Stage 1 will be evaluated. The resulting Stage 2 intervention will dependent upon specific conditions involved with the students unsatisfactory course progress. Further disciplinary action may be taken.

Stage 3) Third Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement.

Variations:

Unsatisfactory Course Progress Infringement: The intervention Strategy put into place as part of Stage 2 will be evaluated. The resulting Stage 3 intervention will dependent upon specific conditions involved with the students unsatisfactory course progress. Further disciplinary action may be taken.

Uniform - Dress Code Policy Infringement: An intervention strategy will be put into place as part of the Stage 3 cause for concern. The intervention strategy will include a compulsory positive learning task, the details of which will be tailored to the infringement.

Code of Conduct Policy Infringement: An intervention strategy will be put into place as part of the Stage 3 cause for concern. The intervention strategy will include a compulsory positive learning task, the details of which will be tailored to the infringement.

Stage 4) Fourth Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement.

Variations:

Uniform - Dress Code Policy Infringement: Student suspension from the college will commence. The student has the right to invoke both internal and external appeals processes.

Unsatisfactory Course Progress Infringement: Student suspension from the college will commence. The student has the right to invoke both internal and external appeals processes.

Code of Conduct Policy Infringement: Student suspension from the college may commence. The student has the right to invoke both internal and external appeals processes.

Stage 5) Fifth Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: Unsatisfactory Course Progress Infringement, English Language Policy Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement. Note that Stage 5 is the last stage where Unsatisfactory Course Progress Infringement, Uniform - Dress Code Policy Infringement and Code of Conduct Policy Infringement applies.

Variations:

Unsatisfactory Course Progress Infringement: Student suspension from the college will commence assuming the student was successful in either the internal or external appeals process undertaken as part of Stage 4. Under this Stage 5 circumstance, the student has the right to again invoke both internal and external appeals processes.

Uniform - Dress Code Policy Infringement: Student suspension from the college will commence assuming the student was successful in either the internal or external appeals process undertaken as part of Stage 4. Under this Stage 5 circumstance, the student has the right to again invoke both internal and external appeals processes.

Code of Conduct Policy Infringement: Student suspension from the college may commence. The student has the right to invoke both internal and external appeals processes.

Stages 6) Sixth Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: English Language Policy Infringement.

Variations: *English Language Policy Infringement*: An intervention strategy will be put into place as part of the Stage 6 cause for concern. The intervention strategy will include a compulsory positive learning task, the details of which will be tailored to the infringement

Stage 7) Seventh Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: English Language Policy Infringement.

Variations: *English Language Policy Infringement*: A second intervention strategy will be put into place as part of the Stage 7 cause for concern. The intervention strategy will include a compulsory positive learning task(s), the details of which will be tailored to the infringement.

Stage 8) Eighth Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: English Language Policy Infringement

Variations: *English Language Policy Infringement*: Student suspension from the college will commence. The student has the right to invoke both internal and external appeals processes.

Stage 9) Ninth Cause for Concern:

This is written advice (sent to the student's contact email address) where the student is formally made aware of the event/incident. A copy of the cause for concern will be held in the student's file.

Applies to: English Language Policy Infringement.

Variations: *English Language Policy Infringement*: Student suspension from the college will commence assuming the student was successful in either the internal or external appeals process undertaken as part of Stage 8. Under this Stage 9 circumstance, the student has the right to again invoke both internal and external appeals processes.

IMPORTANT NOTE: Failure to complete any positive learning tasks as part of any intervention strategy will result in the student being unable to receive course certificates. If a student is suspended from the college, the days that the student is suspended WILL COUNT AS ABSENCES against their absenteeism record.

Student Status – PRISMS and Non-Compliance (International Students)

If at anytime the status of a student changes with regard to status in any way as described in the vertical list below, the *Provider Registration and International Student Management System* (PRISMS) must and will be notified as soon as practicable. However, the only changes in student status variation that require a Section 20 Notice to be sent to the student's contact email address are noted on the list with asterisks (*).

Section 20 Notice: When required (*) and as soon as practicable, a written notice will be sent to the student's contact email address notifying in writing of Meee Australia's intention (including justification) to report the student through PRISMS. The notice will inform the student that he or she is able to access the provider's complaints and appeals process and that the student has 20 working days in which to do so. A copy of the notice sent to the student's contact email address will be kept in the students file.

If the Section 20 Notice process results in the need to issue to the student a Section 20 : Non-compliance Notification Letter generated from PRISMS, the non-compliance letter is signed by the GM and sent to the student's contact email address as soon as practicable. A copy of the letter will be in the student's file.

Hard copies of all Section 20 and Non-compliance communications may also be sent to the student residential address on file, as well their agents address (if applicable).

* Unsatisfactory attendance
* Unsatisfactory course progress
*Change to CoE/Student Details
* Student Completed Course Early
* Non-commencement of studies
*Student Course Cancelled (Provider Still Operating)
*Student left provider - transferred to course at another provider
*Student unable to Start Course (Course Suspended)
*Student Enrolled in Same/Another Course (at the Same Provider)
*Deferment/Suspension - Student misbehaviour
*Deferment/Suspension - Compassionate or compelling circumstances
*Student Notifies Cessation of Studies
*No longer holding student visa
*Non payment of fees
*Disciplinary reasons
*Student deceased
*Provider unable to deliver course
*Extension CoE created.
*Change to a course in a different sector
*Change to a course in the same sector, gap created either at start or end of course OR the study term of the new CoE is shorter than the original
*Change to a course in the same sector, no gap, but longer study duration
*Change to student enrolment.

Deferring, Suspending or Cancelling Enrolment

Application for deferment (International Student)

Should a student wish to defer any courses offered by Meee Australia, and their circumstances do not fall under a *on-shore* or *off-shore failed induction deferment*, they must first fill out an Application of Course Deferment and submit with it a $250 deferment submission fee. A deferment may be granted under circumstances determined to be valid by Meee Australia College. The student may be required to supply adequate documentary evidence to support an Application of Course Deferment. If a deferment is granted, the student must re-engage the deferred course(s) within six (6) months of the original deferral registration date, and complete the course on time and successfully. No refunds are given to students who defer courses, failure to re-engage the deferred course within six months, or otherwise failure to meet the course requirements upon course re-engagement. Scheduled fee payments are not affected (e.g. changed, postponed, delayed) by course deferments. Second deferments are not possible. The Department of Immigration and Multicultural Indigenous Affairs will be contacted in cases where the student has deferred, and possesses an international student visa. The Department of Immigration and Multicultural Indigenous Affairs must be contacted by the student in cases where the student possesses an international student visa as the deferment may affect this visa.

Meee Australia will only defer or temporarily suspend the enrolment of the student on the grounds of:

- Valid reasoning for doing so (compassionate or compelling circumstances). The provider may choose to grant or decline any student's request for deferment or suspension of studies, in accordance with its documented procedures for assessing such requests.

- Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents (a death certificate copy is required for verification);
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
    - a traumatic experience which could include:
        - involvement in, or witnessing of a serious accident; or
        - witnessing or being the victim of a serious crime, (these cases should be supported by police or psychologists' reports).
    - Inability to begin studying on the course commencement date due to delay in receiving a student visa (see Off-Shore Failed Induction Course Deferment)

Please note that the above are only possible scenarios considered.

Application for On-shore Failed Induction Course Deferment (International Student)

If a student **has already entered Australia**, fails to attend the Meee Australia Student Induction(s) and has not attended the first week of scheduled classes, they will be in breach of their student visa and may be reported to Immigration. A deferment may be granted under circumstances determined to be valid by Meee Australia College. Should a student wish to defer, they must first fill out an Application of Course Deferment and submit with it a $250 deferment submission fee. Once deferred, the student must re-engage the deferred course(s) within 6 months, and preferably at the time of the next student intake if a student place is available. The student must attend the next Meee Australia Student Induction that he or she has been scheduled to attend as part of the deferment process. No refunds are given to students who defer courses, fail to re-engage deferred courses, or otherwise fail to meet the course requirements upon course re-engagement. Successive on-shore failed induction deferments may be possible. The Department of Immigration and Multicultural Indigenous Affairs will be contacted in cases where it is required, and/or the student possesses an international student visa. The Department of Immigration and Multicultural Indigenous Affairs must be contacted by the student in cases where the student possesses an international student visa as the deferment may affect this visa.

Application for Off-shore Failed Induction Course Deferment (International Student)

If a student **has not yet entered Australia**, and fails to attend the Meee Australia Student Inductions, they may wish to defer their course offered by Meee Australia. Should a student wish to defer under a failed induction deferment, they must first fill out an Off-shore Failed Induction Application Form F603A and submit with it a $50 submission fee. Deferral requests will only be processed once payment is received, the details of which are clearly noted on the application form F603A. A deferment may be granted under circumstances determined to be valid by Meee Australia College. Once deferred, the student must re-engage the deferred course(s) within 6 months, and preferably at the time of the next student intake if a student place is available. The student must attend the next Meee Australia Student Induction that he or she has been scheduled to attend as part of the deferment process. No refunds are given to students who defer courses, fail to re-engage deferred courses, or otherwise fail to meet the course requirements upon course re-engagement. Successive off-shore failed induction deferments may be possible. The Department of Immigration and Multicultural Indigenous Affairs will be contacted in cases where it is required, and/or the student possesses an international student visa. The Department of Immigration and Multicultural Indigenous Affairs must be contacted by the student in cases where the student possesses an international student visa as the deferment may affect this visa.

Suspension or cancellation of Enrolment

- Meee Australia may suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an educational setting. (i.e. Student does not meet student rules set out in the student handbook).
- Meee Australia may cancel student's enrolment under following circumstance:

    - Failure to pay course fee
    - Serious Misconduct is defined as any conduct that includes willful or deliberate behaviour inconsistent with the continuation of the student rule and causes imminent and serious risk to the health or safety of a person or the reputation, viability (ie. Fraud, theft, assault)
- The period of suspension of enrolment will not be included in attendance monitoring calculations.
- Meee Australia will inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa. Meee Australia will also refer the student to the DIAC website or helpline (131 881) for information, and the local DIAC office for advice, on how the potential change to enrolment status may impact upon his or her visa.
- Meee Australia must and will notify DEEWR through PRISMS of deferment, suspension and cancellation of enrolment. The information entered into PRISMS will be electronically transferred to DEEWR.
- If Meee Australia initiates suspension or cancellation of a student's enrolment, Meee Australia will inform the student of its intention to notify DEEWR of the change of enrolment status.
- Meee Australia will inform the student (via the student's contact email address) that he or she has 20 working days in which to access Meee Australia's internal appeals process.
- If the student chooses to access the internal appeals process, according to the complaint policy in the student hand book, Meee Australia will maintain the student's enrolment until the internal appeals process is completed.
- The student also has the right to access Meee Australia's external appeals process if they are not satisfied with the outcome of the internal appeal.

Cancellation of Student Confirmation of Enrolment (CoE)

Meee Australia may notify DEEWR through PRISMS that a student's enrolment (CoE) has been suspended for a significant period or cancelled. While the provider determines the enrolment status of the student, it is DIAC who decides whether the student may remain in Australia or must return home. Please refer all questions about whether students may remain in Australia during a period of suspension of enrolment to DIAC

Students must be aware that deferring, suspending or canceling his or her enrolment may affect their student visa.

Students whose CoE is suspended or cancelled, may not access the Meee Australia Campus as an enrolled student in any capacity.

Course Deferment (National Students):

Students may be physically unable to continue with their studies due to Exceptional Circumstances (i.e. hospitalization) and therefore may apply for a course deferment. Deferments are granted only when the student's circumstances are Exceptional. Students are required to supply Documentary Evidence supporting their application. A deferment is valid for six (6) months from date granted. No refunds of any kind are given to students who are granted deferments. Students wishing to apply for a deferment need to complete an Application for Course Deferment which attracts a *$250 deferment submission fee*. **All forms are available from College administration.**

Transfer Between Registered Providers

Requests that involve students wishing to transfer between registered providers are assessed individually and take into account the circumstances of the individual submitting the transfer request.

To request a transfer in to Meee Australia students must submit a completed Student Transfer form from their previous college to Administration. Students transferring into Meee Australia are required to complete the standard enrolment process. A letter of offer will be provided to students granted transfer in to Meee Australia.

To request a transfer from Meee Australia students must submit Provider Release Request form. Students must also present a valid letter of offer from another registered training provider. Meee Australia will assess transfer requests against applicable standards and, if criteria are met, attain the GM approval signature. In cases where Meee Australia does not grant a letter of release, the student will be provided with written reasons for refusing the request and will be informed of his or her right to lodge a Formal Complaint with Meee Australia regarding the decision. A response to that complaint will be sent to the student's residential address, post-dated within 10 working days of receiving Formal Complaint.

Meee Australia can assess requests from students for a transfer into or out of Meee Australia (between registered providers) prior to the student completing six months of the principle course of study in accordance with their documentation.

Student Transfers out of Meee Australia can be granted under the following circumstances:

- If the student has a medical condition that does not allow continuation of the course; or
- If the student presents a valid letter of offer from another registered training provider; and
  - The student holds a current debt free status with Meee Australia (e.g. being current with their payment plan and not having any outstanding fees or debts); and
  - The student is not under any other obligation to Meee Australia; and
  - The student has completed 6 months of study with Meee Australia; and
  - The student is meeting 80% of attendance requirements.

Student Transfers out of Meee Australia are refused under the following grounds:

- When a transfer can be considered detrimental to the student.
- When a transfer may jeopardise a student's progression through a package of courses.
- Within the first 6 months of a course.
- The student can not provide a valid letter of offer from another registered provider.
- If Meee Australia forms the view that the student is trying to avoid being reported to DIAC for failure to meet the provider's attendance or academic progress requirements.
- If the student does not meet 80% of attendance requirements.

- If the student breaks school rules.
- The student holds a current debt with Meee Australia, or is under any other obligation to Meee Australia.
- Under any circumstances where evidence suggests a student is providing misleading or false information to Meee Australia.

Student Transfers to Meee Australia can be granted under the following circumstances:

- The student provides to Meee Australia a bona fide release letter from another registered training provider. Letters will be authenticated by Meee Administration prior to official acceptance; and
- The student has been enrolled with another registered provider for more than 6 months; and
- The student meets all course requirements of Meee Australia; and
- There is no conflict with issuing the student a new CoE.

Student Transfers to Meee Australia are refused under the following reasonable grounds:

- When a transfer can be considered detrimental to the student; or
- Under any circumstances where evidence may suggest a student is providing misleading or false information to Meee Australia; or
- The student has been enrolled with another registered provider for less than 6 months.

  IMPORTANT NOTE:

  - Meee Australia may be able to enrol a student wishing to transfer in to Meee Australia from another registered provider's course prior to the student completing six months of the principle course of study except where:
    - The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
    - 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 principle 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; or
    - The original registered provider has provided a written letter of release; and
    - There is no conflict with issuing the student a new CoE.

Letter of Release

In order to receive provider release from Meee Australia:

- The student must submit a letter from another registered provider confirming that a valid enrolment offer has been made to the student; all letters will be authenticated, and;
- The student has completed 6 months of study with Meee Australia; and

A letter of release can also be granted if **exceptional circumstances** prevent a student from completing 6 months of study at Meee Australia. Exceptional circumstances are defined as circumstances that are beyond the control of the student, that severely impact the student after the acceptance of their offer of a student place, and/or make it impossible for the student to complete 6 months of study at Meee Australia.

Exceptional Circumstances may include:

- Medical Grounds: such as serious illness or injury, existing medical conditions or disability which impacts the student's ability to continue studying at the College.
- Compassionate Grounds: a student may experience an unfortunate incident that makes it impossible for them to continue studying.
- Course Related Circumstances: This includes where the College cancels the student's provided course.
- Government Sponsored Students: If the sponsoring authority considers a change of provider to be in the student's best interest and provides written support for the change.

Circumstances for which a letter of release will NOT be granted include:

- If the student has not completed six (6) months of their principal course; or
- Insufficient evidence of exceptional circumstances if applying for a letter of release due to exceptional circumstances; or

A letter of release, if granted, is 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.

Where Meee Australia does not grant a letter of release, the student will be provided with reasons for refusing the request (via the student's contact email address) and is hereby informed of his or her right to access Meee Australia's Complaints and Appeals processes regarding the decision.

If a student enrols at a second registered training institution prior to receiving a letter of release from Meee Australia, the student will breach student visa conditions. Meee Australia advises that students continue enrolment at Meee Australia until either a letter of release is granted, or the complaints / appeals processes have been completed.

In order for a Letter of Release application to be processed, students must submit relevant documentation. Documentation must be originals or certified copies of the original documentation, they must be in English or be a certified translation of the original documentation, and they must indicate the exact dates of the event or circumstance and how this has affected or will impact the student. All documentation must be submitted to Administration within 7 days of the application being made.

Students do NOT need a letter of release if you have been studying at Meee Australia for 6 months or more, or a student wishes to return to their home country and do not wish to continue studying in Australia, or the student is not on a student visa.

Please note: Applying for a Letter of Release cannot be used to seek a refund, nor does applying for a Letter of Release entitle the student to a refund. If the student believes they meet the conditions of Meee Australia's Refund Policy, they will need to submit an Application for Refund of Fees available from Administration.

All student Letter of Release / transfer requests will be assessed and responded to via the student's contact email address on file within 10 working days of receiving the request. Responses may also be posted to the student's residential address on file.

Refund Policy

Provider Default

This Division applies to an overseas student or an intending overseas student in relation to a course if:

(a) the course does not start on the agreed starting day; or

(b) the course ceases to be provided at any time after it starts but before it is completed; or

(c) the course is not provided in full to the student because a sanction has been imposed on the registered provider and the student has not withdrawn before the default day.

Student Default

This Division also applies to an overseas student or an intending overseas student in relation to a course if:

(a) the course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or (b) the student withdraws from the course (either before or after the agreed starting day); or (c) the registered provider of the course refuses to provide, or continue providing, the course to the student because of one or more of the following events:

(i) the student failed to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course;

(ii) the student breached a condition of his or her student visa;

(iii) misbehavior by the student.

Full Refund of Tuition Fees – Provider Default

Meee will make a full refund of the tuition fees paid where the college withdraws the offer of a place to a student under circumstances o*f* Provider Default*, t*he course in which the student has enrolled becomes unavailable or an individual is denied a Student Visa due to confirmable reasons beyond the applicant's control.

Cancellation of Enrolment before Commencement of Course Induction – Student Default

Should a student cancels enrolment by submitting Form 622 (Request for Cancellation/Withdrawal) before or within thirty (30) days prior to the scheduled course induction date, a full refund of all monies paid in advance to cover all college fees that accrue beyond the first six (6) months of the student's course will be applied. Submitting a Form 622 attracts a $250 administration fee. Requests for refunds must be made by submitting Form 802. Excluding circumstances of Provider Default and an individual being denied a Student Visa due to confirmable reasons beyond the applicant's control, refunds are exclusive of a *$1000 deposit which* is not refundable under any circumstances. If a student has received a pre-commencement deferment prior to cancellation/withdrawal, no refund of any kind will be given.

Withdrawal Post Commencement of Course Induction – Student Default

No refunds of any kind will be granted if the student cancels / withdraws after the commencement of the Course Induction. A completed Request for Cancellation/Withdrawal (Form 622) must be submitted by the student (attracting a *$250 admission fee*).

Requests for Refunds
Requests for refunds must be made by submitting a completed Request for Refund of Payment (Form 802). Submissions of Form 802 do not attract a fee, and are generally processed within 30 days.

Payment of Refunds
Refund payment will be made within 4 weeks, in Australian dollars, after receipt of a written application from the person who entered into the contract with the registered provider, unless that person gives written direction and consent to pay another individual. The refund will be paid by cheque and posted to the student's address listed on file, or held for pick up by the student.

Trust Account
Overseas students are financially protected from default of the education provider. Protection of Course Fees paid in Advance, Deposits and Course fees are deposited into a trust account which ensures that fees paid are protected.

Payment of fees
- Credit cards. Master card and Visa card only. Payment via credit card will attract a fee of 1.5% of total fees due.
- Cash
- Cheque
- Direct debit

In instances where a student fails to pay outstanding debts with Meee Australia College as set out in that student's original or modified payment plan, Meee Australia College reserves the right to forward that student's personal information to any and all debt collection agencies which may include any and all applicable state and federal municipal court system(s).

Payment choices can be decided at the time of enrolment. This handbook, and the availability of complaints and appeals processes, does not remove the right to take action under Australia's consumer protection laws.

Course Credit and External Reporting (for International Students)

Meee Australia recognises qualifications and Statements of Attainment issued by any other registered Training Organisation and communicates this recognition through the information provided to potential and enrolling students.

To apply for course credit, students must follow Recognition of Prior Learning (RPL) policy and procedure, and submit a Recognition of Prior Learning form. To accept any course credit offered, the student must sign and accept the result of Recognition of Prior Learning form. If the student does not accept the result, the student can appeal according to Meee Australia's complaints procedure.

Course credit may reduce the length of a student's course. If this occurs before the visa is granted, Meee Australia will indicate the actual course duration in the confirmation of enrolment issued for that student for that course. If the course credit is granted after visa grant, the change in course duration is reported via Provider Registration and International Student Management System (PRISMS) under section 19 of the Education Services for Overseas Students (ESOS) Act.

Complaints and Appeals Procedures

All students have the right to a fair and inexpensive complaints and appeals process that at its final stage defers to ACPET as an independent external auditor that assists with external appeals.

Efficient administrative processes are undertaken at all times (e.g. prompt decisions) as student visas are time restrictive with respect to the students' length of stay in Australia.

Meee Australia ensures that the Complaints and Appeals policy is located on the www.meee.com.au website and is distributed to students within the Meee Australia Student Handbook at the time of the students' induction into the college.

Overseas students may contact the chief executive of Meee Australia if the student is concerned about the conduct of Meee Australia Employees.

Overseas students may contact the State Regulation Authority if he/she is concerned about the conduct of the registered provider and the State Regulation Authority may suspend or cancel the registration of a provider or course. The complaints and appeals process described in the policy does not prevent an overseas student from exercising the student's rights to other legal remedies. Further information about your rights regarding dispute resolution can be found under Section 8 in the E (OS) Regulation 1998 Framework.

Complaint Procedures:

Student grievances result from what a student believes is an incorrect or inappropriate decision infringing on his/her rights. Students therefore have right to lodge a Student Complaint form. (These forms are available from Meee Australia Administration office).

A student can lodge a complaint at no charge by submitting a Student Complaint form to Meee Australia Administration. Meee Australia will assess the matter and dependent upon the nature of the complaint will determine the appropriate action to be taken upon consultation with the college GM. Each party may be accompanied and assisted by a support person at any relevant meetings. An email response will be made to the student's contact email address within 10 business days of the complaint. Note that Students have 20 days from the date of the event which invoked the complaint to submit a Student Complaint form.

If students are unhappy with the result of the complaints procedures, they may contact the chief executive by email (enquiry@meee.com.au SUBJECT: CHIEF EXECUTIVE OFFICER) if the student is concerned about the conduct of the registered provider and/or file an internal appeal. If the complaint results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

Internal Appeal Procedures:

In instances of non-compliance issues, (e.g. low attendance, unsatisfactory course progress, etc.) an Internal Appeal may be made by the student by completing and submitting to administration and Internal Appeal form. Internal Appeal forms must be submitted within 20 business days of the event which invoked the internal appeal, and submission of an internal appeal form attracts a minimal charge of $50. The General Manager of Meee Australia will assess the matter and determine the appropriate action to be taken. Each party may be accompanied and assisted by a support person at any relevant meetings. A written response will be made to the student within 10 business days of the appeal being lodged, and the student issued with an Appeal Response. Meee Australia will observe only ONE (1) internal appeal process per independent issue / event; internal appeals will not be accepted if the issues / events had been the subject of, and addressed as, part of previous internal appeals. If the internal appeal results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

External Appeal Procedures:

Students must complete Meee Australia's internal appeals process prior to initiating an external appeals process. If the student is not satisfied with the result of Meee Australia's internal appeals process, the student can exercise the right to access Meee Australia's external appeals option which is mediated by the Australia Council for Private Educational Training (ACPET). Student must submit an External Appeals application with ACPET within 10 working days of the issuance of the Meee Australia Appeal Response. Meee Australia will observe only ONE (1) external appeal process per independent issue / event; issues that are related to those that have been addressed as part of previous external appeals will not be accepted or observed. If the student chooses to undertake the external appeals option, the information below will help you begin the external appeals process. If the external appeal results in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

1) Students must lodge appeals with ACPET via email.

2) See http://www.acpet.edu.au/students/student-support/appeals to obtain detailed information regarding the external appeals process, associated costs, and the necessary forms. Meee Australia can provide a hardcopy of the form; contact the Meee Australia Admission office in person if you require a form in hardcopy.

3) You can email ACPET on Student.appeals@acpet.edu.au.

4) Note that students are to first take advantage of the Meee Australia internal appeals process before initiating an external appeals process.

Academic Appeal:

Once a student has been issued a Certificate, been given a Statement of Attainment or simply stopped studying at Meee Australia, that student has up to 6 months after their original designated course end date (based on the course duration) to appeal their academic results. Once the 6 months has expired, Meee Australia will no longer allow academic appeals and the student's file will remain closed. It is important that a student appeals during this 6 month period if they feel their results are inaccurate.

Administration of Student Records & Course Credit

Student Records

Students must advise Meee Australia if they change their contact email address, name, residential address and/or contact phone numbers. This information is held by the college on a confidential database. A local postal address and **a current email contact address** are required for each student, and students are required by the government to inform Meee Australia administration immediately if those details change. All students on induction day need to update their details, whether they have moved or not, since they enrolled.

Certificate/Qualification Name

Please ensure that your name and contact details are correct on our college files at all times. Only the information we have will appear on your final certificate and other documentation. Any changes should be made no later than one month prior to completion as alterations to certificates after printing, will incur a further cost of $10.00 to cover the cost of materials and labour for changes that can only be made by hand. Please complete a Change of Details form whenever you believe you personal details have changed. All students are required to complete an Application for Certificates and Academic Transcripts Form upon course completion and at the time they wish to receive their printed Certificate; to ensure your final certificate has your name spelled correctly and in the manner in which you prefer please clearly write your full name, the way you wish it to appear on your certificate, on your application form.

Students can request an Academic Transcript and Attendance Data Record at any time during the year. However, this may take two to five days to process depending on how much administrative work is being processed ahead of the student request. There is also a fee to collect the data, format in a simple form, and print for the student on appropriate college letter head or certificate paper/card.

Students requesting an attendance Data Record other than those issued at the end of each semester will incur a fee of $25 as this information must be correlated from the master record and processed in a single student format.

To obtain any of these, students must see administration to obtain the proper forms.

Support Letters

Other letters containing personal information (e.g. Confirmation of Enrolment Letters, TRA letters, External Salon Support Letters and so on), can be obtained by submitting a Student Support Letter form, and providing the appropriate ID before collection. Again these documents incur an administration fee due to the amount of administration time, processing and materials used to print them. See the form for more details.

Letters can only be obtained after submitting a completed form together with the payment to the accounts officer located on the third level.

Other Important Information

Payment Due Dates

All payments are due Quarterly (every three months) from the date of commencement. Warning: If students do not pay by due date, they will be unable to attend college until they pay; late fees or fines may apply.

Students may apply to change their payment plan by filling out a Student Fees-Change of Schedule form that can be obtained from Administration. Meee Australia will only consider changing a payment plan due to personal, individual compassionate or compelling circumstances (i.e. illness, hospitalisation and/or victimisation etc.)

Students are liable for any amounts in excess of student fees payable by the students to Meee Australia College in the event of default in the payment terms agreed to by the students such as administration fees, debt collection costs, solicitor fees, and court fees, etc.

Living in Australia

For up to date information about Australia, including indicative costs of living and accommodation options visit websites such as the Australian Bureau of Statistics and by browsing the internet's many real estate websites (Domain, Ray White, L.J. Hooker, REMAX, Homehound, etc). Note that all costs of living (including accommodation) incurred by students or students' relatives are the not the responsibility of Meee Australia and are not covered by or paid for by Meee Australia.
For up to date information regarding schooling obligations and options for school-aged dependants residing in Australia, please visit the Queensland Education Department website. Note that all costs of schooling incurred by students or students' relatives are the not the responsibility of Meee Australia and are not covered by or paid for by Meee Australia.

Contact Details

Meee Australia College of Health and Beauty, College of Hairdressing

63 Adelaide Street Brisbane QLD 4000
Tel: (07) 3012 8668
Fax: (07) 3012 8168
Email: enquiry@meee.com.au

Literacy or Numeracy Services

Local Students:
Literacy and Learning Centre
Communication and General Education
South bank TAFE
(07) 3244 5014

International Students:
TAFE Queensland English Language and Literacy Services on (07) 3244 5488 or email tells@det.qld.gov.au

Centre link website.
http://www.centrelink.gov.au/internet/internet.nsf/services/literacy_numeracy.htm

Other Important Phone Numbers

Police, Ambulance, Fire	000	Pregnancy Help	3831 6161
Taxi	131 008	Woman Health QLD wide	3839 9988
Interpreting Services (*TIS National*)	131 450	Breast Cancer Association of QLD	3839 6630
Transportation (*Transinfo*)	131 230	Eating Disorders associations	3352 6900
Financial Counselling Services	3257 1957	National Council of Women	3229 8171
Social Security Services	132 468	Legal Aid Services	3238 3317
Alcohol & Drug Information Line	3236 2414	Woman Legal Services	3392 0670
Children by Choice	3357 5377	Brisbane Rape & Incest Crisis	3844 4008
Family Planning Association	3252 5151	Domestic Violence	1800 811 811
Travellers Medical Service	1300 369 359		

WEBSITES

Employment

www.salonscout.com.au
www.seek.com.au
www.mycareer.com.au
www.careerone.com.au
www.jobsearch.gov.au
www.peopleonline.com.au
DIMIA www.immi.gov.au

Accommodation –

www.nicehomestay.net
www.bhs.net.au/default.asp
www.resortrez.com.au/vacancies_price.php

Transportation

www.transinfo.qld.gov.au

All Students:

- The policies contained in this student handbook must be read by the student and understood by the student before signing the Student Declaration.
- The student handbook must be understood, agreed upon, and signed by the student prior to initiation of classes.
- Students are not allowed to repeat any unit more than once without the correct paper work and payment being completed.
- Meee Australia needs to be notified of any change of address or contact details.
- Student records of academic performance and attendance for the course in which the student is enrolled are recorded systematically.
- Medical certificates are required on the grounds of illness
- All information personal or other provided by the student may be made available to Commonwealth and State agencies and the Fund Manager of ESOS (Educational services for Overseas Students) Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

Student Agreement – Student's Copy

This handbook holds the most recent Meee Australia college information, policies, rules, guidelines and procedures. Meee Australia information, policies, rules, guidelines and procedures are updated periodically and without prior notice. Therefore, students who sign this Student Declaration must agree to be aware of and observe Meee Australia's current information, policies, rules, guidelines and procedures. Up-to-date information, policies, rules, guidelines and procedures can be acquired from administration upon request, and supersede any prior information, policies, rules, guidelines and procedures. The most up-to-date information, policies, rules, guidelines and procedures are enforced accordingly.

I (print name) _____ of

_____ (address)

Have read and fully understand and agree with all of the contents of this Student Handbook. I agree to abide by the terms and conditions specified within this Handbook Contract, and I understand that if I choose not to abide by these terms and condition that Disciplinary Action will be taken.

I understand and agree with the current Payment Due Dates and the Refund Policy of Meee Australia College as written in this handbook. I also understand all the information contained on the Conformation of Enrolment and Letter of Offer issued to me by Meee Australia College. I therefore sign this declaration in the understanding of the above said including all that is contained in this Meee Australia Student handbook document.

Course Start Date: ____/____/_____

Student Full Name: _____

Student Contact email address(please print clearly)_____

Signature of Student _____

Signature of Parent/Guardian (If under 18 years): _____

Witness: (Meee Australia Official Name): _____

Witness: (Meee Australia Official Signature): _____

Witness Date: ____/____/_____

Student Agreement – Meee Australia Copy

This handbook holds the most recent Meee Australia college information, policies, rules, guidelines and procedures. Meee Australia information, policies, rules, guidelines and procedures are updated periodically and without prior notice. Therefore, students who sign this Student Declaration must agree to be aware of and observe Meee Australia's current information, policies, rules, guidelines and procedures. Up-to-date information, policies, rules, guidelines and procedures can be acquired from administration upon request, and supersede any prior information, policies, rules, guidelines and procedures. The most up-to-date information, policies, rules, guidelines and procedures are enforced accordingly.

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Course Start Date: ____/____/_____

Student Full Name: _____

Student Contact email address(please print clearly)_____

Signature of Student _____

Signature of Parent/Guardian (If under 18 years): _____

Witness: (Meee Australia Official Name): _____

Witness: (Meee Australia Official Signature): _____

Witness Date: ____/____/_____

Supplementary Information

Study in Australia	Visit the Study in Australia website for multilingual information about your study in Australia http://studyinaustralia.gov.au/sia/splash2.aspx
Brisbane	There are many reasons why students want to study in Brisbane, such as its excellent reputation for education along with it being Australia's fastest growing and most dynamic city, situated within a beautiful natural environment
The Weather	With an average of 245 days of fine and sunny weather each year, Brisbane's climate provides a pleasant environment all year round, ideal for enjoying an outdoor lifestyle and activities.
The Culture	The Queen Street Mall is famous for its range of shops, cafes and restaurants serving food from around the world 7 days a week. There is always live theatre and music, and combined with Brisbane's many pubs and clubs, you'll never be short of entertainment day or night.
Living Cost	You will be surprised how inexpensive it is to living in Brisbane. The prices of accommodation, food and drink, shopping, entertainment, and transportation are among the cheapest in Australia. Compared with other English-speaking countries, Australia boasts a very affordable living standard.
The Food	There is only the freshest of food and produce to be found in Brisbane, in particular fruit, vegetables and seafood. Seafood is caught fresh daily from Moreton Bay and delivered to Brisbane's many restaurants, cafes and take-out food stores. Additionally, Australia has some of the best beef in the world.
The Lifestyle	In Brisbane, people like to spend their leisure time participating in various sporting activities, having barbecues with friends and family, walking and relaxing in parks or spending the day at one of the nearby beaches on the Gold or Sunshine Coasts.
Transportation	Located in the heart of Brisbane, Meee Australia students enjoy easy access to Brisbane by bus, ferry, and train and water taxi. www.transinfo.qld.gov.au
Accommodation	www.nicehomestay.net www.bhs.net.au/default.asp www.resortrez.com.au/vacancies_price.php